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2013 was an extraordinary year for the College, as it completed key initiatives, as set forth in the College’s strategic plan – to fulfill its mandate to protect the public’s interest and safeguard the public trust.

The strategy map (as displayed here) is a visual representation of the strategic plan, which illustrates how the College enhances the performance of its mission and achieves its vision, through a linked chain of continuous improvements and strategic objectives.

The College’s mission is dedicated to excellence in protecting the public’s interest, serving its registrants, and promoting the highest possible quality of care in the practice of Massage Therapy in a safe and ethical manner. As Registered Massage Therapists we envision a future where we are valued professionals providing compassionate care to optimize health for life.

The strategy map provides a visual depiction of the College’s strategic objectives from various perspectives and how they interrelate and build upon each other to achieve the College’s vision. The different perspectives are defined below.

- **Stakeholder perspective**: Involves outcomes which impact the public of Ontario who utilize Massage Therapy;

- **Internal (business) process perspective**: Involves outcomes resulting from:
  - Operations management processes;
  - Customer management processes;
  - Innovation processes;
  - Social and regulatory processes.

- **Foundation perspective**: Includes human, information and organizational capital or capacities, including learning and development;
• **Resources perspective:** Involves financial stewardship and risk management for the organization.

The higher perspectives involve objectives which directly impact the key constituency of the College - the public and clients of Massage Therapists. The lowest perspective, however, has no clearly defined external stakeholders. Improvement in terms of the lower perspectives take longer, but they are the key initiatives determined by Council to bring about a lasting and dramatic change in the College’s performance, ultimately for the benefit of the public of Ontario.

**National Massage Therapy Education Program Accreditation**

As part of ensuring that Massage Therapists are seen as valued health professionals, the College has a responsibility to set educational criteria for Massage Therapy education. To this end, the College participated on a ten member National Accreditation Planning Committee that created an action plan to establish national accreditation for Massage Therapy schools across Canada.

National accreditation will ensure that students in many Massage Therapy programs across the country will be taught the same entry to practice inter-jurisdictional practice competencies. This is a very significant move forward to promote quality professionals and ensuring that the public interest is protected. Current information on the status of this project can be found at: [http://www.mtcfa.ca/](http://www.mtcfa.ca/)

**Massage Therapy Research**

The College continues to support research through its connection with the IN-CAM Research Network (IN-CAM). Over the years, CMTO has funded numerous research projects through the Massage Therapy Research Fund (MTRF), which is currently being administered by IN-CAM at the University of Calgary, utilizing CMTO funds.

Through this partnership, IN-CAM holds funding competitions yearly and vets the applicants to select research projects that meet the following criteria set by CMTO, the results of which contribute in meeting the College’s vision of Optimizing Health for Life:

- Massage Therapy effectiveness, efficacy and safety;
- Massage Therapy delivery and policy;
- Massage Therapy knowledge translation.

Supporting high quality research will continue to be a priority of the College moving forward.

**Acupuncture**

There was significant movement in 2013 related to acupuncture within the scope of practice of Massage Therapy. Practice competencies and performance indicators were developed by a qualified team of Massage Therapists who met several times in 2013. The College is currently producing a series of videos to provide information and guidance to registrants about the practice competencies needed to provide acupuncture within the scope of practice of Massage Therapy. Watch for these videos in the coming months.

**College Council & Committees**

All Council members have one common task, which is to support the regulatory mandate and strategic goals of the Council and the College, in order to protect the public interest.

Council and non-Council members (members of the profession who volunteer to serve on Committees) are appointed to participate on statutory committees. Each of these committees has a specific function mandated by the RHPA. The committees are:

- Client Relations Committee
- Discipline Committee
- Executive Committee
- Fitness to Practice Committee
- Inquiries, Complaints and Reports Committee
- Quality Assurance Committee
- Registration Committee

We would like to acknowledge the hard work and dedication of all Council and non-Council members. For a more detailed description of the activities of each committee in 2013, please refer to their reports later in this document.

Corinne Flitton, Registrar & CEO
An important focus for Council in 2013 was to ensure that College processes, particularly in Registration Services are more efficient, effective, transparent, fair and user friendly. In August, a new database was launched and concurrent to this a survey was sent to all registrants seeking feedback regarding the updated online registration renewal system. The response to this was very positive. I would like to thank all the registrants who provided comments and solutions on ways to enhance the renewal process. Your comments helped to improve the process and the experience for other registrants.

The new database will allow for further upgrades in 2014 in the area of CEU reporting and the Self-Assessment Tool, paving the way for registrants to manage their own Quality Assurance portfolio. Our goal is to provide the online tools to increase ease in reporting for registrants.

Council also approved collaboration with eHealth on a Provider Registry for Electronic Health records for Ontarians. The function of the Provider Registry is to be a repository of healthcare provider credentials for both regulated health practitioners and provider organizations. The Provider Registry is one just part of the information systems that will support the deployment of an electronic health record for all Ontarians. To participate, the Council agreed to provide eHealth Ontario with registrant information currently available on the public register, as well as the registration numbers of registrants. This project is underway at other health-regulated colleges across the health care spectrum and is expected to go live sometime in 2015.

In an effort to provide greater organizational transparency of the College’s projects and programs, we have been exploring the realm of social media in College communications. This plan was based on CMTO’s strategic objectives, as well as HPRAC’s recommendations for Patient Relations Programs made in 2008. These initiatives align with the College’s strategic objectives to improve information access and use.

Other initiatives designed to improve information access and use is the College’s YouTube page, which we encourage you to visit. Videos of interest are The College Review Video Series and the Annual Report Video. The College Review was initiated at the beginning of 2013. Its purpose is to act as a companion piece to the College’s newsletter, highlighting hot topics and College activities through video format. For the past couple of years, the College’s Annual Report has also been produced in both PDF and video formats. The Annual Report Video offers the viewer a window into College activities, and the people behind the important work being completed each year by the College.

Plans are already underway in 2014 to create a multi-year video series of frequently asked questions by registrants covering topics such as registration, and CEU reporting. The College will also be producing a 5-part video series on acupuncture.

Without question, self-regulation is a privilege. In the coming years, the College will continue to work towards its vision of “Valued Professionals, Compassionate Care, Optimizing Health for Life” by building on the trust of the public and increasing the engagement with registrants.

Dave Janveau, RMT, President
2013 COLLEGE HIGHLIGHTS

Acupuncture Practice Competencies and Performance Indicators

The Acupuncture Practice Competencies and Performance Indicators (APC/PIs) were approved by Council on February 12, 2013. The project approach, under the facilitation of Dr. David Cane, was similar to that used in the Interjurisdictional Practice Competencies and Performance Indicators project.

A five-person project team made up of RMTs, with expertise in acupuncture practice and education, was selected by the College. The team members were: Brandy John, RMT; Marylou Lombardi, RMT; Dennis Newhook, RMT; David Schroevalier, RMT; Jessica Watson, RMT.

In order to enable CMTO to update its process of review and approval for acupuncture educational programs, the team went on to develop several performance indicators for each competency. The indicators provide a direct link between the competencies required in practice and program curriculum. The initial list contains 75 indicators.

Consultation with the currently approved acupuncture programs followed, focusing on whether the schools currently assess their students relative to each indicator, and if not, whether they could adjust their program to do so. Eleven of fourteen approved schools responded to the survey, and as a result the team made adjustments to the proposed indicators to ensure clarity and feasibility.

An information session for current and new schools teaching acupuncture to Massage Therapists is planned.

RMTs practicing acupuncture as a modality within the scope of practice of Massage Therapy are affected by this change and will need to ensure that they possess the required competencies. A series of video presentations will be posted on the College’s website in 2014/15 to inform College registrants about the APC/PIs.

To further clarify what the acupuncture competencies are for Massage Therapists, please review the CMTO Acupuncture Practice Competencies and Performance Indicators adopted by Council in February 2013 on the College’s website at: http://www.cmto.com/registrants/about-the-profession/acupuncture-practice-competencies-and-performance-indicators/

The Facts About Acupuncture

A joint fact sheet was developed by the Registered Massage Therapists’ Association of Ontario (RMTAO) and the College to clarify concerns arising for those RMTs who provide acupuncture. Please follow this link to learn more: http://www.cmto.com/2013/11/cmto-rmtao-acupuncture-fact-sheet/

Massage Therapy Association of Manitoba Application for Regulation of Massage Therapy

The College has been in communication with the Massage Therapy Association of Manitoba (MTAM), as it works towards regulating Massage Therapy within its province. As outlined on the Manitoba Health website, the Massage Therapy Association of Manitoba (MTAM) submitted an application to the Minister of Health for designation as a regulated health profession, under Section 156 of The Regulated Health Professions Act (RHPA).

In response, the Minister of Health has asked the Health Professions Advisory Council (HPAC) “to investigate and advise whether Massage Therapists in Manitoba should be regulated under the RHPA; and if so, what would be the appropriate College, scope of practice, reserved acts, and titles.”

Interested stakeholders and the public have been invited to make submissions to HPAC, which will then determine whether a public consultation will take place. At the conclusion of the consultation process, HPAC will make recommendations to the government regarding the regulation of Massage Therapy.
To track the progress of the application by MTAM, please refer to: http://www.gov.mb.ca/health/rhpa/review.html

**Accreditation for Massage Therapy Schools**

A project to accredit Massage Therapy schools across Canada is currently underway. This initiative to develop a national Massage Therapy school accreditation agency made significant progress in 2013.

The vision for national Massage Therapy program accreditation is to provide a mechanism for quality assurance and continuing quality improvement of entry-level Massage Therapy education programs across Canada.

Accreditation will foster a common national entry-level education standard that is based upon the entry-to-practice requirements in the regulated provinces, and in doing so will facilitate the initiation of regulation in provinces that are currently unregulated. Accreditation will support the advancement of Massage Therapy as a health care profession, thereby serving the public interest.

Accreditation operations will:
- Be administered by a newly-created, specific-purpose agency that is federally incorporated and governed collaboratively by Massage Therapy regulators, Massage Therapy educators and Massage Therapy professional associations;
- Take place in a manner consistent with the Good Practice Guidelines published by the Association of Accrediting Agencies of Canada.

Accreditation services will:
- Be available to programs that take place in both private and public education institutions;
- Avoid redundancy with provincial government requirements applicable to education institutions;
- Be available in both regulated and unregulated provinces;
- Be available in both English and French.

Accreditation standards will:
- Be based upon the Inter-jurisdictional Practice Competencies and Performance Indicators approved by the regulated provinces in 2012 (and incorporate future updates to that document);
- Be flexible in their application, focusing more on the student learning outcomes produced by the program than on the program’s structure and process;
- Be developed in consultation with stakeholders.

In January 2013, the Federation of Massage Therapy Regulatory Authorities of Canada (FOMTRAC) engaged a consultant, Dr. David Cane, to create a stakeholder-driven action plan to establish national accreditation. A 10-member National Accreditation Planning Committee was formed to provide direction for the project.

The committee met both face-to-face and by distance over the period March to October 2013. The Planning Committee’s conclusions, recommendations and proposed action plan, were presented to stakeholders for feedback at a workshop held in Toronto on October 8, 2013.

There were 61 participants in the workshop. The committee’s general approach was strongly supported by participants; in addition, numerous suggestions were made and issues were identified for future consideration.

The Accreditation Planning Committee, representing different jurisdictions across Canada, has agreed that the next step is to establish the Board of Governors for the accrediting body, which will be called Massage Therapy Council for Accreditation.

The Board will work with a newly hired Executive Director to establish the specific criteria by which educational programs will be reviewed. Detailed information on the progress of accreditation will be communicated through the agency once it is operational.

For more information please follow this link: http://www.mtcfa.ca

**New Database**

The College installed its new database product, which will form the platform for many other user enhancements to come, particularly in the Quality Assurance program. Online renewals in 2013 went very smoothly. A few registrants had difficulty with their passwords, as all registrants were
required to change their passwords at the beginning of September when the new database was launched. The College wishes to thank all the registrants who provided comments and solutions on ways to enhance the renewal process through participation in a survey. Your comments greatly helped to improve the process and the overall experience for registrants.

**Online Renewals**

For a number of years CMTO has offered an online method for annual renewal of registration with the College. At the present time, only three percent of College registrants continue to renew by paper. It has been determined that significant resources are expended resolving the errors that arise only with the paper version of the renewal process.

To more effectively manage resources, Council directed the College to eliminate paper-based renewal forms, commencing in September 2014 – this directive is in keeping with the approach currently used by other health regulatory Colleges and will be aided by the new database which provides a faster, more user friendly interface.

**eHealth Provider Registry**

The College has been approached by eHealth Ontario to commence work on the Provider Registry project. The function of the Provider Registry is to be a repository of healthcare provider credentials for both providers and provider organizations. The Provider Registry is one of the cornerstone information systems that will support the deployment of an electronic health record for all Ontarians.

The benefits include:

- Providing the foundation for an integrated Electronic Health Record in Ontario through a consolidated repository of health care provider information from authoritative sources;
- Providing Data privacy and security through limiting access of Personal Health Information to health care providers who have been identified in the Provider Registry and have been enrolled to utilize eHealth solutions by a trusted registrar;
- Enhancing patient care by enabling electronic communications between providers and supporting Health Information Custodian providers with 24/7 access to Ontario’s eHealth solutions.

At Council’s request, eHealth Ontario representatives attended a Council meeting to address questions on the Provider Registry initiative. Council approved a motion to support the Provider Registry by providing information currently available on the public register as well as registration numbers of registrants to the Provider Registry. This project is expected to go live sometime in 2015.

**By-law Review Project**

The Council is currently in the process of reviewing the College’s bylaws to ensure that they are valid and accurately reflect current practices. It is anticipated that proposed amendments to current by-laws will be available to stakeholders for review in 2014.

**MCQ Exam Fee Increase**

Council concluded a period of stakeholder consultation regarding the exam fees. In making its decision to increase the MCQ portion of the fees, Council noted that the MCQ fee has not increased since 2005. The budget for the MCQ has always been based on cost recovery; however, in recent years, the revenue from MCQ fees, in particular, has not been covering the costs of developing and administering the exam. MCQ exam fees will increase in 2014.

**2012/2013 MTRF Grant Recipients**

A growing number of scientific researchers are exploring the safety, efficacy and effectiveness of Massage Therapy to treat a variety of health conditions, and to maintain and optimize overall health and wellness. Results from these studies will be used to shape Massage Therapy education and training; inform clinical practice; and improve client outcomes.

Two grants were awarded in April 2013 for the Massage Therapy Research Fund research competition through IN-CAM:
Fuschia M. Sirois PhD, BSc in the amount of $17,850.40. Her research will study the effects of Massage Therapy on the anxiety and sleep quality of individuals with fibromyalgia;

Amanda Baskwill, BEd, RMT in the amount of $5000. The study explores utilization and knowledge of attitudes, barriers and supports to evidence-informed Massage Therapy.

The College of Massage Therapists of Ontario is committed to advancing Massage Therapy research through its support of the Massage Therapy Research Fund. In 2012, an agreement to administer the fund was entered into with the IN-CAM Research Network (IN-CAM), based at the University of Toronto and the University of Calgary.

With IN-CAM’s involvement, the types of research proposals which can be funded by the MTRF include:

- Massage Therapy effectiveness, efficacy and safety;
- Massage Therapy delivery and policy;
- Massage Therapy knowledge translation.

The MTRF aims to assist collaboration between the scientific and massage communities in developing well-designed research projects that will contribute to the evidence-based practice of Massage Therapy.

**MTRF Contract**

Council approved the extension of the contract with IN-CAM to manage the MTRF for another 2 years to permit research competitions in 2014 and 2015.

**Council Professional Development Day**

Council held its annual professional development day in June. The team which developed the Acupuncture Practice Competencies and Performance Indicators provided an information session to Council regarding acupuncture. Ania Kania of IN-CAM also provided a summary of all the research projects CMTO has funded to date. Summaries of the funded research will be posted on the College’s website in 2014.

**CMTO Communication Plan**

The College’s 3-Year Communications Plan wrapped up in December of 2013. This plan was based upon CMTO’s strategic objectives, as well as HPRAC’s recommendations under its Patient Relations Program.

The plan itself has affected great change for CMTO: from the College’s website, launched two years ago; the development of a new logo; the rebranding of the College Standard to TouchPoint; to several video initiatives. Two such projects are The College Review Video Series and the Annual Report Video.

The College Review was initiated at the beginning of 2013 – its purpose being, to act as a companion piece to the College’s newsletter, highlighting hot topics and College activities through video format. For the past couple of years, the College’s Annual Report has also been produced in both PDF and video formats. The Annual Report Video offers the viewer a window into College activities, and the people behind the important work being completed each year by the College.

Plans are already underway in 2014 to create a multi-year video series of frequently asked questions by registrants covering topics such as registration, and CEU reporting; the College will be producing a 5-part video series on acupuncture; as well as conducting surveys and focus groups to garner feedback on the current website, in order to improve access to information – these pivotal website upgrades are scheduled for 2015.

The College understands the important role that communications has to play in engaging both registrants and the public, and will continue in subsequent years to build upon this strategy, utilizing new communications vehicles and leveraging technology.
The Massage Therapy Research Fund (MTRF), funded by the CMTO, aims to support high quality research on Massage Therapy in the following priority areas:

- Massage Therapy effectiveness, efficacy, and safety;
- Massage Therapy access and delivery;
- Massage Therapy policy;
- Massage Therapy knowledge translation.

Grants awarded through the MTRF are determined through an annual funding competition, which is administered by the IN-CAM Research Network. The annual competition is open to all eligible Canadian applicants. Applications received by the set deadline are considered for funding through a rigorous peer review process. The following aims to provide a detailed update on the status of the 2012/2013 and the 2013/2014 MTRF funding competitions.

2012/2013 Funding Competition

The 2012/2013 funding competition was completed in May 2013. Seven applications were received by the submission deadline of December 8, 2012. Based on the results of the peer review, two projects were awarded MTRF grants. The recipients of the grants were: Dr. Fuschia Sirois, PhD, BSc and Amanda Baskwill, BEd, RMT.

A brief summary of the awarded research projects, how they contribute to the practice of Massage Therapy, and information about the recipients are provided below.

MTRF Grant Recipient: Fuschia Sirois, PhD, BSc

Project title:
The effects of Massage Therapy on the anxiety and sleep quality of individuals with fibromyalgia: A pilot study

Grant amount: $17,850.40

Project summary:
Fibromyalgia is an increasingly common musculoskeletal condition characterized by muscle and joint pain and fatigue. In addition, people with fibromyalgia often experience sleep disturbances and anxiety. This study aimed to examine the effects of 8 weeks of Massage Therapy (MT) on the sleep quality and anxiety symptoms of fibromyalgia patients, and its associated benefits for psychological well-being. The researchers proposed that Massage Therapy may be an effective way to improve sleep and reduce anxiety among people with fibromyalgia that can enhance their quality of life. The funded project is a thesis project for Dr. Sirois’ doctoral student, Anne Lebrun.

Fit with MTRF research priorities:
The proposed research project fits with the MTRF research priority concerned with evaluating the effectiveness of MT.

Why is this study important to MT practice? How does it contribute to what we know?
This pilot study will provide preliminary data to expand current knowledge and understanding of how Massage Therapy may be a potentially beneficial treatment for sleep disturbance and anxiety symptoms in individuals with fibromyalgia. In addition, as a pilot study, it will provide important information which will form the basis of a larger scale study to assess these effects. The results could enhance the profile of Massage Therapy as an effective treatment option for people with fibromyalgia.

About Fuschia Sirois:
Dr. Sirois is a Professor in the Psychology Department at Bishop’s University and a Canada Research Chair in Health and Well-Being. She is also the coordinator of the multidisciplinary Psychological Health and Well-being Research Cluster at Bishop’s University and is a researcher at the Center for Research on Aging/Centre de recherche sur le vieillissement in Sherbrooke.

2013 ANNUAL REPORT
Project title: Exploring Utilization and Knowledge of, and Attitudes, Barriers and Supports to Evidence-Informed Massage Therapy

Grant amount: $5,000

Project Summary: As a society, we expect health care professionals, including Massage Therapists, to be aware of the latest research and use this information to stay current and provide health care services informed by up to date evidence. This study proposes to investigate the extent to which Registered Massage Therapists (RMTs) in Ontario use evidence in their practices, what they think about evidence, and what perceived barriers and supports exist in relationship to evidence-informed practice. Results of this study will support professional organizations and educators help RMTs use more evidence in practice to provide better care. The funded project is Amanda’s Master’s (MSc) thesis project.

Fit with research priorities: The proposed research project fits with the MTRF research priority specific to Massage Therapy policy.

Why is this study important to MT practice? How does it contribute to what we know? The results of this study will begin to support the development of a culture of inquiry within the profession. It will provide information to explain the current status of evidence-informed Massage Therapy practice by RMTs in Ontario. Based on the results of this study, recommendations will be made to the regulatory authority regarding the Quality Assurance Program, in particular, the evidence informed practice component. Similarly, recommendations can be made to the professional association for continuing Massage Therapy education on evidence informed practice. Finally, private and public colleges offering entry-to-practice training programs may use these results to identify ways of providing education on or about evidence informed practice. The results may also stimulate practitioners to reflect on and become interested in the idea of evidence as it relates to their practice. Lastly, any suggestions made to RMTs regarding the use of evidence in practice might be more relevant when the perceived barriers to its implementation are better understood.

About Amanda Baskwill: Amanda is an RMT based in Ontario and holds a bachelor in education, with a focus on adult education. She is the coordinator of the Massage Therapy Program at Humber College. In addition, Amanda has been actively involved in a number of research projects on Massage Therapy. Amanda is currently completing a Master of Science degree at McMaster University, under the supervision of Dr. Kelly Dore.

More information on the results of these studies and any publications (reports, articles etc) produced will be made available to registrants upon completion on the CMTO website.

2013/2014 MTRF Funding Competition

The 2013/2014 funding competition was announced in the fall of 2013. Information regarding the competition was circulated via emails from the CMTO and IN-CAM and posted on the websites of the respective organizations. The submission deadline for research application was Dec 31, 2013. A total of 9 applications were received, from academically based researchers, Massage Therapists, and graduate students undertaking a Master’s of PhD program at a Canadian university. The MTRF grant recipients from this competition were announced in May 2014.
Client Relations Committee

The Client Relations Committee met on March 23, 2013.

Amy Beggs, Practice Specialist, oriented the Committee to the Client Relations Programme. Included in the orientation was a history of the origin of the College Sexual Abuse Plan, first developed in 1995; a review of all forms of abuse and the impact it can have on the client; and an overview of the client/therapist relationship.

The orientation also included a discussion on the mission and vision of the Client Relations Committee (CRC); legal requirements of the CRC; goals of the Client Relations Program; current projects related to the Client Relations Program, and a review of existing material available to registrants and the public regarding client relations and sexual abuse prevention.

The Committee reviewed the 2012 statistics obtained from both Complainants and Registrar Report Investigations; as well as, reviewing and providing approval of a request for funding by a sexual abuse complainant and the credentials of the health professional providing the therapy.

Discipline Committee

Referrals to the Discipline Committee are slightly down from the previous year. On the increase, the Committee is seeing more contested hearings, going from three to six in the last year. Hearings dealing with fraud are also showing an increase.

There was one case under appeal to the Ontario Divisional Court, which was heard on May 2013. Both the decision and the penalty were upheld.

The following chart compares the rate of referrals to Discipline as a percentage over time of the number of registrants. The chart demonstrates the changes in the rate of referrals per registrant over six years.

Referral Rate to Discipline per Registrant

<table>
<thead>
<tr>
<th></th>
<th>2008</th>
<th>2009</th>
<th>2010</th>
<th>2011</th>
<th>2012</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Referrals to Discipline</td>
<td>24</td>
<td>21</td>
<td>28</td>
<td>21</td>
<td>20</td>
<td>18</td>
</tr>
<tr>
<td>Total number of registrants at year end</td>
<td>8905</td>
<td>9791</td>
<td>10130</td>
<td>10986</td>
<td>11200</td>
<td>12055</td>
</tr>
<tr>
<td>% of referrals per registrant</td>
<td>.0027</td>
<td>.0021</td>
<td>.0027</td>
<td>.0019</td>
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</tbody>
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The following chart compares the last six years for the Discipline caseload.

Discipline Caseload

<table>
<thead>
<tr>
<th></th>
<th>2008</th>
<th>2009</th>
<th>2010</th>
<th>2011</th>
<th>2012</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of registrant cases at the start of the year</td>
<td>14</td>
<td>27</td>
<td>32</td>
<td>49</td>
<td>54</td>
<td>38</td>
</tr>
<tr>
<td>Number of new registrants referred to Discipline</td>
<td>24</td>
<td>21</td>
<td>28</td>
<td>21</td>
<td>20</td>
<td>18</td>
</tr>
<tr>
<td>Total number of registrants before Discipline for the year</td>
<td>38</td>
<td>48</td>
<td>60</td>
<td>70</td>
<td>74</td>
<td>56</td>
</tr>
<tr>
<td>Number of cases completed in the year</td>
<td>11</td>
<td>16</td>
<td>11</td>
<td>16</td>
<td>36</td>
<td>28</td>
</tr>
<tr>
<td>Number of registrant cases carried over</td>
<td>27</td>
<td>32</td>
<td>49</td>
<td>54</td>
<td>38</td>
<td>28</td>
</tr>
</tbody>
</table>

Of the 28 cases completed there were:
- 21 guilty pleas;
- 1 surrender of license agreement;
- 6 contested hearings with findings of guilt.

From the completed cases, the nature of the allegations involved:
- Contravening the Standards (12);
- Failing to keep records (13);
- Falsifying records (11);
- Submitting an account or charge for service that the registrant knew was false (3);
- Signing or issuing, in the registrant’s professional capacity, a document that the registrant knew contains false statements (13);
- Conduct unbecoming (3);
- Disgraceful, dishonourable, and unprofessional (26);
- Contravening the Act (3);
- Receiving benefit from practice while suspended (5);
- Contravening a term, condition or limitation imposed on the registrant’s Certificate (1);
Failing to take reasonable steps to ensure that information provided to the College was accurate (5);
- Sexual Abuse (4);
- Inappropriately using a term, title or designation with respect to the registrant’s practice (1);
- Charging or accepting a fee or amount that is less than the posted fee, without noting the reduction and the reason in the client financial record (1);
- Contravening a federal or provincial law - failed to remit HST (1);
- Failing to cooperate with a peer assessment (1);
- Failing to cooperate with an authorized representative of the College conducting an investigation (1).

**Executive Committee**

The Committee had six in person meetings and four teleconference meetings. Two matters were voted on by email.

Executive continued with its monitoring and oversight role for strategic and financial planning for the College and met with the auditors to review the scope of the audit, including areas of audit risk, timetable, deadline, materiality limits and the extent of internal control testing. Executive also directed staff to issue a Request for Proposal (RFP) to review the College’s investment advisor. Proposals were received by year-end with the view to commence an interview and selection process in 2014.

Executive extended the contract with the IN-CAM Research Network (IN-CAM) for Massage Therapy Research Fund (MTRF) until September 2016. The funds set aside for grants were limited by the contract with IN-CAM. However, three promising proposals were selected for grants that exceeded the amount specified in the contract. Executive agreed to amend the contract to increase the size of the grants for the 2012/13 grant cycle.

A joint fact sheet developed in collaboration with the RMTAO regarding acupuncture provided by RMTs was approved by Executive and made available to registrants.

Executive approved management to enter into negotiations with the owner of 1867 Yonge Street for additional space, in recognition of the long-term space needs of CMTO.

Executive conducted a review of the Registrar’s performance in 2013.

Executive continued to monitor management’s progress through the annual workplan for 2013, and provided advice and feedback to management throughout the year.

**Fitness to Practise Committee**

The Committee met for an orientation in 2013. Richard Steinecke presented a very informative overview of the process to the Committee. In 2013, there was one matter before the panel wherein the registrant’s request to terminate the previous terms condition limitation was granted. The role of the Fitness to Practice Committee is to conduct hearings for incapacity concerns about registrants. Incapacity matters relate to a condition or disorder of a registrant.

**Inquiries Complaints and Reports Committee (ICRC)**

The members of the Inquiries Complaints and Reports Committee (ICRC) continued to work diligently – dedicated and focused on excellence with respect to protecting the public interest at all times; to serve the registrants of the College; and ultimately to promote the highest possible quality of the practice of Massage Therapy in a safe and ethical manner.

The ICRC was comprised of two panels: Panel A and B, which included the following members:

Panel A  James Lee, Chair, Public Member of Council; Lloyd White (Co-Chair), Public Member of Council; Joshua Brull, Public Member of Council; Karen Sosnowski, Professional Member of Council; and Rosanna Chung, Professional non-Council Member.

Panel B  James Lee, Chair, Public Member of Council; Lloyd White (Co-Chair), Public Member of Council; Dave Janveau, Professional Member of Council; Lisa Tucker, Professional Member of Council; and Chantal Missen, non-Council Professional Member.

The Panels met a total of 37 times in 2013 and early 2014.

The Panels jointly reviewed 89 complaint matters and 86 Registrar Report Investigations. Of the 89 complaint matters, 46 cases were new complaints received in 2013. Of the 86 Registrar Report Investigations, 33 were new investigations commenced in 2013. The Committee completed 98 cases (51 complaints and 47 Registrar Report Investigations).
**Quality Assurance Committee**

The QA Committee held 6 meetings during the 2013 calendar year – the Committee communicated via email when a decision was required to meet a specific deadline for the registrant in question.

2013 Peer Assessment Statistics:

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total completed</td>
<td>827</td>
</tr>
<tr>
<td>No follow-up required</td>
<td>541</td>
</tr>
<tr>
<td>Letter 1 (reminder of deficiencies)</td>
<td>190</td>
</tr>
<tr>
<td>Letter 2 (request for response)</td>
<td>81</td>
</tr>
<tr>
<td>Specified Continuing Education or Remediation Program and others</td>
<td>15</td>
</tr>
<tr>
<td>CEU Course requests reviewed</td>
<td>7</td>
</tr>
</tbody>
</table>

In addition the Committee directed the Registrar to issue terms, conditions or limitations on 12 registrants for failing to successfully complete the Specified Continuing Education or Remediation Program required of them by the Committee.

**Registration Committee**

The Registration Committee held seven meetings in 2013, four of which were by teleconference.

The Registration Committee is a statutory committee and through its processes evaluates all applicants, including those from within Canada and internationally educated, meet the requirements as set out by the Regulation.

The Registration Committee began the year with a review of the Regulated Health Professions Act (RHPA) and the Massage Therapy Act (MTA), in relation to the registration of Massage Therapists as regulated health professionals in Ontario. As well, the Committee received orientation on the Fair Access to Regulated Professions Act, 2005, and the role of the Ontario Office of the Fairness Commissioner in relation to monitoring the registration activities of health and non-health Ontario regulatory bodies.

There were 16 applicants referred for review by the Committee in 2013.

**Appeals Committee**

The (Examination) Appeals Committee met once in 2013, for the purpose of committee member orientation. At that meeting, CMTO staff provided members with a detailed overview of the committee structure, mandate, processes, and governing authorities.

The committee received one appeal in 2013, which was scheduled to be heard in late February 2014. However, the appeal was not heard because the College Council passed a motion to dissolve the committee, effective February 11, 2014. As a result of that decision, the appellant’s case was re-routed into a new process which contains further levels of appeal, and in turn, additional procedural protections.

The (Examination) Appeals Committee was a standing committee that heard the appeals of candidates who were unsuccessful in a certification exam(s), in certain narrow circumstances. After an appeal was presented, the Committee would measure the appellant’s case against applicable policy criteria, and then make an objective and impartial decision. Specifically, the committee had the authority to either:

a) Grant the appeal;
b) Deny the appeal;
c) Deny the appeal and grant the appellant an attempt at the next examination, with the previous unsuccessful attempt not being counted as part of the allowable attempts under the Examination Regulation.
REGISTRATION

- **Total Number of Registrants**
  - 2008: 9,000
  - 2009: 10,000
  - 2010: 11,000
  - 2011: 12,000
  - 2012: 13,000
  - 2013: 14,000

- **Registrants by Age**
  - 0 - 20: 2,000
  - 21 - 30: 3,000
  - 31 - 40: 4,000
  - 41 - 50: 2,000
  - 51 - 60: 1,000
  - > 60: 0

*Excluding non-standard applicants and closed schools.*
CERTIFICATION EXAMINATIONS

Examination Stats Summary

<table>
<thead>
<tr>
<th></th>
<th>Attempts</th>
<th>Candidates</th>
<th>Passes</th>
<th>Pass / Attempts</th>
<th>Pass / Candidates</th>
</tr>
</thead>
<tbody>
<tr>
<td>OSCE</td>
<td>1048</td>
<td>948</td>
<td>839</td>
<td>80%</td>
<td>88.5%</td>
</tr>
<tr>
<td>MCQ</td>
<td>1285</td>
<td>1136</td>
<td>968</td>
<td>75%</td>
<td>85%</td>
</tr>
</tbody>
</table>

*Excluding non-standard applicants and closed schools.

Appeals Volumes

0 5 10
0 2008 2009 2010 2011 2012 2013
**New Complaints**

- **Number of New Complaints by Type**
  - Practising outside scope: 2
  - Falsifying a record in relation to your practice: 11
  - Continuing to practice while suspended: 1
  - Failing to maintain records: 2
  - Sexual abuse: 8
  - Failing to comply with the standards of practice: 8
  - Unprofessional conduct: 14

**New Complaints by Type Breakdown**

- Sexual abuse: 8
  - Inappropriate touch of a sexual nature: 7
  - Sexual relations with a client: 1
- Failing to comply with Standards of Practice: 8
  - Use of excessive pressure causing injury: 6
  - Failing to appropriately supervise s student clinic: 1
- Unprofessional conduct: 14
  - Inappropriate draping standards: 1
- Practising outside scope: 2
- Falsifying a record in relation to your practice: 11
- Continuing to practice while suspended: 1
- Falsifying a record in relation to your practice: 1
- Failing to maintain records: 2

---

*Sau candidats non standard et écoles fermées.*

---

*Excluding non-standard applicants and closed schools.*
### Source of New Complaints

- Other members and other health professionals: 11
- Insurance companies: 5
- General Public: 30

### Dispositions

- Withdrawn cases: 2
- No further action taken by the panel: 26
- Referral to the Discipline Committee: 12 (Involving 10 members)
- Undertakings/Agreements: 7
- Imposition of Specified Continuing Education Programs: 1
- Letters of Recommendations for a member’s practice: 3

*38 cases carried over to 2014*
The accompanying summary financial statements, which comprise the summary statement of financial position as at December 31, 2013, 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, 2013. We expressed an unmodified audit opinion on those financial statements in our report dated May 26, 2014.

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, 2013 are a fair summary of those financial statements, on the basis described in the note to the summary financial statements.

Toronto, Ontario
May 26, 2014
Chartered Professional Accountants
Licensed Public Accountants
### SUMMARY STATEMENT OF FINANCIAL POSITION

<table>
<thead>
<tr>
<th>December 31</th>
<th>2013</th>
<th>2012</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 and cash equivalents</td>
<td>9,612,109</td>
<td>9,205,345</td>
</tr>
<tr>
<td>Investments</td>
<td>245,792</td>
<td>273,643</td>
</tr>
<tr>
<td>Prepaid expenses</td>
<td>14,075</td>
<td>14,075</td>
</tr>
<tr>
<td></td>
<td><strong>9,871,976</strong></td>
<td><strong>9,493,063</strong></td>
</tr>
<tr>
<td>Investments</td>
<td>2,517,248</td>
<td>2,482,602</td>
</tr>
<tr>
<td>Capital assets</td>
<td>376,806</td>
<td>407,378</td>
</tr>
<tr>
<td>Intangible assets</td>
<td>245,422</td>
<td>14,499</td>
</tr>
<tr>
<td></td>
<td><strong>3,139,476</strong></td>
<td><strong>2,904,479</strong></td>
</tr>
<tr>
<td><strong>LIABILITIES</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Current liabilities</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Accounts payable and accrued liabilities</td>
<td>994,617</td>
<td>1,328,401</td>
</tr>
<tr>
<td>Deferred membership fees</td>
<td>6,344,025</td>
<td>5,923,252</td>
</tr>
<tr>
<td></td>
<td><strong>7,338,642</strong></td>
<td><strong>7,251,653</strong></td>
</tr>
<tr>
<td>Deferred lease incentives</td>
<td>78,671</td>
<td>99,194</td>
</tr>
<tr>
<td></td>
<td><strong>7,417,313</strong></td>
<td><strong>7,350,847</strong></td>
</tr>
<tr>
<td><strong>NET ASSETS</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Invested in capital and intangible assets</td>
<td>622,228</td>
<td>421,877</td>
</tr>
<tr>
<td>Internally restricted for complaints and discipline</td>
<td>1,000,000</td>
<td>-</td>
</tr>
<tr>
<td>Internally restricted for national initiatives</td>
<td>500,000</td>
<td>-</td>
</tr>
<tr>
<td>Internally restricted for Massage Therapy research</td>
<td>500,000</td>
<td>-</td>
</tr>
<tr>
<td>Unrestricted</td>
<td>2,971,911</td>
<td>4,624,818</td>
</tr>
<tr>
<td></td>
<td><strong>5,594,139</strong></td>
<td><strong>5,046,695</strong></td>
</tr>
<tr>
<td></td>
<td><strong>13,011,452</strong></td>
<td><strong>12,397,542</strong></td>
</tr>
</tbody>
</table>

### SUMMARY STATEMENT OF OPERATIONS

<table>
<thead>
<tr>
<th>Year ended December 31</th>
<th>2013</th>
<th>2012</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Revenues</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Membership fees</td>
<td>6,681,092</td>
<td>6,331,561</td>
</tr>
<tr>
<td>Examination fees</td>
<td>1,051,735</td>
<td>1,286,366</td>
</tr>
<tr>
<td>Investment income</td>
<td>131,198</td>
<td>161,017</td>
</tr>
<tr>
<td></td>
<td><strong>7,864,025</strong></td>
<td><strong>7,778,944</strong></td>
</tr>
<tr>
<td><strong>Expenses</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Council and committees</td>
<td>135,563</td>
<td>171,333</td>
</tr>
<tr>
<td>Complaints and discipline</td>
<td>1,175,620</td>
<td>1,169,315</td>
</tr>
<tr>
<td>Communications</td>
<td>232,955</td>
<td>143,083</td>
</tr>
<tr>
<td>Examinations</td>
<td>1,297,889</td>
<td>1,473,275</td>
</tr>
<tr>
<td>Professional fees</td>
<td>331,382</td>
<td>216,544</td>
</tr>
<tr>
<td>Consulting fees</td>
<td>363,801</td>
<td>426,697</td>
</tr>
<tr>
<td>Quality assurance</td>
<td>191,157</td>
<td>214,545</td>
</tr>
<tr>
<td>Rent and operating costs</td>
<td>425,578</td>
<td>579,458</td>
</tr>
<tr>
<td>Office and general</td>
<td>724,396</td>
<td>799,962</td>
</tr>
<tr>
<td>Amortization - capital assets</td>
<td>103,600</td>
<td>86,903</td>
</tr>
<tr>
<td>Amortization - intangible assets</td>
<td>41,768</td>
<td>33,114</td>
</tr>
<tr>
<td>Salaries and benefits</td>
<td>2,292,872</td>
<td>2,141,964</td>
</tr>
<tr>
<td></td>
<td><strong>7,316,581</strong></td>
<td><strong>7,456,193</strong></td>
</tr>
<tr>
<td>Excess of revenues over expenses for year</td>
<td><strong>547,444</strong></td>
<td><strong>322,751</strong></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, 2013, 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 upon request from the College.
2013 COUNCIL
As of Dec 31, 2013

Arielle Berger, RMT
David Janveau, RMT
Karen Sosnowski, RMT
Joshua Brull, Public Member
James Lee, Public Member
Lisa Tucker, RMT
Nancy Engstrom, RMT
Hedy Miszuk, Public Member
Lloyd White, Public Member
Lesley Hargreaves, RMT
Robert Pletsch, Public Member
Jane Wellwood, RMT
Murthy Ghandikota, Public Member
Karen Redgers, RMT
2013 COMMITTEES
As of Dec 31, 2013

Executive
David Janveau – President
Lloyd white – Vice President
Karen Redgers – Executive Member

Appeals
Joshua Brull – Chair
Karen Redgers
Lesley Hargreaves
Robert Pletsch
Nicole Andrews (non-Council)

Client Relations
Jane Wellwood – Chair
Robert Pletsch
Lloyd White
Don Robichaud (non-Council)

ICRC
James Lee – Chair
Lloyd White – Co-Chair
David Janveau
Karen Sosnowski
Joshua Brull
Lisa Tucker
Chantel Therese Missen (non-Council)
Rosanna Chung (non-Council)

Discipline
Karen Redgers – Chair
Lesley Hargreaves
Arielle Berger
Robert Pletsch
Hedy Miszuk
Murthy Ghandikota
Kimberley Westfall-Connor (non-Council)
Elyse Sheardown (non-Council)
Phil Rowland (non-Council)

Fitness to Practice
Hedy Miszuk – Chair
Nancy Engstrom
Amy Frost (non-Council)

Quality Assurance
Hedy Miszuk – Chair
Karen Sosnowski
Nancy Engstrom
James Lee
Amy Frost (non-Council)

Registration
Nancy Engstrom – Chair
Jane Wellwood
Lloyd White
Robert Pletsch
Brenda Caley (non-Council)
2013 LEGAL COUNSEL
As of Dec 31, 2013

Law Firm
Mr. Peter Osborne, Senior Partner  Lenzcner, Slaght, Barristers

Independent Legal Counsel
Ms. Janet Leiper  Janet Leiper, Barrister
Mr. Chris Ashby  Chris Ashby, Barrister
CURRENT STAFF
As of June 2014

Registrar’s Office
Corinne Flitton Registrar & CEO
Evelyn Waters Deputy Registrar
Deborah Smith Executive Assistant, Registrar’s Office

Corporate Services
Marny Hamilton Director, Corporate Services
Colin Smith Manager, Information Technology
Flo Meingast Coordinator, Corporate Services
Temeka Tadesse Specialist, IT & Communications
Brian Gibb Receptionist & Associate, Corporate Services

Registration & Certification Services
Genevieve Nolet Content Specialist, Certification Services
Rebecca Samms Coordinator, Certification Services
Deepika Sriramesh Coordinator, Registration Services
Diarra Niang Associate, Registration & Certification Services
Darlene Avery Associate, Registration Services
Jean Park Associate, Registration Services
Michelle Bueno-Habets Associate, Registration Services

Professional Practice
Shona Hunter Director, Professional Practice
Amy Beggs Practice Specialist
Grace Nicer Coordinator, Professional Practice
Dorthia Patten Associate, Professional Practice

Professional Conduct
Pauline Walters Director, Professional Conduct
Allana Di Marco Investigations Specialist, Professional Conduct
Jennifer Ramoutar Coordinator, Professional Conduct
Ryan Pirtam Associate, Professional Conduct
Christopher Bongolan Associate, Professional Conduct

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Web Site: www.cmto.com