



## College of Massage Therapists of Ontario

1867 Yonge Street, Suite 810, Toronto, ON M4S 1Y5 | [www.cmto.com](http://www.cmto.com) | [cmto@cmto.com](mailto:cmto@cmto.com)

Phone 416.489.2626 | Toll-free (Ontario) 800.465.1933

### Discipline Hearing Summary

#### Mandie Lai Chin Chu (Markham, ON)

June 12 - 13, 2019 and July 31, 2020

#### Decision

On May 13, 2020, the Discipline Committee found that Ms. Chu committed acts of professional misconduct in that she:

1. contravened a Standard of Practice of the profession or a published standard of the College, or failed to maintain the Standard of Practice of the profession;
2. failed to take reasonable steps to ensure that any information provided by Ms. Chu to the College was accurate;
3. failed to keep records as required;
4. falsified a record relating to her practice;
5. signed and issued, in her professional capacity, a document that she knew contained a false or misleading statement;
6. submitted an account or charge for services that she knew was false or misleading;
7. contravened the *Massage Therapy Act, 1991*, the *Regulated Health Professions Act, 1991*, (the “RHPA”) or the regulations under either of those Acts, more particularly section 76 (3.1) of the Health Professions Procedural Code, being schedule 2 to the RHPA; and
8. engaged in conduct or performed an act relevant to the practice of the profession that, having regard to all the circumstances, would reasonably be regarded by registrants as disgraceful, dishonourable or unprofessional.

#### Penalty Order and Cost Award

On July 31, 2020, the Discipline Committee made the following order on penalty and costs:

1. Ms. Chu is required to appear before a panel of the Discipline Committee immediately following the hearing of this matter to be reprimanded, with the fact of the reprimand and the text of the reprimand to appear on the public register of the College.
2. The Registrar is directed to suspend immediately Ms. Chu's Certificate of Registration for a period of six (6) months.
3. The Registrar is directed to impose the following terms, conditions and limitations on Ms. Chu's Certificate of Registration requiring that she complete the following remedial activities prior to the end of the suspension period described above, all at her own expense:
  - i. Ms. Chu must provide proof acceptable to the Registrar, of the successful completion (unconditional pass) of the PROBE ethics course; and
  - ii. Ms. Chu must provide proof, acceptable to the Registrar, of successful completion of the College's Standards and Regulations E-Workshop.
4. Ms. Chu is required to pay to the College costs in the amount of \$10,000.00, payable in monthly installments of \$555.00, commencing on February 1, 2021, with the exception of the 18th and last payment, which will be in the amount of \$565.00.

The complete Decisions and Reasons will be available online on the Canadian Legal Information Institute (CanLII) [website](#).

#### **Reprimand Delivered to Ms. Chu:**

The following reprimand was delivered by a panel of the Discipline Committee:

The panel would like to recognize the cooperation that you have shown for the process and for your presence at the penalty hearing today.

On May 13, 2020, the Discipline Committee found that you committed acts of professional misconduct. You deliberately and knowingly falsified a receipt and treatment records and issued receipts for treatments that you did not provide. Activities such as this erode both the insurance industry's and the public's trust and confidence in this profession as well as jeopardize [the profession's] relationship with insurers.

The Panel would like to remind you that being a Registered Massage Therapist is a privilege and not a right. We echo the comments referred to earlier in this hearing that we are increasingly concerned with the volume of cases of this nature.

The Panel expects that you will learn from your required course work and from the opportunity to reflect on your actions. We look forward to your successful return to the profession at the completion of the sanctions. We expect that in the future you will demonstrate better judgment, more becoming of a Registered Massage Therapist.