



College of Massage Therapists of Ontario

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December 1, 2014

Suzanne McGurn
Assistant Deputy Minister
Health Human Resources Strategy Division
Ministry of Health and Long-Term Care
900 Bay Street
Macdonald Block, 2nd floor, Room M2-61
Toronto ON M7A 1R3

Dear Ms. McGurn:

The College of Massage Therapists of Ontario (CMTO) is pleased to provide you with this report on the transparency related actions that we have and/or will be taking in response to the Minister's letter of October 3, 2014.

I can assure you that the CMTO Council and senior staff take the Minister's direction very seriously. We are committed to moving as quickly as possible to enhance appropriate transparency in our processes, decision-making, and information disclosure as part of ensuring that members of the public have a clear understanding of the role of our College and access to the information they need to make informed health care choices.

In 2015, CMTO will undertake a major review of our multi-year strategic plan. Council is committed to including Transparency (including the Transparency Principles) as a key component of that process and ensuring that they receive prominent treatment in our discussions and planning.

Our plan and this report focus primarily on new measures we will be taking (Appendix A covers long standing Transparency related practices that may also be of interest to you). As the Minister noted in his letter, it will take some time for CMTO to adjust some processes and procedures given the need for consultation with our registrants and other stakeholders on necessary by-law changes. As such, we have developed a two-phased implementation plan that has been guided by the work of the Advisory Group for Regulatory Excellence (AGRE) in terms of the scope of changes required.

Phase 1

The following are general and specific measures that we have already taken or will take as part of Phase 1, including the timing of those actions. As you will note, these Phase 1 measures will be implemented no later than the end of Q2 2015 (June 30, 2015). At that point, we will provide you with a report confirming that the actions we are committing to have been taken.

Phase 1: General Measures

Transparency Principles:

- CMTO Council has reviewed and formally adopted the Transparency Principles that were developed earlier this year by AGRE. We appreciate the significant work that Advisory Group undertook in bringing these forward and we agree with the need for Colleges, wherever possible, to use consistent approaches.

Posting information within 24 hours

- We have reviewed our procedures in this area and undertake to ensure that changes will be implemented by March 31, 2015 to ensure that information, that is publicly available, is posted on our website within 24 hours.

External review of website clarity of information and ease of search:

- The College is committed to completing its review of the website for clarity and ease of search and bringing forward recommendations by May 2015. This review will encompass all information on our website including the key categories of information that you identified in your letter.

Providing information on the website about what is and is not available and why:

- The College will further ensure that a clear description of what registrant information is available, including the reasons for why information is or is not available, is easily accessible on the CMTO website by May 31, 2015.

Adopting a consistent approach to the number and names of different types of ICRC outcomes:

- The College is supportive of this initiative and is committed to participating with the Federation of Health Regulatory Colleges to develop a consistent approach.

Phase 1: Specific Measures

The following measures do not require changes to CMTO's by-laws and are either already in place or will be implemented in January 2015.

- ***Posting names of members including the fact of and date of member death, if known:***

This information is currently available through CMTO website.

- ***Date of referral of a matter to Discipline Committee***
- ***Status of a matter before Discipline Committee***
- ***Full notice of hearing available:***

This information is not currently available on the CMTO website. However, Council recently adopted a broad interpretation of section 23(2)6 which reads:

23 (1) The Registrar shall maintain a register.

Contents of register

(2) The register shall contain the following:

6. A notation of every matter that has been referred by the Inquiries, Complaints and Reports Committee to the Discipline Committee under section 26 and has not been finally resolved, until the matter has been resolved.

This interpretation, effective January 2015, defines "notation" as including the date of referral, the status of the matter before the Discipline Committee and a summary of the allegations, including a copy of the Notice of Hearing, upon request.

- ***Notice of non-members practicing illegally:***

This information is current publicly available through the CMTO website in cases where CMTO has taken civil action against the non-member.

Phase 2:

The following specific measures will require changes to CMTO by-laws. Our intention is to complete the development of the proposed by-law changes, including legal and policy advice and reviews and the development of communications materials by May 2015.

Consultations with registrants and other stakeholders will take place during the months of May, June, and into July.

Our expectations are that by-law changes will receive final approval in September 2015, at which point we will provide you with a further report on the results of the consultations and the approved by-law changes, along with specific timelines for implementation, with a view to completing as much as possible by the end of December 2015.

Specific Phase 2 measures to be incorporated into our by-law consultations are:

- Posting information about licences in other jurisdictions.
- Posting relevant Criminal charges.
- Posting relevant Criminal convictions.
- Posting Bail conditions that impact the registrant's Massage Therapy practice and where CMTO has negotiated an undertaking with the registrant which includes publicly releasing information about Bail conditions.
- Posting Undertakings.
- Posting Verbal Cautions and SCERPS
- Posting explanations for interim suspensions.
- Posting Discipline Committee results of no findings.
- Posting agreements to resign pre-referral.
- Posting discipline findings from other jurisdictions.

In closing, we want to reiterate our commitment to carrying out these actions as quickly as possible to enhance transparency in our processes, decision-making, and information disclosure. Please contact me directly at corinne.flitton@cmtto.com if you have any questions or comments on our approach.

Yours sincerely,

CORINNE FLITTON

Corinne Flitton, Registrar &CEO
College of Massage Therapists of Ontario