



Fair Registration Practices Report 2020

The Fair Registration Practices Report was created as required in the:

- Fair Access to Regulated Professions and Compulsory Trades Act, 2006 (FARPACTA) s.20 and 23(1), for the regulated professions named in Schedule 1 of FARPACTA
- Health Professions Procedural Code set out in Schedule 2 of the Health Professions Act, 1991 (RHPA) s. 22.7(1) and 22.9(1), for health colleges

Guidelines for this report are available to download as a .pdf on the OFC website.

<https://www.fairnesscommissioner.com/en/Publications/Pages/Guidelines.aspx>

Organization: College of Massage Therapists of Ontario

Name of the regulated profession: Massage Therapy

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Qualitative Information

The following qualitative information is collected for the purpose of highlighting a regulator's enhancements to improve fair access year over year, including actions that result from recommendations made in the OFC's Assessment of Registration Practices.

For each of the categories below, where applicable, please describe any improvements/changes implemented in the last year by your organization or a third-party for the purpose of changing fair access.

Please also describe the impact of these improvements/changes on applicants. If you have been working on improvements/changes over the last year that have not yet been implemented, describe your progress and the expected impact the improvements/changes will have on applicants and your organization.

Provide as much detail as possible. This can include the rationale for the improvements/changes, relevant findings from preliminary work leading up to the improvements/changes, methodology, relevant dates and anything else you think is important.

Include as much supporting material as possible to support your description (e.g., relevant reports, policies, protocols, websites, other documents and anything else you think is important). This material can be provided in the form of hyperlinks to electronic sources.

- a. Requirements for registration, including acceptable alternatives
 - i) Describe any improvements / changes implemented in the last year

Level 2: Criminal Record and Judicial Matters

One of the requirements for registration with the CMTO is for an applicant to submit a Vulnerable Sector Check (VS Check).

In February 2020, CMTO was notified by the Ottawa Police Service that they would no longer be issuing VS Checks for CMTO applicants.

In addition, to obtain a VS Check from Toronto Police Services, applicants must first come to CMTO's office to obtain a hard-copy waiver signed by staff. Due to



the COVID-19 pandemic, CMTO is operating remotely and cannot provide the required waiver. Similarly for part of 2020, applicants from the Peel region were unable to obtain a VS Check as the Peel Police Services were not accepting walk-ins.

To accommodate applicants from these jurisdictions, CMTO implemented an interim measure allowing applicants to submit a Level 2: Criminal Record and Judicial Matters along with a signed undertaking attesting that: there is no other information which is not included in the Level 2 Check; they have not been a party to any proceedings where they received a non-conviction disposition, including but not limited to having the proceeding withdrawn or dismissed; they have not been deemed criminally responsible by reason of a mental disorder; and they attest that they will submit a VS Check to CMTO as soon as it is possible to do so.

- ii) Describe the impact of the improvements / changes on applicants

This measure allows applicants to complete the registration process during a time when non-essential services have been suspended and the College had to move to remote work due to the COVID-19 pandemic.

- iii) Describe the impact of the improvements / changes on your organization

This measure ensures that CMTO can continue to process applications for registration in a timely manner.

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

Canadian Massage Therapy Council for Accreditation (CMTCA) and Education Program Equivalence (for programs outside Ontario)

In March 2020, the Registration Committee approved a policy that a Massage Therapy education program outside Ontario is deemed equivalent to a Massage Therapy program in a private vocational school in Ontario or a College of Applied Arts and Technology in Ontario, if the program has achieved:

- Full CMTCA Accreditation at the time a student is first registered, or
- CMTCA Preliminary Accreditation at the time a student is first registered AND
- Full CMTCA Accreditation before the student graduates (Preliminary Accreditation at the time the student graduates is not sufficient).

Certificate of Registration policy

The Certificate of Registration policy was updated in July 2020 to reflect that effective January 2021, CMTO is no longer issuing photo ID cards to registrants. The Certificate of Registration policy was updated to align with this new process and all references to the photo ID card were removed from the policy. In



addition, registrants who leave the profession may request to keep their Certificate of Registration (rather than being required to return it to CMTO).

Interpretation of the practical-hour requirement for the Refresher Course updated

CMTO's Refresher Course consists of two components, the Standards and Regulations online e-Workshop and a tutoring component. The tutoring component was required to be completed in person.

Due to the COVID-19 restrictions regarding maintaining physical distance when possible, CMTO received requests from Refresher Course participants to complete the tutoring component remotely. With input from the CMTO-approved tutors who administer the tutoring component the Registration Committee agreed that a minimum of 2/3 of tutoring must be completed in person and the remaining 1/3 of the hours may be provided using remote/distance learning technology. The tutor may determine on a case-by-case basis whether a higher proportion of in-person tutoring is required.

Impact of COVID-19 on timeframes related to legislative requirements

The COVID-19 pandemic has had a significant impact on the Massage Therapy profession throughout 2020. Registrants, with very few exceptions, were unable to practice from March 19, 2020 to May 26, 2020, and applicants were unable to proceed with registration due to the suspension of both Massage Therapy programs, and certification examination administration. CMTO received inquiries from applicants and registrants about the impact of COVID-19 on their ability to meet the required timeframes related to the certification examinations and the requirements for maintaining registration.

Due to the impact of COVID-19 on applicants' and registrants' ability to meet timeframes related to legislative requirements, the Registration Committee approved the following:

- Providing an extension to all candidates for the purposes of meeting the education eligibility requirement for both the certification exams and at initial registration, equivalent to the time lost due to the Certification Examinations not being administered in 2020. This policy is managed by administrative staff. Staff developed a chart outlining a candidate's new deadline based on the month and year they graduated. The chart was posted on CMTO's website.



- To be authorized to practice a registrant must be able to confirm they have 500 hours of direct client care in the previous three years at renewal. Registrants were asked to stop working from March 19, 2020 to May 26, 2020. To accommodate for this, the Registration Committee approved providing an extension of twelve (12) weeks to registrants to provide the required 500 hours of direct client care in the previous three years for the 2021 renewal.
- Whenever a Refresher Course is required, it is valid for 15 months after it has been completed. Applicants whose Refresher Course validity expired due to the impact of COVID-19 an extension equivalent to the number of months the exam were not offered in 2020.

ii) Describe the impact of the improvements/changes on applicants

Canadian Massage Therapy Council for Accreditation (CMTCA) and Education Program Equivalence (for programs outside Ontario)

Students receiving their Massage Therapy education outside Ontario may rely on this policy to select a Massage Therapy education program that is recognized by CMTO.

The policy facilitates mobility of Massage Therapy program graduates across Canada who have completed a CMTCA accredited program and wish to become registered in Ontario. This would be particularly beneficial for those applicants practising in non-regulated jurisdictions who are not eligible to register with CMTO pursuant to the Canadian Free Trade Agreement (CFTA).

Certificate of Registration policy

The policy provides clear guidelines to registrants regarding the Certificate of Registration.

Interpretation of the practical-hour requirement for the Refresher Course updated

The updated interpretation of the tutoring requirement of the Refresher Course will allow for tutoring to be continued during the current COVID-19 pandemic while physical distancing requirements prevent in-person interactions, and improve access to tutoring for participants living in remote areas, making it less onerous.



Impact of COVID-19 on timeframes related to legislative requirements

These measures mitigate the impact of COVID-19 and help applicants/registrants meet timeframes for legislated requirements.

- iii) Describe the impact of the improvements/changes on your organization

Canadian Massage Therapy Council for Accreditation (CMTCA) and Education Program Equivalence (for programs outside Ontario)

The policy supports the educational requirement articulated in Section 5.(1)1.i.B in the Registration Regulation under the *Massage Therapy Act, 1991* and is in alignment with CMTO Council's support of accreditation and CMTCA. The policy ensure that accredited programs have completed an appropriate evaluation process to determine equivalence.

Certificate of Registration policy

The updated policy aligns with current requirements.

Interpretation of the practical-hour requirement for the Refresher Course updated

CMTO can maintain the effectiveness of the tutoring requirement and allow online/virtual meeting options.

Impact of COVID-19 on timeframes related to legislative requirements

CMTO implemented these measures to ensure that it can continue to process applications and allow applicants to complete the certification examination and initial registration.



g. Resource 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 applicants' records

- i) Describe any improvement/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

On February 27th and 28th CMTO provided training for Refresher Course tutors and mentors. College legal counsel and staff provided orientation to members of the Registration Committee on March 26, 2020. The Registration Committee also reviewed Registration & Certification policies.
- ii) Describe the impact of the improvements/changes on applicants

Decision-makers assisting CMTO in carrying out its regulatory responsibilities are appropriately trained to carry out their role.
- 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.

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, standards of practice and ensures consistency in the provision of contractor services.

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. Describing any improvements/changes implemented in the last year

- i) Describe any improvements/changes implemented in the last year
No changes this year.
- ii) Describe the impact of the improvements/changes on applicants
- iii) **No changes this year.**
- iv) Describe the impact of the improvements/changes on your organization
No changes this year.

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

No changes this year.

Provide any additional information:

In 2020 CMTO signed an agreement with a third party testing services to develop and administer CMTO's Multiple-Choice Question (MCQ) and Objectively Structured Clinical Evaluation (OSCE) Certification Examinations. A comprehensive transition plan was initiated to ensure a smooth transition before the 2021 cutover date. Effective January 1, 2021, CMTO's Certification Examinations, would be administered by the third-party exam provider. CMTO will continue to maintain



oversight of the examinations and content outlines for each exam which will be approved by the CMTO Council annually.

Quantitative Information

The following quantitative information is collected for the purpose of observing statistical changes and trends related to application, licensure, appeals and staffing year over year.

a. Languages

Indicate the languages in which application materials and information about the application process are available.

Language	Yes/No
English	Yes
French	Yes

Other (please specify): A French language page is available on the CMTO website with access to some documents in French <https://www.cmta.com/francais/>

b. Gender applications

Indicate the number of applicants in each category as applicable

Gender	Number of applicants
Male	129
Female	298
None of the above	3

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
Male	3283
Female	11,523
None of the above	29



Additional Comments:

Total number of registrants as on December 31, 2020 was 14,835

For the following sections d,e & f, the OFC recognizes that the term initial education infers that applicants may receive their education in multiple jurisdictions.

For the purpose of these questions, include only the jurisdiction in which an entry-level degree, diploma or other certification required to practice the profession or trade was obtained.

d. Jurisdiction where applicants obtained their initial education

Indicate the number of applicants by the jurisdiction where they obtained their initial education in the profession or trade

Ontario	Other Canadian Provinces	USA	Other International (list countries and # of applicants)	Unknown	Total
423	7	0	0	0	430

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 in the profession or trade.



Ontario	Other Canadian Provinces	USA	Other International (list countries and # of applicants)	Unknown	Total
421	7	0	0	0	428

Additional comments:

f. Jurisdiction where members were initially trained

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

Ontario	Other Canadian Provinces	USA	Other International (list countries and # of applicants)	Unknown	Total
14,707	100	7	Cuba:1 Germany:3 Israel:1 Japan:3 Poland:8 Romania:2	3	14,835

Additional comments: Members include all General and Inactive Certificate holders.

g. Application processed



Indicate the number of applications your organization processed in the reporting year. Enter the data by jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.

January 1, 2020 to December 31, 2020	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
New applications received	423	7	0	0	0	430
Applicant actively pursuing licensing. Those who had some contact with your organization in the reporting year	423	7	0	0	0	430
Inactive applicants. Those 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 <u>but did not</u> become members	0	0	0	0	0	0
Applicants who became <u>fully</u> registered members	421	7	0	0	0	428
Applicants who were authorized to receive an alternative licence <u>but were not</u> issued a licence	0	0	0	0	0	0
Applicants who were issued an alternative class of licence*	0	0	0	0	0	0

- 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/licence

Provide a description of the classes of certificate/license offered by your organization. You should have at least one class listed.

#	Certification	Description
1	General Certificate (GC)	Required for any registrant wishing to practise Massage Therapy in Ontario.
2	Inactive Certificate (IN)	For Massage Therapists who are not currently practising Massage Therapy in Ontario but may return to practice in the future.
3		



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. Enter the data by jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.

January 1, 2020 to December 31, 2020	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
Applicants that were subject to an internal review or that were referred to a statutory committee of your governing council, such as Registration Committee	2	0	0	0	0	2
Applicants who initiated an appeal of a registration decision	0	0	0	0	0	0
Appeals hear	0	0	0	0	0	0
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 2020, the Deputy Registrar referred two applications for registration to the Registration Committee.

Appeals of Registration Committee decisions are not internal as they are handled by HPARB.

j. Paid Staff

Provide the number of paid staff employed by your organization in the categories shown, as of December 31, 2020.

You may use decimals if you need to count half units. For example, on full-time employee plus one part-time employee will be equivalent to 1.5 employees.

Category	Number of staff
Total number of staff employed by the regulatory body	49
Number of staff involved in the appeals process	4
Number of staff involved in the registration process	7.5

Additional comments:

Submission

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

Title: Manager, Registration Services

Date: April 27, 2021

