



Council Meeting Minutes

- Date:** November 29, 2021
- Location:** Videoconference – Microsoft (MS) TEAMS
- Present:** K. Westfall-Connor, RMT, President
 L. White, Public Member, Vice President
 S. Adderley, RMT
 S. Biber, RMT
 A. Cantalini, RMT
 L. Hargreaves, RMT
 M. Kesler, Public Member
 S. Mall, Public Member
 J. Mathers, Public Member
 D. Oehring, RMT
 J. Patel, Public Member
 L. Tucker, RMT
 R. Van Vliet, RMT
 I. Vining, RMT
 C. Watt, Public Member
- Administration:** M. Boon, Registrar
 A. Brennand, Director, Policy and Communications
 V. Browne, Director, Registration Services
 N. Garnette, Director, Professional Conduct
 V. McCoy, Director, Professional Practice
 C. Ralph-Edwards, Controller
 L. Webber, Senior Executive Assistant
- Guests:** Kathrina Loeffler, Executive Director, Canadian Massage Therapy Council for Accreditation (CMTCA)*
 Gordon Griffith, Chair, Board of Directors, CMTCA*
 Amanda Baskwill, Accredited Program (Humber College)*
- Recorder:** L. Webber, Senior Executive Assistant

*attended a portion of the meeting only

1.	<p><u>Call to Order</u></p> <p>The meeting was called to order at 9:31 AM.</p> <p>K. Westfall-Connor, President, provided the land acknowledgement as a demonstration of recognition and respect for Indigenous peoples.</p>	
2.	<p><u>Declaration of Conflicts of Interest</u></p> <p>No conflicts of interest were declared.</p>	
3.	<p><u>Approval of the Agenda of November 29, 2021</u></p> <p>2021 November 29 – MOTION 1: J. Mathers/C. Watt</p> <p>THAT the Agenda of November 29, 2021, be adopted as presented.</p> <p style="text-align: right;">CARRIED</p>	
4.	<p><u>Council Meeting Evaluation of September 27-28, 2021</u></p> <p>K. Westfall-Connor thanked Council Members for taking the time to complete the survey and agreed it was important to have fulsome discussions should the need arise.</p>	
5.	<p><u>Consent Agenda</u></p> <p>2021 November 29 - MOTION 2: D. Oehring/S. Biber</p> <p>THAT the consent agenda be approved as presented.</p> <p style="text-align: right;">CARRIED</p>	
6.	<p><u>Quarterly Reporting</u></p> <p><u>6.1 2021 – Q3 Financial Report</u></p> <p>C. Ralph-Edwards, Controller, introduced the 2021 – Q3 Financial Report to Council. He informed Council that the variances greater than \$50,000 and 10% are explained in the</p>	

	<p>appendixes. No questions were raised regarding the 2021 – Q3 Financial Report.</p> <p>2021 November 29 - MOTION 3: S. Biber/L. White</p> <p>THAT Council approve the unaudited 2021 – Q3 Statement of Operations and Statement of Financial Position.</p> <p style="text-align: right;">CARRIED</p> <p><u>6.2 Amendments to Finance Policy F07 – Long-Term Investment Management</u></p> <p>C. Ralph-Edwards advised the Council that Policy F07 “Long Term Investment Management”, lacks a minimum investment threshold, which is creating excessive administration and provides little additional diversification to the portfolio. Council reviewed and assessed the amendments suggested to Appendix I of the policy that provides a minimum investment value statement to avoid numerous needless investment denominations.</p> <p>C. Ralph-Edwards confirmed that the Registrar & CEO is involved in reviews of the portfolio should the need arise.</p> <p>2021 November 29 - MOTION 4: S. Mall/J. Mathers</p> <p>THAT the proposed amendments to Finance Policy F07 “Long Term Investment Management”, “Appendix I”, be approved by Council.</p> <p style="text-align: right;">CARRIED</p> <p>Action: Review Request for Proposal (RFP) timeline requirements for the College’s financial services firm and bring forward the information to the Executive Committee.</p> <p><u>6.3 2021 – Q3 Workplan Report</u></p> <p>M. Boon, Registrar, presented the 2021 – Q3 Workplan report. No questions were raised.</p> <p>2021 November 29 - MOTION 5: S. Biber/M. Kesler</p> <p>THAT Council accept the 2021 – Q3 Workplan Report as presented.</p> <p style="text-align: right;">CARRIED</p>	<p>Staff</p>
--	---	--------------

	<p><u>6.3.1 Data Management Strategy</u></p> <p>M. Boon presented the 2022 Data Management Strategy to Council. She reported that this strategy sets the stage for the 2022 Workplan item that focusses on developing the foundational frameworks, policies and structures that will enable the implementation of the strategy in 2023. The Data Management Strategy will ensure that CMTO collects, organizes and uses its data effectively to make decisions in the public interest.</p> <p>M. Boon advised Council that there may be an opportunity to collect additional data from Registrants during the registration process and this will be considered during the development of the framework in 2022. In addition, M. Boon confirmed that “Privacy” is a key component of this strategy and is currently the responsibility of the Corporate Services Director.</p> <p>2021 November 29 - MOTION 6: C. Watt/R. Van Vliet</p> <p style="padding-left: 40px;">THAT Council approve the 2021 Data Management Strategy.</p> <p style="text-align: right;">CARRIED</p> <p><u>6.3.2 Draft 2021 Organization Risk Register</u></p> <p>M. Boon presented the 2021 Organizational Risk Register to Council. She advised Council that the Executive Committee has reviewed the Risk Register and has identified the top eight risks. Council agreed the list of risks is complete, including those identified as the highest risk and supported action, if required, given the likelihood of potential impact.</p> <p>To support staff retention, M. Boon confirmed that the College is developing an HR Plan that will also take into consideration; culture, working conditions, support for staff and opportunities for advancement.</p> <p>Risk management is a key function of Council, and as such, the top eight risks from the Organizational Risk Register will be shared with the Executive Committee and Council quarterly, to make certain that Council is both aware and reassured by the mitigation strategies in place.</p>	
--	--	--

	<p>2021 November 29 - MOTION 7: S. Mall /S. Adderley</p> <p>THAT the 2021 Organizational Risk Register be approved by Council.</p> <p style="text-align: right;">CARRIED</p> <p><u>6.4 2021 – Q3 Key Performance Indicators Report (KPIs)</u></p> <p>A. Brennand, Director, Policy & Communications, presented the 2021 – Q3 Key Performance Indicators (KPIs) Report to Council.</p> <p>2021 November 29 – MOTION 8: S. Biber/R. Van Vliet</p> <p>THAT Council accept the 2021 – Q3 Key Performance Indicators (KPIs) Report as presented.</p> <p style="text-align: right;">CARRIED</p> <p>Action: Add quarter-over-quarter comparisons where applicable, by using an arrow and/or percentages to flag improvements or decreases at-a-glance.</p> <p><u>6.5 2021 – Q3 Client Relations Committee Report</u></p> <p>A. Cantalini, Chair of the Client Relations Committee, presented the 2021 – Q3 Committee Report to Council.</p> <p>2021 November 29 – MOTION 9: S. Biber/D. Oehring</p> <p>THAT Council approve the 2021 – Q3 Client Relations Committee Report as presented.</p> <p style="text-align: right;">CARRIED</p>	
--	--	--

<p>7.</p>	<p><u>Items for Decision</u></p> <p><u>7.1 Canadian Massage Therapy Council for Accreditation</u></p> <p>K. Loeffler, Executive Director, Canadian Massage Therapy Council for Accreditation (CMTCA), presented an overview of the accreditation process and an update on the status of accreditation in Canada.</p>	
-----------	--	--

7.2 Canadian Massage Therapy Council for Accreditation - Agreement

M. Boon provided Council with an overview of CMTCA's contract renewal terms. She advised that given the current revenue gap at the College and the fact that CMTO's registration regulation, including support for accreditation, is still not approved, management is of the opinion that CMTO should only commit to a one-year renewable contract with CMTCA.

Council agreed to signing a one-year renewable contract with CMTCA while CMTO continues to work with government on the Registration legislative changes in support of Accreditation.

2021 November 29 – MOTION 10: C. Watt/A. Cantalini

THAT the College of Massage Therapists of Ontario commit to a one-year contract with the Canadian Massage Therapy Council for Accreditation.

CARRIED

7.3 Council Transitions

K. Westfall-Connor advised Council that L. Tucker will be leaving Council this year having served 9 consecutive years on Council as a Professional Council Member.

7.4 2022 Budget

C. Ralph-Edwards, Controller presented the draft 2022 Budget and advised Council that in developing the budget, several key factors and assumptions were considered including forecasted results for 2021, estimates of anticipated revenue and expenses for 2022 and major resource requirements to support and implement CMTO's Strategic Plan, Annual Workplan and Continuous Quality Improvements.

M. Boon informed Council several mitigation decisions were made by management including deferral of the development of the Evidence Informed Practice(EIP) Program, assigning an increased number of investigations to in-house Investigation Specialists instead of external investigators, reducing the IT development budget and deferring office and administrative initiatives to reduce costs. She advised that the Risk Based Assessment Program, currently in development, will move forward. The Risk Based Assessment Program is the next step in

	<p>the Quality Assurance Program that will focus resources on the higher-risk areas.</p> <p>After a lengthy discussion, Council approved the Budget as presented however would like to see a recovery plan for the future. This will be presented with the fee discussion in May.</p> <p>2021 November 29 – MOTION 11: R. Van Vliet/D. Oehring</p> <p>THAT commencing with the 2022 budget, the \$250,000 in the fund internally restricted for Massage Therapy research also be available to pay amounts in the Professional Practice department budget for the Risk Based Assessment program.</p> <p style="text-align: right;">CARRIED</p> <p>2021 November 29 – MOTION 12: L. Hargreaves /M. Kelser</p> <p>THAT Council approves the 2022 Operating Budget and the 2022 Capital Budget as presented.</p> <p style="text-align: right;">CARRIED</p> <p>13 In Favour 2 Opposed</p> <p><u>7.5 Proposed Amendment to the 2022 Workplan</u></p> <p>M. Boon advised Council that as part of CMTO’s Remote First approach to work in 2022, CMTO will undertake a review of office space to enable an informed decision about future CMTO space requirements. As part of the 2022 Workplan, staff will identify, research and present options that could include maintaining or reducing the existing footprint considering staff and committee activities and financial implications.</p> <p>2021 November 29 – MOTION 13: J. Mathers/S. Biber</p> <p>THAT the proposed amendment to the 2022 Workplan be approved by Council.</p> <p style="text-align: right;">CARRIED</p> <p><u>7.6 Proposed Amendments to the Governance Handbook</u></p> <p>M. Boon presented the changes to the Governance Handbook. No questions or concerns were raised.</p>	
--	---	--

	<p>2021 November 29 – MOTION 14: S. Biber /R. Van Vliet</p> <p>THAT the proposed amendments to the Governance Handbook be approved, effective December 1, 2021.</p> <p style="text-align: right;">CARRIED</p> <p><u>7.7 College of Massage Therapists of Ontario Standards and Practice Resources</u></p> <p>V. McCoy, Director, Professional Practice, informed Council that the College is updating several practice resources to align with the new Standards of Practice and the Practice Resource Framework to provide clarity and consistency for registrants. She advised that current and clear Practice Resources are important to ensure the public receives safe, effective, and ethical Massage Therapy treatment. Staff presented the changes to Council. No questions or concerns were raised.</p> <p>2021 November 29 – MOTION 15: R. Van Vliet/C. Watt</p> <p>1. THAT Council rescinds the Policy: Advertising effective January 1, 2022.</p> <p style="text-align: right;">CARRIED</p> <p>2021 November 29 – MOTION 16: S. Adderley/A. Cantalini</p> <p>2. THAT Council rescinds the Position Statement: Conducting a Clinical Massage Therapy Practice effective January 1, 2022.</p> <p style="text-align: right;">CARRIED</p> <p>2021 November 29 – MOTION 17: J. Mathers/M. Kesler</p> <p>3. THAT Council rescinds the Policy: Consent for Treatment effective January 1, 2022.</p> <p style="text-align: right;">CARRIED</p> <p>2021 November 29 – MOTION 18: A. Cantalini/S. Adderley</p> <p>4. THAT Council rescinds the Policy: Dual Registration effective January 1, 2022.</p> <p style="text-align: right;">CARRIED</p>	
--	---	--

	<p>2021 November 29 – MOTION 19: M. Kesler /C. Watt</p> <p>5. THAT Council rescinds the Guideline for Selling Gift Certificates effective January 1, 2022.</p> <p style="text-align: right;">CARRIED</p> <p>2021 November 29 – MOTION 20: A. Cantalini/R. Van Vliet</p> <p>6. THAT Council rescinds the Position Statement: Inter-Professional Disagreement effective January 1, 2022.</p> <p style="text-align: right;">CARRIED</p> <p>2021 November 29 – MOTION 21: J. Mathers/A. Cantalini</p> <p>7. THAT Council rescinds the Policy: Maintenance of Client Records effective January 1, 2022.</p> <p style="text-align: right;">CARRIED</p> <p>2021 November 29 – MOTION 22: M. Kesler/C. Watt</p> <p>8. THAT Council rescinds the Policy: Receipts effective January 1, 2022.</p> <p style="text-align: right;">CARRIED</p> <p>2021 November 29 – MOTION 23: S. Biber/R. Van Vliet</p> <p>9. THAT Council rescinds the Policy: Record Retention effective January 1, 2022.</p> <p style="text-align: right;">CARRIED</p> <p>2021 November 29 – MOTION 24: S. Biber/S. Adderley</p> <p>10. THAT Council rescinds the Policy: Referrals to Unregulated Health Care Providers effective January 1, 2022.</p> <p style="text-align: right;">CARRIED</p> <p>2021 November 29 – MOTION 25: J. Mathers/S. Biber</p> <p>11. THAT Council rescinds the Policy: Release of Records effective January 1, 2022.</p>	
--	--	--

	<p style="text-align: right;">CARRIED</p> <p><u>7.8 Examination Failures in Other Jurisdictions Policy – Proposal to Rescind</u></p> <p>S. Mall, Chair of the Registration Committee advised Council that for security reasons, the College stopped allowing other jurisdictions to have access to the exams' items banks in 2013 and therefore the Examination Failures in Other Jurisdictions policy is no longer needed. No questions or comments were raised.</p> <p>2021 November 29 – MOTION 26: S. Biber/A. Cantalini</p> <p style="text-align: center;">THAT Council rescinds the Examination Failures in Other Jurisdictions Policy.</p> <p style="text-align: right;">CARRIED</p>	
8.	<p><u>Items for Discussion</u></p> <p><u>8.1 Return to Office Plan</u></p> <p>M. Boon provided Council with an update on the College's return to office plan. To ensure that CMTO operates safely and with the public interest in mind, CMTO will continue to work remotely and staff will only be required to be in the office for defined purposes.</p> <p>Council suggested an escalation process be put in place for visitors to the office.</p>	
9.	<p><u>Items for Information</u></p> <p><u>9.1 CNAR Conference – Council Member Report</u></p> <p>Council received verbal reports from the Council Members who attended the CNAR Conference.</p> <p><u>9.2 Governance – Public Member Strategy</u></p> <p>M. Boon provided Council with an update on CMTO's public member strategy including the budget and plans for recruitment. Once recruited these members will be assigned to the Discipline, Inquiries, Complaints and Reports and Quality Assurance Committees.</p>	

	<p><u>9.3 Governance Modernization Reforms</u></p> <p>A. Brennand, Director, Policy & Communications provided Council with an overview of the proposed reforms of government’s Bill 13 “Supporting People and Businesses Act”.</p> <p><u>9.4 College Performance Measurement Framework – Update</u></p> <p>A. Brennand advised Council that the Ministry of Health has reviewed all Colleges’ March 2021 CPMF submissions. CMTO was acknowledged for “commendable practices” as they relate to its internal staff learning management system, the complaints audio process guide which is available in multiple languages and the harmonized COVID-19 return to practice guidance developed with other colleges.</p> <p>A. Brennand informed Council that staff continue to implement CMTO’s specific improvement commitments as identified in the first submission.</p> <p>The 2021 CPMF report will be brought forward to Council for approval in March 2022.</p>	
--	---	--

<p>10.</p>	<p><u>New Business</u></p> <p>There was no new business.</p>	
------------	--	--

<p>11.</p>	<p><u>Adjournment</u></p> <p>2021 November 29 – MOTION 27: S. Biber/L. Tucker</p> <p>THAT the November 29, 2021 Council meeting be adjourned.</p> <p style="text-align: right;">CARRIED</p> <p>The meeting was adjourned at 3:20 PM.</p> <p>K. WESTFALL-CONNOR M. BOON</p> <p>_____ _____</p> <p>K. Westfall-Connor, RMT M. Boon President Registrar</p>	
------------	--	--