

# Fair Registration Practices Report

## Massage Therapists (2018)

The answers seen below were submitted to the OFC by the regulated professions.

This Fair Registration Practices Report was produced as required by:

- the Fair Access to Regulated Professions and Compulsory Trades Act (FARPACTA) s. 20 and 23(1), for regulated professions named in Schedule 1 of FARPACTA
- the Health Professions Procedural Code set out in Schedule 2 of the Regulated Health Professions Act (RHPA) s. 22.7 (1) and 22.9(1), for health colleges.

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## 1. Qualitative Information

### a) Requirements for registration, including acceptable alternatives

#### i. Describe any improvements / changes implemented in the last year.

No changes this year

#### ii. Describe the impact of the improvements / changes on applicants.

No changes this year

#### iii. Describe the impact of the improvements / changes on your organization.

No changes this year

### b) Assessment of qualifications

#### i. Describe any improvements / changes implemented in the last year.

No changes this year

#### ii. Describe the impact of the improvements / changes on applicants.

No changes this year

#### iii. Describe the impact of the improvements / changes on your organization.

No changes this year

### c) Provision of timely decisions, responses, and reasons

#### i. Describe any improvements / changes implemented in the last year.

No changes this year

**ii. Describe the impact of the improvements / changes on applicants.**

No changes this year

**iii. Describe the impact of the improvements / changes on your organization.**

No changes this year

**d) Fees****i. Describe any improvements / changes implemented in the last year.**

No changes this year

**ii. Describe the impact of the improvements / changes on applicants.**

No changes this year

**iii. Describe the impact of the improvements / changes on your organization.**

No changes this year

**e) Timelines****i. Describe any improvements / changes implemented in the last year.**

No changes this year

**ii. Describe the impact of the improvements / changes on applicants.**

No changes this year

**iii. Describe the impact of the improvements / changes on your organization.**

No changes this year

**f) Policies, procedures and/or processes, including by-laws****i. Describe any improvements / changes implemented in the last year.****Policy re: Issuing a New Registration Number**

CMTO established a new administrative policy relating to issuing a new registration number to a registrant in rare instances where their registration number has been misappropriated and used for fraudulent billing.

**Updated requirements for Refresher Course Tutors**

An administrative policy was established that requires approved tutors for the CMTO Refresher Course to be a registrant in good standing with the College and provide confirmation of good standing from any other regulatory college of which the registrant is currently or has previously been a member. A Refresher Course tutor who is under investigation is not considered to be in good standing and no longer meets the criteria to continue as an approved tutor.

**Policy re: Inappropriate Touch of a Client by a Candidate during the Objectively Structured Clinical Evaluation (OSCE) Examination**

This policy was established by CMTO to ensure that the Objectively Structured Clinical Evaluation (OSCE) examination environment is safe and secure for Standardized Clients. The policy ensures:

- Immediate action is taken as soon as inappropriate touch has occurred
- The Standardized Client is supported, and
- The Candidate cannot engage with any other Standardized Clients until a review of their actions has taken place and appropriate education has been successfully completed, if required.

### **Update to Vulnerable Sector Check Process**

The administrative process for managing convictions revealed on a Vulnerable Sector criminal record check (VS Check) was updated. If the VS Check includes information about a criminal conviction, the applicant is asked to provide a copy of charging documents and Court transcripts related to the matter. Applicants who have a criminal record relating to any type of driving offence are required to submit an up-to-date (no more than three months old) Certified Complete Driver's Record from Service Ontario.

### **Internet search at Initial Registration**

In 2018 CMTO implemented a quick, name-based Internet search of all applicants for initial registration to proactively identify any information that may be of concern.

### **Letter to support qualifying applicants seeking a Post Graduate Work Permit**

CMTO implemented a process that supports qualifying applicants wishing to obtain a Post Graduate Work Permit by issuing a letter confirming that the applicant has met all requirements of registration other than the requirement that they be authorized under the Immigration and Refugee Protection Act (Canada) to engage in the practice of the profession.

### **Amendments to By-law No. 7 and its Schedule A**

The Registration Fee section of the By-Law was updated as follows:

4. The initial fee to issue a general certificate of registration and the annual fee for a general certificate of registration shall be:

(A) \$785 for 2019 and in subsequent years, Council shall annually review the fees and where Council deems it appropriate, in any one or more years, this amount may be subject to an increase of not more than the annual inflation rate rounded to the nearest dollar; or

(B) For new registrants in their first year of eligibility for registration, a percentage of the fee payable for the class of certificate for which the applicant is applying that corresponds to the number of months remaining in the calendar year, calculated from the date the applicant submitted their completed application form; or

(C) When the applicant is moving from the inactive class to the general class, the fee shall be the difference between the two fees.

5. The initial fee to issue an inactive certificate to a registrant and the annual fee for an inactive certificate of registration shall be \$200 for 2019 and in subsequent years, Council shall annually review the fees and where Council deems it appropriate, in any one or more years, this amount may be subject to an increase of not more than the annual inflation rate rounded to the nearest dollar.

6. Every registrant shall pay an annual fee to the College by December 31, 2018 for the fees owing for 2019, and by November 1 in each subsequent year for the fees owing for the following year.

The Examination fee section of By-Law No.7 was updated as follows:

### **Examination Fees**

11. The fee to take the written certification examination of the College initially and every subsequent time shall be \$500 until December 31, 2018.

12. The fee to take the written certification examination of the College initially and every subsequent time:

(A) Shall be \$575 as of January 1, 2019

(B) Shall be a fee set by the Registrar that is between \$575 and \$632 as of January 1, 2020

(C) Shall be a fee set by the Registrar that is between \$575 and \$675 as of January 1, 2021

13. The fee to take the clinical certification examination of the College initially and every subsequent time shall be \$700 until December 31, 2018.

14. The fee to take the clinical certification examination of the College initially and every subsequent time:

(A) Shall be \$805 as of January 1, 2019

(B) Shall be a fee set by the Registrar that is between \$805 and \$885 as of January 1, 2020

(C) Shall be a fee set by the Registrar that is between \$805 and \$945 as of January 1, 2021

Schedule A to By-Law No. 7, the Miscellaneous Fee Schedule, was updated as follows:

### **Examinations**

3. Withdrawal fee: \$150

Effective January 1, 2019, the withdrawal fees are as follows:

3. Withdrawal Fees:

(a) Fee for withdrawing from the written certification examination less than two weeks prior to the examination date but more than one week prior to the examination date: \$150

(b) Fee for withdrawing from the written certification examination less than one week prior to the examination date shall be the fee paid by the candidate for the written certification examination.

(c) Fee for withdrawing from the clinical certification examination less than four weeks prior to the examination date but more than two weeks prior to the examination date: \$150

(d) Fee for withdrawing from the clinical certification less than two weeks prior to the examination date shall be the fee paid by the candidate for the clinical certification examination.

## **ii. Describe the impact of the improvements / changes on applicants.**

### **Issuing a New Registration Number**

Issuing a new registration number ensures that the registrant's receipts will be accepted by insurance companies when receipts with the old number are no longer accepted. This ensures the registrant's clients are appropriately reimbursed and reduces the negative impact on the registrant's practice.

### **Refresher Course Tutors Under Investigation**

Applicants/registrants have access to tutors who are in compliance with regulatory requirements and are in good standing with CMTO.

### **Inappropriate Touch of a Client by a Candidate during the Objectively Structured Clinical Evaluation (OSCE) Examination**

The policy ensures exam candidates are aware of the consequences of inappropriate touch and encourages greater care in the placement of their hands when treating a Standardized Client.

### **Vulnerable Sector Check Process**

The change has no impact on the vast majority of applicants. Only those applicants whose VS Check includes information about a criminal conviction must provide a copy of charging documents and court transcripts related to the matter. Similarly, an applicant who has a criminal record relating to any type of driving offence is

required to submit an up-to-date Certified Complete Driver's Record from Service Ontario. Both the Court transcripts and driving record report are easily obtainable.

#### **Letter to qualifying applicants to obtain a Post Graduate Work Permit**

The letter assists the applicant in applying for a work permit and, once the work permit is obtained, they may become registered with the CMTO.

#### **Amendments to By-law No. 7**

The increase in examination fees will help CMTO ensure candidates have access to Certification Examinations that are valid, reliable, defensible and secure. The increase in registration fees will ensure CMTO is able to move forward with identified strategic priorities, including improved engagement and support of registrants.

It is recognized that any fee increase results in an increased financial burden for applicants and registrants. Registrants may request a payment plan for the renewal fees where there are extenuating circumstances, and in 2018 the deadline for submitting the annual renewal was extended by two months to give registrants more time to meet the fee requirement.

### **iii. Describe the impact of the improvements / changes on your organization.**

#### **Issuing a New Registration Number**

Issuing a new registration number takes the number that was used for fraudulent billing out of circulation, supporting CMTO's public interest mandate by helping to mitigate any ongoing risk of fraud.

#### **Refresher Course Tutors Under Investigation**

Only those individuals who meet the good standing requirement are permitted to provide assistance to applicants/registrants who are required to take the CMTO Refresher Course.

#### **Inappropriate Touch of a Client by a Candidate during the Objectively Structured Clinical Evaluation (OSCE) Examination**

A comprehensive protocol was established to support the new policy. The OSCE environment is more safe and secure for Standardized Clients.

#### **Vulnerable Sector Check Process**

The Court transcript and or charging document provides important, detailed information regarding the applicant's convictions and supports the College's assessment of the applicant's conduct and character at entry-to-practice.

#### **Letter to qualifying applicants to obtain a Post Graduate Work Permit**

This is an additional administrative step for staff assisting the individual to obtain a valid work permit, but it is not onerous and is a fair response to the situation.

#### **Amendments to By-law No. 7**

The examination fee increase ensures sufficient financial resources are available to maintain the high quality, rigour and security of the Certification Examinations. Staff continue to work to identify efficiencies that might reduce examination expenses without interfering with the validity or security of the examination.

The registration fee increase ensures CMTO has the financial resources necessary to meet the requirements in the legislation and to achieve the strategic goals set by Council to support CMTO's mandate to govern the profession in the public interest.

### **g) Resources for applicants**

#### **i. Describe any improvements / changes implemented in the last year.**

No changes this year

**ii. Describe the impact of the improvements / changes on applicants.**

No changes this year

**iii. Describe the impact of the improvements / changes on your organization.**

No changes this year

**h) Review or appeal processes**

**i. Describe any improvements / changes implemented in the last year.**

No changes this year

**ii. Describe the impact of the improvements / changes on applicants.**

No changes this year

**iii. Describe the impact of the improvements / changes on your organization.**

No changes this year

**i) Access to applicant records**

**i. Describe any improvements / changes implemented in the last year.**

No changes this year

**ii. Describe the impact of the improvements / changes on applicants.**

No changes this year

**iii. Describe the impact of the improvements / changes on your organization.**

No changes this year

**j) Training and resources for registration staff, Council, and committee members**

**i. Describe any improvements / changes implemented in the last year.**

- College legal counsel and staff provided orientation to members of the Registration Committee on April 13, 2018
- Sexual abuse sensitivity training was provided to College staff by Dr. Ruth Gallop on November 23, 2018. The presentation focused on helping staff understand the impact on the client of sexual abuse by a health professional and how College staff can support clients who may have suffered abuse. This training is an important component of the College's Sexual Abuse Prevention Plan
- All staff completed the Ministry of Labour's training module for Worker Health and Safety Awareness in December 2018
- All staff completed Workplace Violence and Harassment Training for Employees in December 2018
- All staff participated in a Communications Training Workshop on December 13, 2018

**ii. Describe the impact of the improvements / changes on applicants.**

Applicants and registrants receive clear and accurate information and are treated with respect and compassion by CMTO staff and committee members.

**iii. Describe the impact of the improvements / changes on your organization.**

The Registration Committee has a clear understanding of their role within the governance framework, and staff are better able to communicate complex information and treat applicants and registrants with respect and compassion.

**k) Mutual recognition agreements**

**i. Describe any improvements / changes implemented in the last year.**

No changes this year

**ii. Describe the impact of the improvements / changes on applicants.**

No changes this year

**iii. Describe the impact of the improvements / changes on your organization.**

No changes this year

**l) Other (include as many items as applicable)**

**i. Describe any improvements / changes implemented in the last year.**

No changes this year

**ii. Describe the impact of the improvements / changes on applicants.**

No changes this year

**iii. Describe the impact of the improvements / changes on your organization.**

No changes this year

**Describe any registration-related improvements/changes to your enabling legislation and/or regulations in the last year**

No changes this year

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## 2. Quantitative Information

**a) Languages**

Indicate the languages in which application information materials were available in the reporting year.

Language	Yes/No
English	Yes
French	Yes
Other (please specify)	

**Additional comments:**

A French language page is available on the CMTO website with access to documents in French  
<http://www.cmto.com/francais/>

**b) Gender of applicants**

Indicate the number of applicants in each category as applicable.

Gender	Number of Applicants
Male	213
Female	681
None of the above	0

**Additional comments:**

The CMTO defines an applicant as someone who submitted an application for Initial Registration and paid the application fee.

**c) Gender of members**

Indicate the number of members in each category as applicable. Select the option that best corresponds to the terminology used by your organization.

Gender	Number of Members
Male	3180
Female	11389
None of the above	0

**Additional comments:**

Total number of registrants as on December 31, 2018 was 14, 569

**d) Jurisdiction where applicants obtained their initial education**

Indicate the number of applicants by the jurisdiction where they obtained their initial education<sup>1</sup> in the profession or trade.

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
886	8	0	n/a 0 Total 0	0	894

<sup>1</sup> Recognizing that applicants may receive their education in multiple jurisdictions, for the purpose of this question, include only the jurisdiction in which an entry-level degree, diploma or other certification required to practice the profession or trade was obtained.

**Additional comments:****e) Jurisdiction where applicants who became registered members obtained their initial education**

Indicate the number of applicants who became registered members in the reporting year by the jurisdiction where they obtained their initial education<sup>1</sup> in the profession or trade.



Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
886	8	0	n/a 0 Total 0	0	894

<sup>1</sup> Recognizing that applicants may receive their education in multiple jurisdictions, for the purpose of this question, include only the jurisdiction in which an entry-level degree, diploma or other certification required to practice the profession or trade was obtained.

**Additional comments:**

#### f) Jurisdiction where members were initially trained

Indicate the total number of registered members by jurisdiction where they obtained their initial education<sup>1</sup> in the profession or trade.

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
14087	122	3	China 1 Cuba 1 France 2 Germany 1 Israel 1 Japan 3 Netherlands 1 Poland 7 Romania 1 Russia 1 Total 19	338	14569

<sup>1</sup> Recognizing that applicants may receive their education in multiple jurisdictions, for the purpose of this question, include only the jurisdiction in which an entry-level degree, diploma or other certification required to practice the profession or trade was obtained.

**Additional comments:**

Members include all General and Inactive Certificate holders.

#### g) Applications processed

Indicate the number of applications your organization processed in the reporting year:

Jurisdiction where applicants were initially trained in the profession (before they were granted use of the protected title or professional designation in Ontario)

from January 1 <sup>st</sup> to December 31 <sup>st</sup> of the reporting year	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
New applications received	899	4	0	0	0	903

from January 1 <sup>st</sup> to December 31 <sup>st</sup> of the reporting year	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
Applicants actively pursuing licensing (applicants who had some contact with your organization in the reporting year)	899	4	0	0	0	903
Inactive applicants (applicants who had no contact with your organization in the reporting year)	0	0	0	0	0	0
Applicants who met all requirements and were authorized to become members but did not become members	5	0	0	0	0	5
Applicants who became FULLY registered members	892	0	0	0	0	892
Applicants who were authorized to receive an alternative class of licence <sup>3</sup> but were not issued a licence	0	0	00	0	0	0
Applicants who were issued an alternative class of licence <sup>3</sup>	0	0	0	0	0	0

<sup>1</sup> An alternative class of licence enables its holder to practice with limitations, but additional requirements must be met in order for the member to be fully licensed.

#### Additional comments:

The CMTO defines an applicant as someone who submitted an application for Initial Registration and paid the application fee.

**New applications received:** Applications for initial registration received by the CMTO within the reporting year.

**Applicants actively pursuing licensing:** Applicants that submitted an initial registration application in the reporting year.

**Inactive applicants:** n/a

**Applicants who met all requirements and were authorized to become members but did not become members:** Applicants who submitted an application for Initial Registration but did not submit the application fee and or documents required for registration.

**Applicants who became members:** Applicants registered within the reporting year

The CMTO does not have a category of alternative class of registration such as student, intern, associate, provisional or temporary.

#### h) Classes of certificate/license

Indicate and provide a description of the classes of certificate/license offered by your organization.

You must specify and describe at least one class of certificate/license (on line a) in order for this step to be complete.

#	Certification	Description
a)	General Certificate (GC)	Description (a)
		Required for any registrant wishing to practise Massage Therapy in Ontario.
b)	Inactive Certificate (IN)	Description (b)
		For Massage Therapists who are not currently practising Massage Therapy in Ontario but may return to practice in the future.

**Additional comments:**

The Massage Therapy registration regulation does not permit alternative classes or license. Initial registration must always be with a General Certificate. An Inactive Certificate may be requested after initial registration.

**i) Reviews and appeals processed**

State the number of reviews and appeals your organization processed in the reporting year (use only whole numbers; do not enter commas or decimals).

Jurisdiction where applicants were initially trained in the profession (before they were granted use of the protected title or professional designation in Ontario)

from January 1 <sup>st</sup> to December 31 <sup>st</sup> of the reporting year	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
Applications that were subject to an internal review or that were referred to a statutory committee of your governing council, such as a Registration Committee	2	0	0	0	0	2
Applicants who initiated an appeal of a registration decision	2	0	0	0	0	2
Appeals heard	1	0	0	0	0	1
Registration decisions changed following an appeal	0	0	0	0	0	0

**Additional comments:**

Internal reviews include Registration Committee reviews of the Registrar's proposal to refuse to register an applicant (when she has doubts on reasonable grounds about whether the applicant fulfills all of the requirements for registration), and of the Registrar's proposal to impose terms, conditions, or limitations on the applicant's registration. In 2018, two application for registration were referred to the Registration Committee for a decision.

Appeals of Registration Committee decisions are not internal as they are handled by the Health Professions Appeal and Review Board.

Two applicants initiated an appeal of a Registration Committee decision to HPARB. One appeal was heard in 2018.

CMTO is currently the administrator of the RMT Certification Examinations for Ontario. Exam candidates may request a review of their examination result. We have not included examination reviews in the numbers above as these individuals are not yet applicants, they have not submitted an Application for Initial Registration.

#### j) Paid staff

In the table below, enter the number of paid staff employed by your organization in the categories shown, on December 31 of the reporting year.

When providing information for each of the categories in this section, you may want to use decimals if you count your staff using half units. For example, one full-time employee and one part-time employee might be equivalent to 1.5 employees.

You can enter decimals to the tenths position only. For example, you can enter 1.5 or 7.5 but not 1.55 or 7.52.

Category	Staff
Total staff employed by the regulatory body	33
Staff involved in appeals process	3
Staff involved in registration process	4

**Additional comments:**

The number of staff involved in the appeals and registration process reflects only those staff involved with initial registration, as well as those who would be involved in an appeal of a registration decision to HPARB.

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### 3. Submission

I hereby certify that:

**Name of individual with authority to sign on behalf of the organization:**

Valerie Browne

**Title:**

Director, Registration Services

**Date:**

2019/03/01

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