

# Fair Registration Practices Report

## Massage Therapists (2019)

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.**

**As per the amendments made to By-law No. 7 and its Schedule A**

**Registration Fee for 2019 :**

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.

**Examination Fees for 2019:**

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.**

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.

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

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.

## **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.**

**CMTO Language Fluency Policy Update**

CMTO's Language Fluency Policy was reformatted in August 2019. CMTO had committed to review the policy after a three year period to ensure that it meets the purpose and present day requirements. An environmental scan of other regulatory bodies identified that many regulators are using similar assessment tools and CMTO's benchmarks are aligned. Since the implementation of the policy there has been a decrease in the volume of concerns that are raised about a candidate's fluency at the examination stage.

The "request for extension" process that formalized in 2016 to facilitate the transition from the previous policy to the amended policy would be removed effective January 1, 2020.

**Inappropriate Touch of a Client by a Candidate during the OSCE Policy Updated**

CMTO's experience in using this protocol in 2018 led to some recommendations for updating the policy so that it is more effective. The amendments made in 2019 allows for the use of Occurrence Reports immediately after an incident of inappropriate touch. The use of occurrence reports may be a more reasonable reporting expectation depending on the situation, and still requires timely action.

Under the amended policy, there is no Subject Matter Expert (SME) Panel. Because the final decision in the matter rests with the Office of the Registrar, it was recommended that a panel of SMEs is not needed as an intermediary step, but that the Office of the Registrar may seek additional information (such as the appropriate performance of a Massage Therapy technique) prior to making a decision.

**Vulnerable Sector (VS) Check Policy Update**

The information available on the CMTO website respecting the Vulnerable Sector (VS) Check requirement at Initial Registration was reviewed. This was done to ensure that all documents related to the VS Check requirement were consistent in each form of communication (i.e. policy, initial registration application and initial registration checklist).

**Massage Therapy Graduates/Students Practising Without Being Registered**

The College's position statement regarding Massage Therapy Graduates/Students Practising Without Being Registered was reviewed and rewritten as a policy.

**Code of Ethics**

The Code of Ethics and accompanying Glossary of Terms was refreshed and released in 2019.

**Amendments to By-Law No. 8 – The Register**

By-law No. 8 was amended to ensure that the register is consistent with the amendments to the *Regulated Health Professions Act*, (RHPA)

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

**CMTO Language Fluency Policy Update**

All applicants will be subject to the same rules with regards to language fluency requirements for participating in the Certification Examinations.

#### **Inappropriate Touch of a Client by a Candidate during the OSCE Policy Updated**

This policy does not have a significant impact on applicants because the likelihood of an event of this nature occurring is extremely low. It is intended to protect standardized clients during the administration of the OSCE who are contracted to simulate the role of a Massage Therapy client in a simulated clinic setting.

#### **Vulnerable Sector (VS) Check Policy Update**

The VS Check requirement information is made available to applicants in a clear and consistent manner in all forms of communication.

#### **Massage Therapy Graduates/Students Practising Without Being Registered**

The policy provides clear information to students/graduates that if they are not registered with CMTO, they are not authorized to practise Massage Therapy, hold themselves out as authorized to practise Massage Therapy, or use protected titles.

#### **Code of Ethics**

These documents are resources to support applicants in understanding and applying the ethical principles and values which are foundational to the practice of the profession.

#### **Amendments to By-Law No. 8 – The Register**

The updates related to By-Law No. 8 The Register and Registrant Information were circulated to registrants for feedback prior to implementation. Stakeholders were provided with information about what information must be contained on the Public Register.

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

#### **CMTO Language Fluency Policy Update**

The Policy eliminates the risks related to allowing applicants to take the Certification Examination prior to meeting the language requirement for registration.

#### **Inappropriate Touch of a Client by a Candidate during the OSCE Policy Updated**

By removing the requirement for an SME panel, the process has become more streamlined and decision making is more efficient.

#### **Vulnerable Sector (VS) Check Policy Update**

The VS Check provides information regarding the applicant's convictions and supports the College's assessment of the applicant's conduct and character at entry-to-practice.

#### **Massage Therapy Graduates/Students Practising Without Being Registered**

The policy addresses risks related to the unregulated practice of Massage Therapy by students and graduates.

#### **Code of Ethics**

The College's Code of Ethics clearly lay out the principles that are essential to providing the highest level of safe, ethical and quality Massage Therapy care and maintaining the public's confidence in the profession.

## **Amendments to By-Law No. 8 – The Register**

CMTO has complied with the requirements that followed from the amendments to the *Regulated Health Professions Act, (RHPA)* The updated by-law was then posted to the CMTO website.

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

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

CMTO's 'En Français' page was reviewed and updated to ensure documents and links are current and accurate. In addition, key pages on CMTO's website were updated with language confirming that information and documentation are available in French upon request.

The College increased its social media presence in 2019. Twitter, YouTube, LinkedIn were used to relay information to registrants and members of the public.

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

Ensuring information and documentation is available in French provides better access to service for francophone Ontarians.

The College's increased social media presence gives applicants, registrants and other stakeholders more touchpoints for receiving information from CMTO, including updated policies and standards, information about registration renewal and Quality Assurance program requirements, etc.

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

The updated resources on the website and on social platforms allow the College's practices to be more transparent.

### **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.**

- All staff participated in RHPA foundational training on February 25, 2019. This training covered key themes in all specific departmental areas.
- On March 4, 2019 CMTO provided training to all its Independent contractors such as tutors and mentors, peer assessors and compliance auditors.
- College legal counsel and staff provided orientation to members of the Registration Committee on March 18, 2019.
- New staff attended the Managing Cultural Differences Workshop on June 13, 2019.
- Sexual abuse sensitivity training was provided to College staff by Dr. Ruth Gallop on October 31, 2019. The presentation focused on helping staff understand the appropriate behaviours and avoidance of boundary violations, power of imbalance, recognition of and appropriate response to sexual abuse, understanding the nature of sexual abuse and its impact and legislative requirements.
- All staff participated in a Communications Training Workshop on November 29, 2019.

**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.

Training provided to the Independent Contractors helps them understand their role in supporting the College's mandate to govern the profession in the public interest, and ensures consistency in the provision of contractor services.

**k) Mutual recognition agreements**

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

Massage therapy became a regulated health profession in Prince Edward Island on March 1, 2019. Under the Canadian Free Trade Agreement (CFTA), regulated professions, including Massage Therapy, have mutual recognition of credentials across provinces. Massage Therapists from PEI who are registered and in good standing with the College of Massage Therapists of PEI (CMTPEI) can apply for registration with CMTO upon completion of the CMTO Jurisprudence Examination.

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

Facilitates the mobility of Massage Therapists between regulated provinces.

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

CMTO is compliant with the Canadian labour mobility requirements.

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

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

**Objectively Structured Clinical Evaluation (OSCE) Tablet System**

In May 2019, CMTO implemented a new tablet system for evaluating candidates during the Objectively Structured Clinical Evaluation (OSCE). The software on the tablets was customized to be user-friendly and functional. The OSCE software has the additional functionality of capturing specific details regarding candidate performance. The new functionality allows examiners to choose from a list of possible reasons for which a candidate is not awarded a particular mark.

**Certification Examination Third-party Provider**

CMTO issued an RFP for the development and administration of the Multiple-Choice Question (MCQ) and the Objectively Structured Clinical Evaluation (OSCE) Certification Examinations. After selecting a Prometric, the College put a transition plan in place that will transition the examinations to Prometric by January 1, 2021.

**Updated Approved Reference List for Examinations**

The Approved Reference list for CMTO's Certification Examinations was reviewed and updated in 2019. The Approved Reference list is a list of the resources used to develop content for CMTO's Certification Examinations.

**Guide to the CMTO Refresher Course**

The CMTO Refresher Course guide was created in June 2019. The guide provides information to registrants and applicants about the refresher course, who needs to take the refresher course and how the process works. It also explains the qualifications that must be met to be a CMTO-approved refresher course tutor and the process for becoming a tutor.

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



### **New Objectively Structured Clinical Evaluation (OSCE) Tablet System**

The new functionality will allow examiners to be more mobile and observe the tasks being carried out by applicants during the examination.

### **Certification Examination Request for proposal (RFP)**

Examination Candidates will continue to receive valid, objective and reliable examinations while being given improved access to the MCQ exams administered in Prometric test centres across Ontario.

### **Updated Approved Reference List for Examinations**

Applicants can refer to this list at the time of preparing for their certification examinations.

### **Guide to the CMTO Refresher Course**

Applicants and registrants have a clear understanding of the requirements and know what to expect at the time of completing the Refresher Course.

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

### **New Objectively Structured Clinical Evaluation (OSCE) Tablet System**

The software improvements will help CMTO collect valuable statistics to inform content development efforts and identify trends in candidate performance.

### **Certification Examination Request for proposal (RFP)**

The decision to move to a third party for examination development and administration is an important step that allows CMTO to maintain control over content requirements (content outlines) and candidate eligibility requirements while removing any perceived conflict of interest that can arise when a regulator develops and administers registration examinations.

### **Updated Approved Reference List for Examinations**

Certification Examination content is developed using current/updated resources.

### **Guide to the CMTO Refresher Course**

By providing information to the applicants and tutors CMTO is able to meet its legislative requirements.

## **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.

<b>Language</b>	<b>Yes/No</b>
<b>English</b>	Yes

French

Yes

Other (please specify)

Additional comments:

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

#### b) Gender of applicants

Indicate the number of applicants in each category as applicable.

Gender	Number of Applicants
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Male	258
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Female	675
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None of the above	0
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Additional comments:

The CMTO defines an applicant as someone who submitted an application for 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
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Male	3298
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Female	11666
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None of the above	1
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Additional comments:

Total number of registrants as on December 31, 2019 was 14, 965

#### 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
913	20	0	n/a 0 Total 0	0	933

<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
913	20	0	n/a 0 Total 0	0	933

<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
14516	106	3	China 1 Cuba 1 France 2 Germany 2 Israel 1 Japan 2 Netherlands 1 Poland 6 Russia 1 Total 17	323	14965

<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:**

**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
<b>New applications received</b>	913	20	0	0	0	<b>933</b>
<b>Applicants actively pursuing licensing (applicants who had some contact with your organization in the reporting year)</b>	913	20	0	0	0	<b>933</b>
<b>Inactive applicants (applicants who had no contact with your organization in the reporting year)</b>	0	0	0	0	0	<b>0</b>
<b>Applicants who met all requirements and were authorized to become members but did not become members</b>	0	0	0	0	0	<b>0</b>
<b>Applicants who became FULLY registered members</b>	913	20	0	0	0	<b>933</b>
<b>Applicants who were authorized to receive an alternative class of licence<sup>3</sup> but were not issued a licence</b>	0	0	0	0	0	<b>0</b>
<b>Applicants who were issued an alternative class of licence<sup>3</sup></b>	0	0	0	0	0	<b>0</b>

<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)	<b>Description (a)</b>
		Required for any registrant wishing to practise Massage Therapy in Ontario.
b)	Inactive Certificate (IN)	<b>Description (b)</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	1	0	0	0	3
Applicants who initiated an appeal of a registration decision	0	1	0	0	0	1
Appeals heard	0	0	0	0	0	0

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
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 2019, no application for registration was referred to the Registration Committee for a decision.

In 2019, the Deputy Registrar referred three applications for registration to the Registration Committee. These applications were first received in 2018.

Appeals of Registration Committee decisions are not internal as they are handled by HPARB. One applicant initiated an appeal of a Registration Committee decision to HPARB in 2019.

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
<b>Total staff employed by the regulatory body</b>	42
<b>Staff involved in appeals process</b>	4
<b>Staff involved in registration process</b>	7.5

**Additional comments:**

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### 3. Submission

**I hereby certify that:**

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

Alicia Lockey

**Title:**

Manager, Registration Services

**Date:**

2020/02/27

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