Building for the Future of Modern Regulation
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From Our Leaders

Message from the Registrar & CEO

In today’s interconnected, digitally-advanced world, regulators have an obligation to evolve by laying a firm foundation for modern regulation.

As part of its Strategic Plan (2016-2018) initiatives, the College of Massage Therapists of Ontario (CMTO) has committed to making continuous quality improvements across its departments to ensure CMTO remains an effective regulator that protects the public interest and prioritizes the health and well-being of Ontarians.

As reflected in the 2016 Annual Report’s theme – Continuous Quality Improvement – we have introduced a number of key initiatives that will have a lasting influence on public protection and the development of professional competencies for registrants.

Notably, we have begun laying the groundwork for the new Quality Assurance (QA) Program. The new tools included in the program will focus on encouraging the continuing competence and professional development of registrants throughout their careers.

Updating the QA Program and other pivotal initiatives spearheaded by CMTO are summarized under the College Highlights of this Annual Report. Similarly, the Committee Reports section provides an overview of the activities undertaken in 2016 by CMTO’s Statutory Committees.

In 2016, we also consulted with the Government of Ontario and our Federation of Health Regulatory Colleges of Ontario (FHRCO) colleagues on Bill 87, the Protecting Patients Act, 2017, to better understand the new legislation, and its impacts on CMTO’s administration of the Regulated Health Professions Act.

“I am proud to note that CMTO continues to promote increasing openness and transparency to ensure the public interest is served and protected.”

Corinne Flitton, RMT, Registrar & CEO

I am proud to note that CMTO continues to promote increasing openness and transparency to ensure the public interest is served and protected. As part of our commitment to these goals, in 2016, we published the College’s discipline decisions and summaries on the Canadian Legal Information Institute (CanLII) website, as well as CMTO’s website, to ensure this crucial information is readily accessible to the public.

In addition to enhancing transparency, we have taken active steps to engage in continuous quality improvement and identify opportunities internally which will assist in implementing the regulatory modernization principles previously adopted by Council.

I would like to take this opportunity to express my gratitude to CMTO’s Council and non-council members, as well as the Acupuncture Advisory Group for their continuing focus on the public interest and effective regulation.

As we look forward to 2017, I am excited to continue working towards the objective of regulatory modernization in our Strategic Plan to meet the evolving needs and demands of the regulatory landscape. All while remaining committed to our core mandate of protecting the public interest, promoting transparency and openness, and maintaining the accountability of registrants across the province of Ontario.

Sincerely,

Corinne Flitton
RMT, Registrar & CEO

Vision
CMTO is at the forefront of evolving professional regulation, inspiring trust and confidence.

Our Goals

Transparency
Well-informed stakeholders (public and Registered Massage Therapists’ clients)

Quality
Clients receive evidence-informed Massage Therapy

Regulatory Modernization
The public and Massage Therapy clients are protected through balanced and proportionate risk and outcomes-based regulation

Message from the President

Effective regulation is about evolution, continuous quality improvement, and the ability to identify opportunities for closing regulatory gaps. Most importantly, it is about the people that we serve, and our duty to uphold the public interest.

To that end, I am extremely proud of the many significant milestones achieved at CMTO over the past year. In 2016, we began laying the groundwork that will pave the way for regulatory modernization.

We did this by overseeing and guiding the implementation of Council’s Strategic Plan, which focuses on: Transparency; Quality; and Regulatory Modernization. In governing the College, Council supported the development of a number of new policies, program updates and other regulatory refinements that support our Strategic Plan goals.

In 2016, we continued to take active steps with other Ontario health regulatory colleges to strengthen
public protection. For example, CMTO continued its participation in the Clinic Regulation Working Group, which submitted its report to the Ministry of Health and Long-Term Care recommending ways to close regulatory gaps in the current oversight of Ontario’s healthcare clinics.

In 2016 Council also, as part of the Federation of Massage Therapy Regulatory Authorities of Canada (FOMTRAC), approved revisions to the *Inter-jurisdictional Practice Competencies and Performance Indicators for Massage Therapists at Entry-to-Practice (PC/Ps)*. This updated set of Practice Competencies and Performance Indicators will guide Massage Therapy Programs as they train Ontario’s next generation of Massage Therapists.

CMTO takes the privilege of regulating the Massage Therapy profession in the public interest very seriously. On behalf of CMTO’s 2016 Council, thanks to all CMTO staff, Peer Assessors, Investigators and Inspectors, Subject Matter Experts, the entire Examination Team and all CMTO associates, for their hard work and commitment to public protection.

Sincerely,

Lisa Tucker
RMT and President
Protecting the public interest and promoting safe and effective Massage Therapy treatment is at the forefront of all of the College’s initiatives. In early 2015, the College developed a multi-year Strategic Plan (2016-2018) with the aim of ensuring that these objectives underpin every aspect of the work and decision-making processes of the College.

During 2016, the College continued towards its vision to inspire the trust and confidence of the public, registrants, and the Massage Therapy community, by cultivating its commitment to these three interrelated goals:

- **Transparency** – well-informed stakeholders (public and Registered Massage Therapists’ clients);

- **Quality** – clients receive evidence-informed Massage Therapy; and

- **Regulatory Modernization** – the public and Massage Therapy clients are protected through balanced and proportionate risk and outcomes-based regulation.
As a result of the 2016 initiatives relating to these goals, CMTO is pleased to report that it is better positioned to provide information to the public in an open and transparent manner. The College is also better-equipped to guide registrants in understanding their professional obligations, and to fulfill its responsibilities as a modern regulator through a balanced and proportionate risk-and-outcomes-based regulatory approach. These initiatives are summarized below.

**CMTO’s Continued Commitment to Transparency**

CMTO continued its ongoing commitment to enhancing transparency of the College’s policies and decision-making processes by ensuring the public have a clear understanding of the role of the College and access to sufficient information to make informed choices about their healthcare.

**Conduct Matters: Update on Discipline Decisions and Summaries**

As of January 1, 2016, the complete discipline decisions and summaries from the College’s Discipline Committee hearings are being published on the Canadian Legal Information Institute (CanLII) website. Providing access to these decisions on CanLII helps to disseminate critical information to the public, other healthcare professions and registrants of the College through a reliable and accessible information source.

In addition, the discipline decisions and hearing summaries are also publicized on the CMTO website at www.cmto.com.

**CMTO Expands Information Available on the Public Register**

As of March 2016, CMTO also increased transparency by expanding the information available on the public register by implementing the work led by the Federation of Health Regulatory Colleges to make certain outcomes of the Inquiries Complaints and Reports Committee (ICRC) process available on the public register for the first time. Specifically, cautions, criminal findings and monitored Specified Continuing Education and Remediation programs are now publicized on the public register.

**Government of Ontario Strengthens Measures to Eradicate Sexual Abuse in Healthcare**

In 2015, the Ontario’s Minister of Health and Long-Term Care, the Honourable Dr. Eric Hoskins, formed a Task Force on the Prevention of Sexual Abuse of Clients and the Regulated Health Professions Act, 1991.

After completing a thorough review of complaints and investigative processes across all of Ontario’s 26 health regulatory colleges, the Sexual Abuse Task Force (“SATF”) asserted that reform is needed in the area of
sexual abuse prevention. Following the SATF’s report, Bill 87, the Protecting Patients Act, 2017, was introduced in December 2016 with the goal of strengthening and unifying the colleges’ approaches to dealing with cases of sexual abuse.

In order to prepare for the forthcoming amendments, CMTO has been working collaboratively with Ontario’s other 25 health colleges through its participation in the Federation of Health Regulatory Colleges of Ontario (FHRCO) to review regulatory gaps and ensure a smooth implementation of the legislation for the Massage Therapy profession and across all regulated health professions in the province.

CMTO Takes Steps to Improve the Quality of Massage Therapy Care through Quality Assurance

As the regulator of Massage Therapy, CMTO is mandated by the Ministry of Health and Long-Term Care to administer a Quality Assurance (QA) Program to ensure registrants deliver the highest possible quality of practice in Massage Therapy and continue with professional development over the span of their careers.

2016 Adjustments to Quality Assurance Processes

Designed to promote the highest quality of care through continuing competence, the maintenance of professional Standards of Practice, and in compliance with all aspects of the College, the QA Program is a requirement for all registrants practising Massage Therapy in the province of Ontario. The current QA Program is comprised of three key components: the Self-Assessment Tool (SAT), Continuing Education Units (CEUs) and the Peer Assessment.

Starting in 2016, in an effort to streamline the Colleges’ submission process for Continuing Education Units (CEUs) for the registrants, the CEU submission date
has been adjusted from December 31st to November 30th to assist registrants with meeting important deadlines amidst the busiest time of the year. As one of the College’s notable initiatives, the CEU submission program approval and submission process was revised. Registrants are now permitted to complete and submit their CEUs online.

Increased Access to the Online Self-Assessment Tool

Registrants that hold a General Certificate status with the College are required to complete and submit the Self-Assessment Tool (SAT) online. The SAT is intended to support registrants with the identification of new learning opportunities and the creation of professional development plans. As of 2016, CMTO increased access to its online SAT submissions portal for registrants by extending the submission deadline from a few months to up to a year.

New Quality Assurance Program under Development

Over the past year, CMTO has been laying the groundwork for expansive changes to the College’s QA Program that will be more meaningful and relevant to registrants’ work and foster lifelong learning.

The new tools that will be included in the enhanced QA Program will help assess registrants’ essential competencies, and measure their level of performance against the Standards of Practice and Regulations for the Massage Therapy profession. The new Program will focus on encouraging professional development and growth of registrants’ skills and competencies throughout their careers. CMTO will support all registrants in their development of skills and abilities to ensure clients receive the best possible Massage Therapy treatments, reflective of evidence-informed decisions and practices.

Paving the Way for the Future of Regulatory Modernization

Governing healthcare professionals in today’s complex regulatory climate requires colleges to be adaptable, accountable and transparent.
CMTO is deeply committed to becoming an effective modern health regulator by aligning its new policies and initiatives with key guiding principles of regulatory modernization:

- Identifying the problem before the solution;
- Quantifying and qualifying risks;
- Developing and implementing solutions that are as close to the problem as possible;
- Using regulation only when necessary;
- Promoting transparency and accountability;
- Monitoring for unintended consequences; and
- Reviewing and responding to change.

**Introduction of New Practice Competencies and Performance Indicators**

CMTO, as part of the Federation of Massage Therapy Regulatory Authorities of Canada (FOMTRAC), released an update of the *Inter-jurisdictional Practice Competencies and Performance Indicators for Massage Therapists at Entry-to-Practice (PCs/PIs)*.

The PCs/PIs define the minimum expectations for newly-registered Massage Therapists in provinces where the profession is regulated, including British Columbia, New Brunswick, Newfoundland and Labrador, and Ontario. Amongst other things, the PCs/PIs are a benchmark to help ensure the public receives effective, safe, and ethical care.

Initially published by FOMTRAC in 2012, PCs/PIs are intended to promote common inter-jurisdictional standards for entry-level registrants and to guide Massage Therapy education programs.

The project to update the PCs/PIs commenced in September 2014. A project team of subject matter experts from the regulated jurisdictions was formed to review and revise the practice competencies and the performance indicators. The team recommended clarifying and streamlining entry-level practice requirements. The findings were informed by surveys conducted with registrants, and by Massage Therapy education programs in the regulated jurisdictions.

Upon the project’s completion, the team presented its recommendations to FOMTRAC in June 2016. The four FOMTRAC member colleges independently reviewed the revised PCs/PIs and adopted the updated document in September 2016.

**Enhanced Acupuncture Authorization Process**

In 2016, the College undertook a number of important steps to modernize its process for authorizing registrants who perform acupuncture within the Scope of Practice for Massage Therapy. Under CMTO’s updated process, all registrants authorized to perform acupuncture are now listed on CMTO’s Acupuncture Roster, accessible through the existing public register.

The College also developed CMTO’s Acupuncture Standard of Practice to help guide registrants and educational programs in understanding the Standards and the authorization process, as well as minimum expectations for performing acupuncture within the scope of the Massage Therapy profession. The updates took effect in January 2017.
Conflict of Interest Guidelines Released

Due to the inherently sensitive and confidential nature of the practitioner-client relationship, registrants are in a unique position of trust with their clients. Every registrant has a responsibility to understand and manage conflicts of interest. An actual, potential, or even perceived conflict of interest may compromise the trust that a client has placed in their RMT and, on a wider scale, erode the confidence that the public has placed in the Massage Therapy profession.

With the aim of providing guidance on recognizing a conflict of interest and preventing its occurrence within their practice, CMTO released new Conflict of Interest Guidelines. The new Guidelines were distributed to the College’s registrants and stakeholders on September 19, 2016.

Proposed Regulation for Funding for Therapy and Counselling

In the last quarter of 2016, CMTO undertook a consultation with registrants and stakeholders related to eligibility criteria for funding therapy and counselling for clients who have been sexually abused by registrants. On December 6, 2016, CMTO invited stakeholders to comment using an online consultation mechanism on the new eligibility criteria. However, with the introduction of Bill 87, the Protecting Patients Act, 2017, CMTO will need to consider next steps regarding any proposed new regulation for funding for therapy and counselling.

Promoting Safe and Ethical Care through Effective Communication

Communications skills are vital for the delivery of safe and ethical client care in Massage Therapy. Registrants of the College must be able to communicate effectively with their clients about the course of their treatment as well as with other healthcare providers within the client’s circle of care. Further, registrants need to communicate directly with CMTO to understand and implement College requirements and expectations within the Scope of Practice and in accordance with Standards of Practice of the profession.

CMTO’s Council initially adopted a Language Fluency Policy in July 2014 with the goal to ensure that all candidates whose first language was neither English nor French, and whose secondary school education was not completed in Canada’s two official languages, would be required to meet the College’s language proficiency requirement. An updated Language Fluency Policy was implemented on February 1, 2016.

Update on the Canadian Massage Therapy Council for Accreditation

The Canadian Massage Therapy Council for Accreditation (CMTCA) is a nationally supported, independent organization, governed jointly by the Federation of Massage Therapy Regulatory Authorities of Canada, the Canadian Massage Therapist Alliance and the Canadian Council of Massage Therapy Schools. Incorporated in 2014, CMTCA is dedicated to standardizing the quality of Massage Therapy
education across Canada. Over the past two years, CMTCA began developing national standards and an accreditation process for Canadian Massage Therapy education programs.

In March 2016, CMTO provided recruitment support to CMTCA in an effort to secure accreditation surveyors to conduct on-site visits of school programs. In September 2016, Kathrina Loeffler, Executive Director of CMTCA, attended CMTO’s Council meeting to provide an update on the current status of the national standards and reported on CMTCA’s plan to integrate the Tracer Method as part of the accreditation process. CMTO is excited about the future of the CMTCA and the rigour it will bring to the future of Massage Therapy education in Canada.

**CMTO Joins Efforts with the Clinic Regulation Working Group to Address Gaps in the Oversight of Ontario’s Health Clinics**

Comprised of 13 regulatory colleges, including CMTO, the Clinic Regulation Working Group was formed in early 2015 with the aim of assessing the clinical landscape and identifying whether clinic regulation would be an appropriate approach to enhancing public protection across clinic settings in Ontario.

In the fall of 2015, CMTO collaborated with the Working Group on developing a hypothetical model for clinic regulation and consulted with various stakeholders, including regulated health professionals, clients, and businesses, to evaluate its efficacy and applicability. This feedback informed the Working Group’s report to the Ministry of Health and Long-Term Care in 2016. The submission brings awareness to the current gap in public protection, discusses alternative solutions, and proposes next steps in an effort to strengthen the oversight of Ontario’s health clinics.

**Strengthening Organizational Capacity**

Over the span of the year, the College has spearheaded a number of activities designed to enhance organizational strength and optimize operational processes.
enhance organizational strength and optimize operational processes.

In 2016, CMTO continued working on new initiatives to mitigate against risks identified in its 2014 organizational risk assessment, and undertook an organizational review to help inform plans for future growth of the College to meet increasing demands in the regulatory sector.

Further, CMTO worked with various external experts to conduct internal departmental reviews with the goal of optimizing its business processes, with a longstanding vision to identify and close regulatory gaps, reduce costs and increase efficiencies.

**Regulatory Modernization Research: A Way Forward**

In recent years, the Ontario Government identified regulatory modernization, with its shift towards risk and outcome-based regulation, as one of its top priorities. As a result, CMTO undertook some research to examine Ontario’s regulatory environment and identify best practice approaches and principles that have been adopted by peer regulatory bodies.

The analysis suggests that there is no clear path to achieving regulatory modernization. CMTO will need to chart its own course forward, with the help and guidance of Ontario’s Ministry of Health and Long-Term Care, the Federation of Health Regulatory Colleges of Ontario and input from stakeholders, in its journey to becoming an effective modern health regulator that continues to serve and protect the public interest.
The following statistics provide a unique snapshot of the Massage Therapy profession in the province of Ontario in 2016.

**CMTO Regulates Nearly 13,700 Massage Therapists**

The number of CMTO registrants continues to grow steadily, with growth each year since 2011. In 2016, CMTO had a total of 13,667 registrants – an increase of nearly 25 percent from six years ago.

**Average Age of Today’s Massage Therapist**

As in the previous two years, the largest group of registrants, at 34 percent, was aged 31 to 40 in 2016. Over 80 percent of all registrants were under 50, consistent with 2015.
Gender Distribution of Men and Women in Massage Therapy

The female to male ratio in the Massage Therapy profession in 2016 remained unchanged from last year. About 78 percent of Registered Massage Therapists in Ontario are female and 22 percent are male.

How Long Have Registrants Been Practising For?

Over one-third of all registrants have been in Massage Therapy for five years or less, while a quarter of Registered Massage Therapists have been practising the profession for six to 10 years in 2016. The remaining 39 percent have been practicing for 11 years or more.

Where are Registrants Practising in Ontario?: Top Locations

In 2016, about 50 percent of all registrants were practising Massage Therapy in the following five locations across Ontario: Toronto, York Region, the Region of Peel, Ottawa-Carleton and Waterloo.

6% of CMTO’s Registrants are Authorized to Practice Acupuncture

Out of all CMTO registrants in 2016, about six percent were authorized to also practise acupuncture within the Scope of Practice of Massage Therapy.
2016 Committee Reports

Executive Committee

The Executive Committee continued its monitoring and oversight role for strategic, governance and financial planning initiatives for the College in 2016.

Some of the key activities the Committee undertook in 2016 included meeting with the Auditor to ensure the audit was conducted, and reviewing the draft audited Financial Statements for presentation to Council. The Committee also conducted the Registrar's 2015 Performance Appraisal.

In May, after Council approved the Clinic Regulation Working Group's submission to the Ministry of Health and Long-Term Care (MOHLTC), the Working Group appealed to CMTO and other regulatory colleges for financial support to continue its efforts. The Executive Committee authorized an additional expenditure of $2,000 - $4,000 in 2016 to support the ongoing work of the Clinic Regulation Working Group until it is dissolved.
In the final quarter of 2016, the Committee met with CMTO’s investment advisor to review the annual performance of the College’s investment portfolio.

**Client Relations Committee**

CMTO’s Client Relations Committee is responsible for measures and programs that are designed to prevent and deal with sexual abuse cases of clients by registrants. Further, the Committee also addresses some aspects of relations between registrants and their clients.

Over the course of the year, the Committee held a total of three meetings. In 2016, the Committee members reviewed and approved an updated version of the College’s Sexual Abuse Prevention Plan, and discussed the work that would be undertaken in 2016. They also accepted a new application for funding for therapy and counselling by a person who was sexually abused by a registrant.

The Committee reflected on its current Funding for Therapy and Counselling Program, and discussed broadening the current funding eligibility regulations of the College to allow for more applicants to receive funding. Following approval from the Committee, the new set of regulations was submitted to CMTO’s Council with a recommendation to disseminate the new regulations for stakeholder consultation under provisions of the *Regulated Health Professions Act, 1991* (RHPA).

In addition, the Committee also monitored the work of the Ministry’s Task Force on the Prevention of Sexual Abuse of Clients and the RHPA. Once the final report was released by the Ministry, the Committee closely examined the Task Force’s recommendations.
In the Fall, the Committee released a new Conflict of Interest Guidelines to guide registrants in how to effectively identify and manage conflict of interest situations in order to provide safe, effective and ethical healthcare to the public.

Quality Assurance Committee

The Quality Assurance Committee develops, monitors, and reports on the College’s Quality Assurance (QA) Program which includes reviewing peer assessments and referring any information regarding a registrant’s potential misconduct or incompetence to the Inquiries, Complaints and Reports Committee (ICRC).

The Committee met four times in 2016. During the meetings, external consultants provided expert advice to the Committee regarding updates to the existing Quality Assurance (QA) Program and the effective development of a competency assessment framework for a new QA Program.

The Committee also reviewed a total of 31 registrant-related cases that resulted in the following outcomes:

<table>
<thead>
<tr>
<th>Outcomes Summary</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registrants completed their Quality Assurance requirements.</td>
<td>12</td>
</tr>
<tr>
<td>Registrant cases were required to submit additional information to the Committee.</td>
<td>15</td>
</tr>
<tr>
<td>Registrants who were required to participate in a Specified Continuing Education or Remediation Program (SCERP).</td>
<td>2</td>
</tr>
<tr>
<td>Registrant cases were referred to Investigations, Complaints and Reports Committee (ICRC) for non-compliance.</td>
<td>2</td>
</tr>
</tbody>
</table>

As part of its responsibility for overseeing the continuing education program and Self-Assessment...
Tool (SAT) of the QA program, the Committee agreed that it was important that registrants determine their own professional development goals and how best to address their learning needs, therefore, the Committee determined it will no longer approve courses accepted as Continuing Education Units (CEUs), leaving the selection of appropriate continuing education activities to the registrants.

The Committee approved the following changes:

- Encourage registrants’ reflection on the learning they obtained from participation in CEU activities;
- Promote diversity of learning opportunities (limiting the number of hours accepted for certain categories of CEUs); and
- Define the process for follow-up with those registrants who were unable to meet the submission/reporting deadlines.

In 2016, 548 peer assessments were completed, and a total of 3,058 registrants successfully reported their CEU cycle. In addition, proposed amendments to the Quality Assurance Regulation were reviewed and recommended to Council in 2017.

### Registration Committee

The Registration Committee is a statutory committee. It is responsible for developing policies and processes related to registration. The Committee reviews applications that have been referred by the Registrar on a case-by-case basis to ensure that applicants meet the requirements as set out by the regulation. In fulfilling its mandate, the Registration Committee has a duty to ensure registration practices are transparent, objective, impartial and fair.

In 2016, the Committee held two meetings by teleconference. During the year, the Committee reviewed the following items:

- Proposed Amendments to the Refresher Course; and
- Proposal for the replacement of the Credential and Prior Learning Assessment (CPLA) by the Massage Therapy Education and Credential Assessment (MTECA).

Two applications were referred to the Registration Committee for review and decisions.

<table>
<thead>
<tr>
<th>Reason for Referral</th>
<th>Decision Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td>Conduct concerns with a registrant.</td>
<td>The Committee directed Registrar &amp; CEO to refuse registration.</td>
</tr>
<tr>
<td>A former registrant applied for reinstatement of his/her General Certificate (GC) with an incomplete Professionalism Workshop.</td>
<td>The Committee allowed for the reinstatement of a General Certificate (GC) upon successful condition of the Professionalism Workshop within six months from the date the workshop is offered by CMTO.</td>
</tr>
</tbody>
</table>

### Professional Conduct Committee Reports: Inquiries, Complaints and Reports Committee (ICRC)

The Inquiries, Complaints and Reports Committee (ICRC) investigates complaints, inquiries, concerns and reports about registrants and determines a course of action in accordance with legislation, including referral to the Discipline Committee for allegations of professional misconduct, or incompetence. The Committee also has the authority to conduct inquiries about incapacity issues relating to registrants and will refer serious incapacity issues to the Fitness to Practise Committee.

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In 2016, 548 peer assessments were completed, and a total of 3,058 registrants successfully reported their CEU cycle.
The Committee reviews two types of cases:

- **Complaints:** The complaint process is a formal process of the College (set out in legislation). Complaints may be submitted by any member of the public. Complaints include details such as the name of the Massage Therapist, as well as the time, place, date and details of the event.

- **Registrar’s Reports:** Registrar’s Reports commence as a result of concerns that are not submitted as a formal complaint. Based on the information, the Registrar determines that a registrant may have committed professional misconduct or the registrant is incompetent, and initiates an investigation.

In 2016, the Committee’s work was completed by two Panels comprised of five Committee Members each. The Panels met collectively 10 times in face-to-face meetings, held 15 teleconferences and 17 electronic meetings. In total, the Committee oversaw 106 complaint cases and 75 Registrar Report Investigations for a total of 181 cases in 2016.

The Committee received 93 new cases in 2016, which included 55 complaints and 38 Registrar Reports.

The Committee completed 50 cases (29 complaints and 21 Registrar Report Investigations) with one complaint matter before the Health Professions Appeal and Review Board (HPARB).

The number of new complaints and Registrar’s Reports by type and the outcome of these cases is depicted below.
Requests for Review of Complaint Matters to the Health Professions Appeal and Review Board (HPARB)

Complainants and registrants have the right to appeal the decision of the ICRC within 30 days unless the decision is to refer the matter to the Discipline Committee or a referral for incapacity issues.

The review process is handled by the Health Professions Appeal and Review Board (HPARB), which is composed of members of the public appointed by the Lieutenant Governor in Council on the Minister of Health and Long-Term Care’s recommendation. More information about the HPARB is available at www.hparb.on.ca.

<table>
<thead>
<tr>
<th>Cases Before the Health Professions Appeal and Review Board (HPARB)</th>
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</thead>
<tbody>
<tr>
<td>Total number of cases before HPARB in 2016</td>
</tr>
<tr>
<td>Details of Disposition</td>
</tr>
</tbody>
</table>

Discipline Committee

The Discipline Committee is responsible for conducting hearings related to allegations of registrants’ professional misconduct or incompetence. As part of this process, the Committee may make decisions about revoking or suspending a registrant’s Certificate of Registration or imposing other terms and conditions, where appropriate.

The Discipline Committee had a total of 47 cases before it in 2016. Of these cases, 36 cases were carried over from 2015 and 11 new referrals were made in 2016. One of the new cases involved an order for a new hearing from the Divisional Court and the remaining cases were referrals from the ICRC.

The Committee completed 14 cases in 2016. Of the 14 cases, 11 involved a hearing and three cases involved indefinite adjournments of the hearings given that the registrants entered into agreement to give up their registration and to never reapply. If the registrants fail to comply with any term of the agreement, the College has the ability to resume the discipline hearing.

A summary of the case outcomes is contained in the table below.

Discipline Committee Outcomes Summary

| Uncontested cases | 11 |
| Indefinite adjournments where registrants agreed to give up their registration and never to reapply. | 3 |

Requests for Review of Complaint Matters to the Health Professions Appeal and Review Board (HPARB)

As noted, there were 14 discipline cases completed in 2016. For a summary of each discipline hearing, please refer to the links below:

Anton Dubovik  Natasha Ianovsky  Adam Muklewicz  Jun Xiao  Scott Dartnall  Larissa Dubovik  Andrey Kojevnikov  Wenjie Bai  Wei Li  Petra Ciobanu  Parminder Rehsi  Jia Zang  Carrie Ho  Thomas Freeman

Fitness to Practise Committee

The Fitness to Practise Committee hears matters concerning the physical or mental capacity of a registrant to practise. It makes decisions about this, and, where appropriate, may order revocations or suspensions, or impose other terms, conditions or limitations on registration certificates. In 2016, there were no matters before this Committee.
Summary Financial Statements


To the Council of the College of Massage Therapists of Ontario

The accompanying summary financial statements, which comprise the summary statement of financial position as at December 31, 2016, and the summary statement of operations for the year then ended, and related note, are derived from the audited financial statements of the College of Massage Therapists of Ontario for the year ended December 31, 2016. We expressed an unmodified audit opinion on those financial statements in our report dated May 15, 2017.

The summary financial statements do not contain all the disclosures required by Canadian accounting standards for not-for-profit organizations. Reading the summary financial statements, therefore, is not a substitute for reading the audited financial statements of the College of Massage Therapists of Ontario.

Management's Responsibility for the Summary Financial Statements
Management is responsible for the preparation of a summary of the audited financial statements on the basis described in the note to the summary financial statements.

Auditor's Responsibility
Our responsibility is to express an opinion on the summary financial statements based on our procedures, which were conducted in accordance with Canadian Auditing Standard (CAS) 810, "Engagements to Report on Summary Financial Statements".

Opinion
In our opinion, the summary financial statements derived from the audited financial statements of the College Massage Therapists of Ontario for the year ended December 31, 2016 are a fair summary of those financial statements, on the basis described in the note to the summary financial statements.

Toronto, Ontario
May 15, 2017
Chartered Professional Accountants
Licensed Public Accountants
# Summary Statement of Financial Position

<table>
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<tr>
<th>December 31</th>
<th>2016</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ASSETS</strong></td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>Current assets</td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>Cash</td>
<td>8,065,875</td>
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</tr>
<tr>
<td>Investments</td>
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<td>764,460</td>
</tr>
<tr>
<td>Prepaid expenses</td>
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<td>7,245</td>
</tr>
<tr>
<td><strong>Investments</strong></td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>Investments</td>
<td>6,151,242</td>
<td>5,912,890</td>
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<tr>
<td><strong>Capital assets</strong></td>
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<td>$</td>
</tr>
<tr>
<td>Capital assets</td>
<td>493,384</td>
<td>520,353</td>
</tr>
<tr>
<td>Intangible assets</td>
<td>252,387</td>
<td>345,408</td>
</tr>
<tr>
<td><strong>Intangible assets</strong></td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td><strong>Invested in capital and intangible assets</strong></td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td><strong>Internally restricted for complaints and discipline</strong></td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>Internally restricted for complaints and discipline</td>
<td>1,500,000</td>
<td>1,000,000</td>
</tr>
<tr>
<td>Internally restricted for national initiatives</td>
<td>700,000</td>
<td>730,000</td>
</tr>
<tr>
<td>Internally restricted for massage therapy research</td>
<td>250,000</td>
<td>500,000</td>
</tr>
<tr>
<td>Unrestricted</td>
<td>2,901,259</td>
<td>3,341,795</td>
</tr>
<tr>
<td><strong>Unrestricted</strong></td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td><strong>NET ASSETS</strong></td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>Invested in capital and intangible assets</td>
<td>745,771</td>
<td>865,761</td>
</tr>
<tr>
<td>Internally restricted for complaints and discipline</td>
<td>1,500,000</td>
<td>1,000,000</td>
</tr>
<tr>
<td>Internally restricted for national initiatives</td>
<td>700,000</td>
<td>730,000</td>
</tr>
<tr>
<td>Internally restricted for massage therapy research</td>
<td>250,000</td>
<td>500,000</td>
</tr>
<tr>
<td>Unrestricted</td>
<td>2,901,259</td>
<td>3,341,795</td>
</tr>
<tr>
<td><strong>Unrestricted</strong></td>
<td>$</td>
<td>$</td>
</tr>
</tbody>
</table>

# Summary Statement of Operations

<table>
<thead>
<tr>
<th>Year ended December 31</th>
<th>2016</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Revenues</strong></td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>Registration fees</td>
<td>7,620,644</td>
<td>7,375,990</td>
</tr>
<tr>
<td>Examination fees</td>
<td>1,511,350</td>
<td>1,339,343</td>
</tr>
<tr>
<td>Investment income</td>
<td>173,987</td>
<td>187,228</td>
</tr>
<tr>
<td><strong>Total Revenues</strong></td>
<td>9,305,981</td>
<td>8,902,561</td>
</tr>
<tr>
<td><strong>Expenses</strong></td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>Council and committees</td>
<td>210,619</td>
<td>287,242</td>
</tr>
<tr>
<td>Complaints and discipline</td>
<td>2,491,622</td>
<td>1,374,114</td>
</tr>
<tr>
<td>Examinations</td>
<td>1,351,153</td>
<td>1,259,008</td>
</tr>
<tr>
<td>Quality assurance</td>
<td>140,410</td>
<td>297,531</td>
</tr>
<tr>
<td>Communications</td>
<td>161,277</td>
<td>192,511</td>
</tr>
<tr>
<td>Salaries and benefits</td>
<td>2,501,467</td>
<td>2,399,355</td>
</tr>
<tr>
<td>Consulting fees</td>
<td>384,492</td>
<td>598,205</td>
</tr>
<tr>
<td>Professional fees</td>
<td>316,923</td>
<td>267,226</td>
</tr>
<tr>
<td>Rent and operating costs</td>
<td>499,007</td>
<td>493,260</td>
</tr>
<tr>
<td>Office and general</td>
<td>718,783</td>
<td>729,209</td>
</tr>
<tr>
<td>Contributions to national initiatives</td>
<td>368,558</td>
<td>-</td>
</tr>
<tr>
<td>Contributions to massage therapy research</td>
<td>250,000</td>
<td>-</td>
</tr>
<tr>
<td>Amortization - capital assets</td>
<td>123,383</td>
<td>102,371</td>
</tr>
<tr>
<td>Amortization - intangible assets</td>
<td>128,813</td>
<td>121,195</td>
</tr>
<tr>
<td><strong>Excess of revenues over expenses</strong></td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>(expenses over revenues) for the year</td>
<td>(340,526)</td>
<td>479,590</td>
</tr>
</tbody>
</table>

# Note to Summary Financial Statements

**Basis of presentation:** These summary financial statements have been prepared from the audited financial statements of the College of Massage Therapists of Ontario (the “College”) for the year ended December 31, 2016, on a basis that is consistent, in all material respects, with the audited financial statements of the College except that the information presented in respect of changes in net assets and cash flows has not been presented and information disclosed in the notes to the financial statements has been reduced.

Complete audited financial statements are available to members upon request from the College.
2016 Committees

Executive Committee
Lisa Tucker, RMT, President
Lloyd White, Public Member, Vice President
Jennifer Da Ponte, RMT, Executive Officer
(as of September 19, 2016)
Karen Sosnowski, RMT, Executive Officer
Robert Pletsch, Public Member, Executive Officer
(unti1 July 28, 2016)

Client Relations Committee
Kim Westfall-Connor, RMT, Chair
Anne Dockendorff, RMT (non-Council)
Arpana (Anna) Vora, Public Member
Hedy Miszuk, Public Member

Discipline Committee
Hedy Miszuk, Public Member, Chair
Brooke Gibson, RMT (non-Council)
Vanessa Young, RMT (non-Council)
All Council members

Fitness to Practise Committee
David Janveau, RMT, Chair
All Council Members

Inquiries, Complaints and Reports Committee (ICRC)
David Janveau, RMT, Chair (Panel A)
Deny Brulotte, RMT (non-Council)
Anne Dockendorff, RMT (non-Council)
Murthy Ghandikota, Public Member
Don Robichaud, RMT (non-Council)
Lloyd White, Public Member, Chair (Panel B)
Jocelyn Acheson, Public Member
Nicole Andrews, RMT (non-Council)
Jennifer Da Ponte, RMT
Nancy Engstrom, RMT

Quality Assurance Committee
Jane Wellwood, RMT, Chair
Murthy Ghandikota, Public Member
Brooke Gibson, RMT (non-Council)
Robyn Libby, RMT
Lloyd White, Public Member

Registration Committee
Karen Sosnowski, RMT, Chair
Murthy Ghandikota, Public Member
Lesley Hargreaves, RMT
Vanessa Young, RMT (non-Council)
Arpana (Anna) Vora, Public Member