HEADLINE ARTICLE

“Regulation Matters”
Interview with Dave Dalle Sasse, Examiner & Peer Assessor

CONTENTS
P.2 From the Registrar
P.4 From the President
P.5 Get to Know Your College
P.6 Champions of the College – Interview with Dave Dalle Sasse, Examiner & Peer Assessor
P.8 MTRF Research Review #2
P.12 Investigations Corner #1
P.14 Did You Know?
P.15 Information Sharing with Municipal By-Law Enforcement Departments
P.16 Health Bulletin
P.17 Transparency
P.18 Transitioning to Examining the Interjurisdictional Practice Competencies
P.19 Notice Of Elections And By-Elections / Council Highlights
P.21 Council Members / Call for Non-Council Members / 2015 Council Meeting Schedule
P.22 Committees / Completed Discipline Cases for 2014 / In Memoriam
A major focus of operations at CMTO continues to be working towards achieving the strategic objectives in the College’s Strategic Plan.

Many projects and activities have been undertaken this year to assist the College in achieving the objectives. The following is a list of the objectives in the Plan:

• Achieving Statutory Objectives;
• Ensuring Principled Regulatory Policy;
• Achieving Operational Effectiveness;
• Ensuring Team Capability and Capacity;
• Improving Information Access and Use;
• Ensuring Financial and Resource Viability; and
• Managing Risk.

1. Achieving Statutory Objectives:

Current projects to achieve this objective include:

• Development of a Conflict of Interest Regulation;
• Amendments to the Registration Regulation; and
• Development of a Spousal Exemption Regulation.

Registration Services department processes have also been reviewed, and adjustments are currently being made to ensure that CMTO’s statutory responsibilities are maintained, including fair registration practices as identified by the Office of the Fairness Commissioner.

2. Ensuring Principled Regulatory Policy:

A major project in this strategic objective involves a systematic review of all the College’s current guidance to registrants such as by-laws, policies and guidelines, and a review of similar guidance by other Colleges across Canada to ensure that College guidance to registrants is as principled as possible.

The project involves rewriting the guidance vehicles (policy, guidelines, by-law) in a new standard format and re-categorizing some of the guidance. CMTO is anticipating that the completed project will be ready to communicate to registrants in 2015.

3. Achieving Operational Effectiveness:

There are a number of activities being undertaken in relation to this objective. Internal policies are being updated and new ones written to guide the internal operations of the College. Information technology upgrades and processes are being introduced to support CMTO’s paperless office environment and the workflow within and between departments. Technology upgrades continue to improve meeting efficiency and to ensure that all Council members receive the right information on which to make decisions in a timely and secure fashion.

4. Improving Team Capability and Capacity:

This objective involves an emphasis on training and development of Council and staff. This emphasis commenced several years ago and continues this year to ensure that all staff are fully competent in their roles and Council members have the background and understanding to function in their governance roles.

To this end, both staff and Council members participate in many kinds of training sessions, from full day, off-site training with other health regulatory Colleges to self-directed online training provided by the Ontario government and other organizations. These activities are ongoing throughout the year.

Some examples of training undertaken this year were:

• Annual committee training for all CMTO committees;
• Specialized Discipline Training sessions through the Federation of Health Regulatory Colleges of Ontario (FHRCO);
• Annual Peer Assessor Training;
• Annual Exam Team Training;
• Specialized online Fair Access to Registration Training, through the Office of the Fairness Commissioner of Ontario;
• Specific training on Fair Access principles through CMTO;
• Managing Cultural Diversity training for Council and staff;
• Access for Ontarians with Disabilities Training for Council, Staff and Contractors; and
• Leadership and specific competency training for the Senior Management Team.

In addition, Pauline Walters, Director, Professional Practice and Karen Redgers, RMT, former Chair of the Discipline Committee, were invited to be presenters in the Osgoode Certificate in Professional Regulation and Discipline in the Ontario Healthcare Sector.

5. Improving Information Access and Use:

To meet this strategic objective, enhancements to the College’s database continued this year to ensure data integrity for external recipients of College data, such as the Ministry of Health and Long-Term Care’s forecasting unit.

For College stakeholders, CMTO has commenced a survey process of the College’s website in preparation for a major update in 2015. Other technology enhancements continue with the goal to automating more processes and to make them more user friendly. The College is also continuing to create more content in digital format to improve access to and comprehension of information on the website.

6. Ensuring Financial and Resource Viability:

College registration has grown from approximately 1,200 in 1995 to 12,454 in 2014. College staff has grown from 3 in 1995 to 25 in 2014, in addition to close to 100 contractors for roles such as examiners, investigators and peer assessors.

To keep pace with this growth, CMTO has expanded the office space several times over the years. A new lease was secured which permits another expansion. Effective January 1, 2015, the College office will occupy the entire 8th floor at 1867 Yonge Street. A second smaller office is located on the 9th floor. This additional space will allow for more meeting space to accommodate the increasing number of meetings and hearings, and will provide flexibility for the addition of new staff positions, if needed.

7. Manage Risk:

Council and the Senior Management Team are currently completing a risk management policy which will guide College activities, while assisting the Council in fulfilling its governance responsibilities.

In Summary:

These are some of the activities which have been undertaken this year to meet the objectives in the College’s current strategic plan. Concurrently with these activities, staff also engages in daily, ongoing administration of the legislation. In 2015, Council will embark on a new strategic planning process and identify new objectives to guide the College through the next 5 years.

Along with these ongoing activities within CMTO, it is important to note that with the incorporation of the new Massage Therapy education accreditation agency, the Canadian Massage Therapy Council for Accreditation (CMTCA), CMTO has moved into a new era.

From this point forward, some recurring College activities will now be undertaken on a national scale. For example, regular reviews of the Inter-jurisdictional Practice Competencies will now take place in conjunction with the other regulators. Likewise, the criteria by which schools are evaluated for accreditation will be developed by a national team of stakeholders. It is expected that more regulatory activities will be undertaken in association with CMTO’s national regulatory partners in the future.

Corinne Flitton, RMT
Registrar & CEO
I am pleased to report that the project to accredit Massage Therapy schools across Canada continues to make significant progress. Accreditation refers to the approval by an independent agency that an education program meets a pre-defined standard. This initiative, to develop national accreditation for Massage Therapy schools, continues to move forward. The organization now has the official title, Canadian Massage Therapy Council For Accreditation.

The advantages of national accreditation are well established and include:

• Promoting a common level of service provision nationally;
• The availability of objective information about program quality; and
• Improved Access to educational resources.

To date, Massage Therapy is one of the few regulated health care professions that does not employ a model of accreditation for its schools. This exciting initiative will aid in bolstering public perception and confidence in Massage Therapy.

To this end, accreditation will foster a common national entry-level education standard that is based upon the entry-to-practice requirements in the regulated provinces. It is hoped that in doing so it will facilitate the initiation of regulation in provinces that are currently unregulated.

Accreditation will ensure that Massage Therapy educational programs deliver the educational standards set by the Federation of Massage Therapy Regulatory Authorities of Canada (FOMTRAC), of which CMTO is a member. I invite you to follow this link to learn more about accreditation and the current status of this important project at www.cmtca.ca.

In June, CMTO hosted an intensive three-day event to support New Brunswick as the latest province to earn the privilege of self-regulation of Massage Therapy. Led by a lawyer experienced in health legislation, the focus of the sessions was to share information and lessons learned amongst CMTO, the College of Massage Therapists of Newfoundland and Labrador, and the newly minted College in New Brunswick.

The three-day workshop focused on the challenges of self-regulation and covered a wide range of topics, including: The Regulatory Framework, The Public Interest Mandate of the College, Registration, The Public Register and Steps to Starting a New College.

This was a unique and rare opportunity to get to know our colleagues in the regulated provinces, network, and learn together how to best address common challenges of regulation. This seminar was certainly one that will be remembered for many years to come.

Dave Janveau, RMT
President
TouchPoint Newsletter

The TouchPoint Newsletter is published twice per year, in the spring and fall. Each issue covers a range of topics that are all important to you as a Massage Therapist: insurance fraud, CEU articles, Massage Therapy research updates, and information on courses and workshops. Be sure to read each issue, as well as familiarizing yourself with the College’s website, in order to stay informed about your profession.

Other Courses & Workshops

The College currently offers several educational programs for registrants – two web-based distance education courses and a one-day in-person Professionalism Workshop. One important e-course is on Standards and Regulations. This online course provides an overview of the Standards of Practice and the Regulations. It is designed to help you gain an understanding of the legislation, regulations, policies and procedures that govern Massage Therapy practice in Ontario. Having sufficient knowledge of the regulatory and legal aspects of the profession is an important part of professional practice.

Practice Advice

The College provides its registrants with access to professional practice guidance through its Practice Specialist.

The Practice Specialist can assist you in finding the relevant legislative or policy-oriented information and guidance to support you in providing the best possible care for clients. While unable to provide legal or financial advice, the Practice Specialist can provide coaching to registrants as they work through the ethical decision-making process to develop their own course of action in response to their particular practice dilemma.

This process, which is presented at the College’s Professionalism Workshop, provides registrants with a framework within which to explore their issue, reflect on possible solutions and to test these solutions before taking action. This is done using the College’s regulations, policies, standards and bulletins as guidance for what the minimum expectations are of Massage Therapists. This guidance incorporates both the public’s expectations for Massage Therapy care, as well as the generally accepted practices understood and utilized by the profession. For more information, click here.
Interview with Dave Dalle Sasse, Examiner & Peer Assessor

“Regulation Matters”

By Steven Hobé, CEO at HOBÉ+HOSOKAWA INC.

“As an RMT, I’ve been involved in CMTO Examinations and Peer Assessment for a number of years. I currently live in St. Catharines. With the peer assessments I do a lot in and around my area, but travel to the CMTO offices in Toronto for the exams,” states Dave Dalle Sasse, RMT.

“In terms of peer assessment, the process is quite thorough. It begins with a visual assessment, followed by an interview covering everything from the RMT’s accounting and billing practices to understanding regulation.

We also look at their CEU portfolio and areas for improvement through continued education. Review of their client files to determine if their records are being maintained appropriately, as well as doing critical thinking exercises covering various scenarios, are also part of the assessment,” continues Dave.

In accordance with College guidelines, Peer Assessors must:

• Provide fair and objective evaluations of registrants according to the criteria established by the Quality Assurance Committee;
• Complete and deliver all required reports in a timely manner, to the College;
• Demonstrate knowledge of the College’s policies, position statements, protocols, Standards of Practice, and all relevant legislation;
• Attend all training sessions as required by the Quality Assurance Committee; and

• Act as a key message ambassador of the College.

“It’s interesting because the peer assessment focuses on the RMT’s continuing knowledge, skill and judgment after they have been through the exam process. I see myself in the role of either validating their practice or helping them to meet the standards of practice. This is really not a punitive experience, but remedial in its approach. It tends to be a positive experience for both parties.”

Dave continues, “Examiners are selected for the role because they meet criteria set by the College, including having a strong grasp of the multiple subject areas comprising the Inter-jurisdictional Practice Competencies.”

“With examining, you must attend a lot of training prior to the exams to ensure standardization and the complete impartiality and consistency of scoring by each examiner. This allows for fair assessment of each examinee taking the exam,” states Dave.

“Training for examiners is quite thorough in order to maintain a high standard. The competency exams and peer assessment are two important processes that ensure the competence of Massage Therapists and are part of regulation.

I believe it’s important that new graduates understand the importance of regulation. This can of course be achieved by accessing the College’s website, but the main message they need to understand is that regulation exists to protect the public and provide them with good care.

Regulation also forces the RMT to learn and challenge themselves, to keep learning, growing and improving as Massage Therapists.

For me, fulfilling these two roles has been a rich experience over the years, and one that I would like to continue in the future to ensure that all registrants of CMTO provide high quality, safe and ethical care to Ontarians.”

Champions of the College

Interview with Dave Dalle Sasse, Examiner & Peer Assessor
Introduction

The Inter-jurisdictional Practice Competencies require all Registered Massage Therapists (RMTs) to be able to access and, where relevant, utilize research and professional literature to enhance patient care. This means that RMTs must be able to:

• Access reliable sources of published research and professional literature;
• Analyze the information presented; and
• Integrate new information into practice where appropriate.

What is the MTRF Research Review?

One activity that has been initiated by the College to support on-going development of research competencies of Massage Therapists is the MTRF Research Review – a section of the TouchPoint newsletter introduced in the 2014 summer/spring edition.

The purpose of the MTRF Research Review is to provide registrants with practitioner friendly access to the studies funded through the Massage Therapy Research Fund (MTRF). http://www.incamresearch.ca/content/massage-therapy-research-fund-mtrf

The MTRF Research Review will also be a Continuing Education Unit (CEU) article. By completing the questions at the end of this article about the reviewed research project, RMTs can obtain continuing education credits.

The research project reviewed for this issue is: “Professional Status Imbalances Within an Inter-professional Context: A View of Massage Therapy”, by Cathy Fournier, RMT.

Review #2: Perception of Professional Status of Massage Therapists by Other Health Care Professionals

Project title:
Professional Status Imbalances within an Inter-professional Context: A View of Massage Therapy

Names of researchers:
• Cathy Fournier, RMT, MSc (1)
• Scott Reeves PhD (2) (student supervisor)
1) Dalhousie University, Dept of Social Anthropology (current)
2) University of Toronto, Dept. of Psychiatry, Wilson Centre for Research in Medical Education and Centre for Faculty Development, Li Ka International Healthcare Education

Project funded: 2010

Project completed: April 2011

MTRF grant amount: $5,480

Study Overview:

How does this study contribute to the Massage Therapy knowledge base?

As Massage Therapy continues to evolve as a health care profession, Massage Therapists are working in a variety of different health care settings. As a result, they are increasingly interacting with and beginning to collaborate with different health care professionals (Eg,
Ethical approval was obtained before the study commenced from a local Research Ethics Committee.

**Study Participants**

A range of health care professionals who worked in two hospitals in a large Canadian city: Physicians (3), Nurses (3), Physiotherapists (2), and Massage Therapists (2).

**Data Collection**

The data for this study was collected using interviews, specifically semi-structured interviews. This means that the researcher had a list of topics or general questions that they wanted to cover with each participant. However, there was flexibility built into the process, in that, questions were asked in an order that was natural to the course of the interview. There was also room to explore issues or topics that were raised by the participant that may not have been pre-identified by the researchers.

Ten semi-structured interviews were conducted with a sample of health care professionals who were selected based on their professional designation and experience of working with Massage Therapists, and barriers to Massage Therapists being perceived as health care professionals.

All interviews were recorded and transcribed to a written document (a word document) to facilitate the analysis of the interviews.

**Data analysis**

The interview data collected was analyzed using a specific analytical technique applied to the interview, or qualitative data, called: inductive thematic coding. The result is the generation of key themes that capture participants’ experiences and perceptions.

**Study Findings**

Based on the analysis of the qualitative data, the researcher reported the following findings:

**Theme 1:** Problematization of the term “massage” – The term massage is associated with sex work activity rather than health care.

**Theme 2:** Professional exclusion – Massage Therapists remain on the periphery, as they are not fully included in all activities of health care teams (e.g. Inter-professional meetings).

**Theme 3:** Lack of knowledge about Massage Therapy – A number of questions about massage, specifically regarding training and regulation, revealed the limited knowledge that (non-massage) participants had about Massage Therapy.

**Theme 4:** Inter-professional hierarchies – An unavoidable issue which exists at the system level, where certain health care professions are viewed to have a higher or different status than others. Massage Therapists are often viewed to have lower status than other health care professionals.

Nurses & Physiotherapists) in the context of health care delivery.

This study makes an important contribution to our understanding of the professionalization of Massage Therapy, specifically, how Massage Therapists are perceived within an inter-professional and collaborative context. In addition, it provides important insights on how Massage Therapists, as health care professionals, are perceived by others and their position within health care.

**About the Study**

Researchers conducted a qualitative study using an exploratory case study research design to explore the experiences and perceptions of health care professionals about Massage Therapy or Massage Therapists, pertaining to their place within an inter-professional setting and within the health care system. More specifically, the researcher aimed to find out how other health care professionals viewed the status of Massage Therapists, collaboration with Massage Therapists, and barriers to Massage Therapists being perceived as health care professionals.

The specific objective of this study was:

- To investigate health professionals' views of perceived barriers to increased professionalization, status and inter-professional collaboration in relation to Massage Therapy.
What These Findings Mean for Massage Therapy Practice, Education, and Research

Practice

The findings of this study suggest that although the popularity of Massage Therapy among health consumers has grown significantly within the health care system, Massage Therapists continue to function from a peripheral position. This means that they are not fully included or accepted within the inter-professional mix of health care providers.

The findings also point to the fact that other health professions have limited knowledge about Massage Therapy as a health care profession and associations with negative stereotypes persist. This will impact how a Massage Therapist works, given the types of limitations that may be imposed within such practice or work settings.

Education

These findings suggest that, although Massage Therapists may be working in various health care settings, a primary step to becoming fully integrated and respected within these settings is education – the Massage Therapist should and needs to take the time to teach others about their profession: how Massage Therapists work and how they contribute to patient care.

Ideally, such information provision goes beyond a list of benefits and includes information about regulations, scope of practice, and is research informed.

It is critical that this is done within a collaborative context. This means that the Massage Therapist is knowledgeable about what others do, in order to be able to directly relate Massage Therapy practice. This may involve identifying areas where there are similarities and areas where Massage Therapy makes a unique or distinct contribution to client care.

Future Research

In terms of research, this study provides an important point of reference regarding how Massage Therapy is perceived by others. As the professionalization of Massage Therapy continues, and specific initiatives are implemented to educate other health care professions about Massage Therapy, it may be useful for comparing perceptions of others over time. The findings of this study can also be used to develop a survey, which may be used more broadly to gather a larger data set on perceptions of Massage Therapy by other health care professionals.

Additional Resources

The Federation of Health Regulatory Colleges of Ontario (FHRCO) has information on Inter-professional Collaboration available, http://ipc.fhrco.org/. The documentation includes the scopes of practice of all Regulated Health Care Practitioners; Frequently Asked Questions around consent, privacy, accountability, documentation and team leadership; and a list of Controlled Acts that can only be performed by registrants of specific Health Regulatory Colleges.

Additional reading

The following are references to other research studies on the topic of Massage Therapy, how Massage Therapy is perceived, and inter-professional collaboration:


• Hollenberg D. (2006). Uncharted ground: Patterns of professional interaction among complementary/alternative and biomedical practitioners in...
integrative health care settings. Social Science & Medicine, 62: 731–744


• Kania-Richmond A., Reece B., Suter S., Verhoef M. (2014). The professional role of massage therapists in patient care in Canadian urban hospitals – A mixed methods study. Submitted for publication (MTRF funded study)

Information Dissemination

Information about this study and its findings was made available by the researchers through the following activities:

Peer Reviewed publication:


Conference presentations:

• Professional status imbalances within an inter-professional context: A view of Massage Therapy. 7th IN-CAM Research Symposium, Toronto Ontario, Nov 2012.

• Professional status within an inter-professional context: A view of Massage Therapy. Massage Therapy Research Rounds, Wilson Centre for Research in Medical Education, Toronto General Hospital, Toronto Ontario, May 2012.


• Professional status within an inter-professional context: A view of Massage Therapy. Oral presentation, 6th IN-CAM Research Symposium, Vancouver British Columbia, November 2010.


• Professional status imbalances within an Inter-professional context: A view of Massage Therapy. Oral presentation, Wilson Centre Research Symposium, Toronto Ontario, October 2010.

CEU Questions

1. What were the objectives of this study?

2. Do you agree or disagree with the findings of this study? Why or why not?

3. Based on the Themes identified in the Study findings, which one would you focus on when educating other Health Care Professionals and why?

4. Where can you find out more information on the scopes of practice of other health care professions?

5. How can this research be applied in your practice? For example:

   a. How can you incorporate the information you learned from this study to your interactions with other health care professionals?

   b. What information in this study is useful for you in terms of presenting yourself as a health care professional?
Issue:
Practising while a Certificate of Registration is suspended for non-payment of fees.

Letter of Concern
The College received a letter of concern from an extended health insurer advising of claims received for Massage Therapy treatments rendered by the registrant, while her Certificate of Registration was suspended for non-payment of fees. The claims for payment were denied as a result of the registrant’s registration status at the time the care was provided.

The Investigation
A College appointed investigator met with the registrant who advised that she renewed her College registration online; however, she did not have a receipt or registration card to verify the completion of her renewal transaction. She stated she believed that the computer may have “timed out” during her renewal attempt but she did not make efforts to confirm her payment by contacting the College directly. She added that she discovered that her Certificate of Registration was suspended when a client informed her that their claim for treatment was denied.

When the registrant checked to see if her credit card had been charged for the renewal, she discovered that the transaction had not been processed. She also checked the College’s website and discovered that she was listed as suspended for non-payment of fees. The registrant stated she contacted the College the following day to reinstate her registration. She further advised that she immediately cancelled all of her Massage Therapy appointments and did not return to practice until her registration had been reinstated.

The registrant’s Certificate of Registration had been suspended for a period of almost two-months during which she rendered a significant number of treatments to clients before her registration was reinstated.

Registrant’s Response to the Investigation
After completing its investigation, a panel of the Inquiries, Complaints and Reports Committee (ICRC) provided the registrant with the results of the investigation and afforded her an opportunity to make a written response for its consideration prior to making a decision.
In the registrant’s response she took full responsibility and apologized for her oversight in failing to confirm the payment of her renewal of registration fees. She added that this matter involved an oversight and she was not trying to be deceitful in her conduct. She again outlined the corrective measures she took immediately after learning of her suspension, which included ceasing to practice, reimbursing her clients for fees paid during her suspension as well as, contacting the insurance company involved.

**Panel’s Decision**

The panel determined significant action was warranted and therefore decided to issue a written caution to the registrant.

A written caution is a remedial tool that assists registrants in correcting specific areas of practice identified by the panel as problematic. It is intended to educate registrants about professional standards and expectations in order to improve and/or change their practice in the identified areas.

The caution in this case involved a degree of sanction to the registrant about her obligation as a regulated health care professional and the importance of being attentive to administrative aspects of professional practice, with specific reference to attending to any correspondence from the College in a timely manner.

**Panel’s Reasons**

In its reasons for decision, the panel noted that practising while one’s registration status is suspended is serious in nature and has often resulted in a referral to the Discipline Committee. The panel was concerned about the inherent risk to the public when registrants practice without a General Certificate of Registration, given that there may be issue with professional liability coverage should a client be injured during a treatment.

The panel’s determination was based on a number of mitigating factors, which included: the registrant’s recognition of the seriousness of her actions, taking immediate steps to correct her actions by stopping practice, reinstating her registration with the College, and contacting the insurer and clients involved. Additionally, the panel considered the number of years in which she has been a registrant with the College without a complaint history, and the limited period in time which she was suspended.

Despite these mitigating factors, the panel had some concern with the registrant’s history of routinely renewing her registration late, as well as statements she made to the College investigator.

The panel was of the opinion that this history and the registrant’s statements, demonstrated a somewhat “cavalier attitude” to important administrative aspects of professional practice; and as such, the panel felt that a remedial approach, involving a written caution on the issue, was warranted to underscore the importance of being vigilant about maintaining a General Certificate when she provides Massage Therapy treatment.

**Commentary**

The issue of practising Massage Therapy when not authorized to do so is considered by the College to be very serious and has often resulted in disciplinary action. It is the inherent risk to the public when registrants engage in this conduct that causes great concern, given not only for the protection offered through professional liability insurance but also denying clients their right to reimbursement through their extended health coverage. This conduct undermines the public’s trust in the profession and negatively impacts not only the registrant involved but the integrity of the profession as a whole.

To avoid this concern, registrants are encouraged to take extra caution when renewing their registration, and to review all communications received from the College in a timely manner.
Did you know that the name you are registered under with the College is the name you need to put on your receipts and advertising?

The name that you registered with the College appears on the Public Register. You can find yourself on the Public Register by using the “Find A Registered Massage Therapist” feature on the homepage of the College’s website.

If you advertise under a different name than that found on the register, you run the risk that a complaint could be filed against you for holding yourself out as a Massage Therapist. It is also a professional misconduct to use a name other than the name listed in the register when providing or offering to provide services as a Massage Therapist (O. Reg. 544/94 Sec. 26 para. 19).

What is the “Look Before You Book” campaign?

“Look Before You Book” is a new initiative by the College to encourage the public to ensure the Massage Therapist they want to see is registered with the College, before making their appointment.

If you advertise under a different name than that found on the register, you run the risk that a complaint could be filed against you for holding yourself out as a Massage Therapist. It is also a professional misconduct to use a name other than the name listed in the register when providing or offering to provide services as a Massage Therapist (O. Reg. 544/94 Sec. 26 para. 19).

Why is the accuracy of your name so important?

The Public Register is used by clients, insurance companies and others, to ensure that you are registered with the College. Insurance companies regularly use the “Find A Registered Massage Therapist” feature on the website to check the registration status when reviewing claims. If the company cannot match the name on the receipt with the name registered, the claim may be denied.

What are the common variations found in names?

Common differences between your registered name and the one you actually use in practice include the following:

- Using a last name that is different than the one on the register, due to a change in marital status;
- Using a hyphenated last name that does not appear on the register;
- Using an abbreviation of your first name (i.e. Chris instead of Christopher);
- Using a preferred name in place of your legal name (i.e. Holly instead of Hong).

How can you change your name with the College?

If you wish to change your name on the register, you need to complete this form: http://www.cmto.com/cmto-wordpress/assets/NameChangeForm.pdf.

You will need to submit your photo ID card to have them replaced with new ones with your new name.

Also, note that when you e-mail, phone or fax the College, including your full name and registration number assists staff to tailor their response specifically for you and your circumstances.
Information Sharing with Municipal By-Law Enforcement Departments

By Pauline Walters, Director, Professional Conduct

A very important public protection measure for the College is ensuring that the protected titles and the official marks (terms such as Massage Therapy, and titles, such as Massage Therapist) held by the College are used only by registrants of the College.

Protected Titles and Terms

The protected titles and terms provide the public with the ability to identify which practitioners and the care they provide have met the requirements for registration with the College of Massage Therapists of Ontario. As registrants, these practitioners must meet the standards of CMTO to provide safe and ethical care.

Illegal Practice

Illegal practice occurs when individuals who are not registered with the College of Massage Therapists of Ontario use the protected titles and terms in connection with providing treatment. Both the College and registrants play a role in stopping illegal practice by enforcing the appropriate use of the protected titles and terms.

Registrants have a clear obligation to take all reasonable efforts to safeguard their registration and to ensure advertisements associated with their practice are in keeping with the professional standards. The College monitors the use of titles and terms and prosecutes serious cases where individuals have continued to engage in their inappropriate use despite requests from the College to stop.

Preventative Measures

Together, the College and registrants have another very effective method of controlling the use of titles, through opportunities to educate about regulation of the Massage Therapy profession in Ontario.

One of the projects identified under the College’s 2014 Strategic Plan involved engaging in discussions with some of the Greater Toronto Area Municipal By-Law Enforcement Departments, including: City of Toronto, Town of Markham, City of Mississauga, City of Brampton, Town of Pickering and the Town of Ajax.

The Municipalities often require many unregulated practitioners to obtain a business license, and over the years some confusion developed regarding registrants of the College and a registrant’s involvement with holistic practitioner’s facilities and/or body rub establishments.

These meetings were encouraging, as it was found that many of the Municipalities do possess some understanding of the regulation of Massage Therapists in Ontario. This project provided an opportunity for CMTO to develop and maintain strong collaborative working relations with the municipalities to address illegal practice.
Every year there are outbreaks of various diseases around the world. Outbreaks of influenza, measles, mumps and other contagious diseases can infect you or your clients.

The Centers for Disease Control and Prevention recommends that all adults have routine vaccinations, including the annual Flu shot, Hepatitis A and B, and the Tetanus, Diphtheria, Pertussis (Tdap) vaccine. Please refer to the Ontario Ministry of Health and Long-Term Care: http://www.health.gov.on.ca/en/public/programs/imunization/adults.aspx

As health care professionals, Massage Therapists should be aware of their vaccination status and ensure they take precautions from infecting, or being infected by their clients.

Beyond the standard vaccinations, Massage Therapists should also be aware of any disease outbreaks in countries they, or their clients, may have visited or in their local area.

The College has the following documents to assist Massage Therapists in managing infection control and identifying and managing disease outbreaks:

- General infection control guidance, including cleaning procedure and use of personal protective devices: http://www.cmto.com/cmto-wordpress/assets/infection_control_guidelines.pdf
- Pandemic planning and tips for Massage Therapy practice in case of a flu outbreak: http://www.cmto.com/cmto-wordpress/assets/pandemic_planning_information.pdf
The public’s growing call for organizations, particularly those with a public interest mandate, to be more open with their decisions and processes has initiated a province-wide project around the transparency practices of health regulatory Colleges in Ontario.

Over the past two years this issue has been discussed through the Federation of Health Regulatory Colleges. The discussion has been led by a working group of six Colleges (physicians and surgeons, nurses, dentists, pharmacists, optometrists and physiotherapists), known as the Advisory Group for Regulatory Excellence (AGRE).

Recently, after reports in the media about lack of transparency, the Minister of Health requested that all health regulatory Colleges make transparency a priority and provide the Minister, by December 1, 2014 with a report that details each College’s plans to:

- Strengthen existing transparency measures; and
- Introduce new measures that will increase transparency in College processes and decision-making and that will make more information available to Ontarians.

One of the first steps in this plan was for CMTO to adopt transparency principles developed by AGRE, at its meeting on December 1, 2014, that will guide its future decisions about publicly available information.

Next Steps

In addition to developing transparency principles, AGRE compared processes and data collection among Ontario’s health regulatory Colleges and engaged a public consultation firm to conduct a survey to better understand the type of information the public would find useful when making decisions related to their healthcare.

This information was analyzed by AGRE and used to develop a recommended two-phased approach for the implementation of changes and the disclosure of specific information regarding decisions and processes to the public. The various College Councils in AGRE have, in principle, endorsed phase-one of the recommended approach with further debate and consultation required prior to the endorsement of phase-two.

In the coming months, CMTO will consider the approval and implementation of Phase 1 initiatives and will discuss and consult with stakeholders regarding the implementation of Phase 2 initiatives.

Phase 1 initiatives primarily focuses on accessibility of information and public education, and includes making the following information publicly available:

- Date of referral to Discipline Committee;
- Discipline Committee status;
- Notice of Hearing;
- Criminal findings of guilt.

We will present information about Phase 2 initiatives later in the Spring of 2015.

The Transparency Principles:

1. The public needs access to appropriate information in order to trust that this system of self-regulation works effectively.
2. Providing more information to the public has benefits, including improved patient choice and increased accountability for regulators.
3. This information needs to be relevant, credible and accurate.
4. In order for information to be helpful to the public, it must: be timely, easy to find and understand.
5. Certain regulatory processes intended to improve competence may lead to better outcomes for the public if they happen confidentially.
6. Transparency discussions should balance the principles of public protection and accountability, with fairness and privacy.
7. The greater the potential risk to the public, the more important transparency becomes.
8. Information available from Colleges about members and processes should be similar.

By Corinne Flitton, BPHE, RMT, Registrar & CEO
A common set of inter-jurisdictional Massage Therapy competencies will set the standard for registration with CMTO in 2015. The Inter-jurisdictional Competency Standards (IJS) were developed by RMTs, Ontario educators, representatives from the three regulated provinces, (ON, BC, and NL).

To assist CMTO with the transition from the Ontario Massage Therapy Competency Standards to the IJS, new content outlines were developed for the CMTO's certification examinations, the MCQ and the OSCE, which follow the content and focus of the IJS and representing practise in Ontario. Effective Spring 2015, CMTO will begin examining based on the IJS.

The new OSCE will be administered starting in May 2015, with the commencement of the 2015 OSCE cycle. The new MCQ examination will be administered for the first time in June of 2015. The March 2015 MCQ examination offering will be based on the current examination content outline, the Ontario Massage Therapy Competency Standards. This will be the last time the MCQ will be offered based on the current examination content outline.

To assist educators in understanding the new content outlines, CMTO hosted a webinar on November 5, 2014, facilitated by representatives of Schroeder Measurement Technologies, CMTO's psychometric firm who presented the new content outlines, and answered questions about how they impact the MCQ and OSCE examinations moving forward.

The changes to the content outline are considered to be minor.
Notice Of Elections And By-Elections

Districts 2 and 9 - Notice of Acclamation

The College of Massage Therapists of Ontario would like to announce the acclamation of the following registrants who will commence their terms on Council on February 24, 2015:

- District 2, Dave Janveau, RMT, for a three year term
- District 9, Lesley Hargreaves, RMT, who will be serving out the remainder of the term left vacant by the outgoing incumbent Amy Frost, RMT.

District 5 and 7

The date of the election for registrants to the Council for Electoral Districts 5 and 7 will be held on January 12, 2015.

District 4

As the College did not receive any nominations for a position on the CMTO Council from Electoral District 4 by the required deadline, the call for nominations in this district has been extended until December 12, 2014. If you are interested in putting your name forward, please refer to the CMTO for nomination details at http://www.cmto.com/registrants/elections/.

The revised date of the election for a member to the Council of the College of Massage Therapists of Ontario for Electoral District 4 is February 2, 2015. The term of office for the elected Council member in this by-election is 1 year.

Council Highlights

May 26 & September 22, 2014

Since the spring issue of TouchPoint, CMTO has held two Council meetings, one in May and the other in September. The Annual General Meeting was held prior to the May Council meeting.

2015 Workplan

At its September meeting, Council approved the 2015 workplan which outlines specific projects to be completed in 2015. In addition to the College’s regular activities, e.g., committee orientation, preparation of the audit, investigator and peer assessor training, etc., there were a number of additional projects identified, including:

- A review of the Quality Assurance Program, to ensure a stronger continuing education program and self-assessment tool to support registrants in their continuing competence and quality improvement as Massage Therapists;
- A review of the current language benchmarks required by the CMTO to ensure that they are relevant and necessary for the practice of the profession, and to determine if there are additional language assessment tools that should be approved by CMTO; and
- Development of a new CMTO strategic plan.
The 2015 budget will be prepared based on these activities and presented to Council for approval at its December 1, 2014 meeting.

**Financial Matters**

Council approved the audited financial statements for 2013. The external auditor confirmed that the financial statements accurately represent the financial position of the College as of December 31, 2013. A copy of the audited financial statements is available in the 2013 Annual Report.

Council is obliged each year to increase the fee, to take into consideration inflation costs. This year Council chose the lowest fee increase permitted under the CMTO bylaws.

**Spousal Exemption Regulation**

In November, 2013, Bill 70 was passed resulting in an amendment to the Regulated Health Professions Act, 1991, (RHPA) granting each health regulatory college the authority to create a regulation that would exempt the treatment of spouses from the current definition of sexual abuse outlined in the RHPA. Council agreed that CMTO should proceed to draft a regulation which would permit Massage Therapists to treat their spouse. This regulation would not diminish existing public protection measures. Spouses would continue to be afforded the same protection available to all Ontarians.

Until this regulation is in place, a Massage Therapist cannot legally treat his or her spouse. It is anticipated that a draft regulation will be presented to Council at its December 2014 meeting for consideration and then circulated to registrants and other stakeholders for comment.

Council further directed that a guideline be developed to assist registrants in determining when it is appropriate to treat family members.

**By-law Review**

Council continued its review of the by-laws to ensure that they accurately reflect current practices.

At its May meeting, Council approved amendments to By-law No. 1 – Conduct of the Business and Administration of the Affairs of the College, By-law No. 9 – The Registrar, and By-law No. 11 – Code of Ethics. The amended versions are posted on the CMTO website.

Those by-laws relating to elections of registrants to Council, fees, information available on the public register, professional liability insurance and professional corporations will be considered at the December Council meeting. Prior to final approval, the proposed amendments will be circulated to registrants and other stakeholders for comment.

**Health Claims for Auto Insurance (HCAI) Pilot Project**

The College collaborated with Health Claims for Auto Insurance (HCAI) on a pilot project aimed at determining the scope of fraudulent use of RMT numbers in auto insurance claims. 350 Registered Massage Therapists were recruited to verify the use of their registration numbers. The College would like to take this opportunity to thank those of you who participated in this project.

**The Massage Therapy Research Fund (MTRF)**

CMTO is committed to Massage Therapy research and is exploring strategic modifications to the existing fund and annual competitions in terms of eligibility, who will administer the fund and knowledge translation to registrants. More information will be shared in the future as these strategies are realized. To learn more about the fund, click here: [http://www.cmto.com/registrants/about-the-profession/research/massage-therapy-research-fund/](http://www.cmto.com/registrants/about-the-profession/research/massage-therapy-research-fund/)

**Toronto 2015 Pan Am/Parapan Am Games**

We are pleased to announce that Council recently approved a fast track “courtesy” registration process, at no cost, for those RMTs, currently registered/licensed in a regulated Canadian province, who are volunteering their services at the 2015 Pan Am/Parapan Am Games, scheduled to be held in Toronto. Information about volunteering at the Pan Am/Parapan Am Games can be found at [Toronto 2015 Games](http://www.cmto.com/registrants/).
THE BULLETIN BOARD

Call for Non-Council Members

In accordance with By-law No. 6, non-Council members, the College has positions for registrants of the profession to serve on various committees of the College as non-Council members. Non-Council members are not members of Council. They do not have to be elected to the position and are not required to attend Council meetings.

Non-Council members serve on committees to participate in the development of policy, standards of practice and guidelines and panels to participate in the disposition of matters involving Massage Therapists.

The College will be accepting resumes from registrants who are interested in serving on a committee in 2015. The first Council meeting on February 24, 2015, the Council will make the appointments of non-Council members to the various College committees.

Non-Council members are expected to have some or all of the following knowledge, skills and abilities and attitudes in order to carry out their responsibilities effectively:

- Specific knowledge of the College’s governing Acts and related law;
- Understanding of the professional, institutional and community context within which the College operates;
- Analytical, conceptual and problem-solving skills;
- Ability to listen and communicate clearly and effectively;
- Self-confidence / self-control and sensitivity to diverse interests;
- Commitment to respect diversity and to maintain fair, transparent processes within the limitations set by legislation, that meet the highest standards of the College;
- Computer literacy; and
- Ability and willingness to travel to meetings.
- Willingness to attend orientation and training sessions

The position involves preparation for meetings by reading briefs and summaries. Non-Council members are expected to attend all orientation and training sessions designated by the College and they can expect to contribute a minimum of 4 – 8 hours a month, possibly more, to the College. Non-Council members serve for a 1 year term, with the possibility of a re-appointment, depending on the needs of the College.

This is a paid position. Interested registrants are asked to send a resume to the Office of the Registrar at officeofregistrar@cmto.com by January 26, 2015. Additional Information can also be found on the College’s website at: http://www.cmto.com/cmto-wordpress/assets/bylaw6.pdf

2015 Council Meeting Schedule

- Monday, February 23, 2015
  Council Retreat
- Tuesday, February 24, 2015
  Council Meeting
- Monday, May 25, 2015
  Council Meeting
- Monday, June 22, 2015
  Professional Development Day
- Monday, September 21, 2015
  Council Meeting
- Monday, December 7, 2015
  Council Meeting
- Tuesday, December 8, 2015
  Tentative Half Day Council Meeting

Council Members

David Janveau, RMT, President .......... District 2
Lloyd White, Vice President ...... Public member
Lisa Tucker, RMT, Executive Officer .... District 3
Karen Redgers, RMT, Executive Officer ... District 5
TBD .................................................. District 4
Joshua Brull.................. Public member
Hedy Miszuk .................. Public member
Nancy Engstrom, RMT ............... District 8
James Lee .................. Public member
Karen Sosnowski, RMT............. District 1
Robert Pletsch ......... Public member
Jennifer Da Ponte, RMT .......... District 6
Amy Frost, RMT .................. District 9
Jane Wellwood, RMT ........ District 7
Murthy Ghandikota ............ Public member

Arielle Berger, the Council member for Electoral District 4, resigned from Council on September 14, 2014. We would like to thank Arielle for her time and commitment to CMTO over the past two years.

Amy Frost will also be resigning from Council at the end of 2014. We wish to thank Amy for her contributions to the College during her time on Council.

2015 Council Meeting Schedule
 Committees

Client Relations Committee
- James Lee
- Hedy Miszuk
- Elyse Sheardown (non-Council), RMT

Discipline Committee
- Hedy Miszuk – Chair
- All Council members
- Elyse Sheardown (non-Council), RMT
- Phil Rowland (non-Council), RMT

Executive Committee
- Dave Janveau – President, RMT
- Lloyd White – Vice President
- Lisa Tucker – Executive Officer, RMT
- Karen Redgers – Executive Office, RMT

Fitness to Practise Committee
- Joshua Brull – Chair
- All Council members

Inquiries, Complaints and Reports Committee
- Nancy Engstrom, RMT
- Jennifer Da Ponte, RMT
- Karen Sosnowski, RMT
- Joshua Brull
- Murthy Ghandikota
- Robert Pletsch
- Brenda Caley (non-Council), RMT
- Don Robichaud (non-Council), RMT
- Elyse Sheardown (non-Council), RMT
- Nicole Andrews (non-Council), RMT

Quality Assurance Committee
- Amy Frost, RMT
- Lisa Tucker, RMT
- James Lee
- Lloyd White
- Nicole Andrews (non-Council), RMT

Registration Committee
- Jane Wellwood, RMT
- Amy Frost, RMT
- Murthy Ghandikota
- Robert Pletsch
- Brenda Caley (non-Council), RMT

Completed Discipline Cases for 2014

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<tr>
<th>Regnant</th>
<th>Hearing Date</th>
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<tr>
<td>Christina Parkman, RMT</td>
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<td>Yan Novak, RMT</td>
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In Memoriam

Jacob Brody
Andrea Dickson
Jonathan Hoad
Katie Scott

Registrant Hearing Date

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Richard Thompson, RMT February 26, 2014
Mario Possamai, RMT February 26, 2014
Lirong Liu, RMT March 20, 2014
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Zhen Zong Chen, RMT May 16, 2014
Yan Novak, RMT May 16, 2014
The College of Massage Therapists of Ontario is dedicated to excellence in protecting the public, serving its members, and promoting the highest possible quality of the practice of Massage Therapy in a safe and ethical manner.

TouchPoint is published twice per year by the College of Massage Therapists of Ontario to inform its registrants about issues related to the profession as well as the activities and decisions of the College. TouchPoint also provides information for discussion of related issues and professional practice.

For a printed copy of TouchPoint or the Annual Report, please contact the College. Printed copies are $10 each or $20 for both TouchPoint and the Annual Report.