



College of Massage Therapists of Ontario

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Discipline Hearing Summary

Cui Ping Wang (Markham, ON)

March 11, 2022

Decision

On March 11, 2022, the Discipline Committee found that Ms. Wang engaged in the following acts of professional misconduct:

1. contravened a Standard of Practice of the profession or a published Standard of the College, or failing to maintain the Standard of Practice of the profession, in particular *Communication/Public Health Standard 14: Client Health Record* and/or *Communication/Public Health Standard 6: Obtain, Update and Record the Client's Health History*;
2. failed to keep records as required;
3. falsified a record relating to her practice;
4. signed or issued, in her professional capacity, a document that she knew contained a false or misleading statement; and
5. engaged in conduct or performed an act relevant to the practice of the profession that, having regard to all the circumstances, would reasonably be regarded by registrants as disgraceful, dishonourable or unprofessional.

Ms. Wang admitted to providing her clients with receipts for Massage Therapy treatments when Ms. Wang did not actually provide the treatments as described. She also issued incomplete receipts and created false treatment notes. Additionally, Ms. Wang admitted that she failed to maintain complete and accurate records for her clients and stored her client records in unsecured locations. Finally, she acknowledged that she failed to accurately record client appointments in her appointment books.

Penalty Order and Cost Award

The Discipline Committee's order included the following:

1. Ms. Wang must appear before a panel of the Discipline Committee following the hearing of this matter to be reprimanded, with the fact of the reprimand and a summary of the reprimand to appear on the College's Public Register.
2. The Registrar is directed to suspend Ms. Wang's Certificate of Registration for nine (9) months, to begin on the date of the Discipline Committee's Order or on the date that the Registrant is re-issued a general certificate, whichever is later¹.
3. The Registrar is directed to impose the following terms, conditions or limitations on Ms. Wang's Certificate of Registration:
 - a) Successful completion of PROBE at Ms. Wang's own expense within six (6) months of the Discipline Committee's Order;
 - b) Successful completion of the Record Keeping E-Workshop at Ms. Wang's own expense within six (6) months of the Discipline Committee's Order; and
 - c) Up to three (3) compliance audits at Ms. Wang's own expense, with each audit not exceeding \$500.00, within two (2) years of her return to practice.
4. Mr. Wang must pay the College costs in the amount of \$3,475.00, paid in equal monthly instalments over six (6) months, with the first payment due thirty (30) days after the date of the hearing.

The complete Decision and Reasons will be available on the [Canadian Legal Information Institute \(CanLII\)](#) website.

Reprimand Delivered to Ms. Wang

The following reprimand was delivered by a panel of the Discipline Committee:

Ms. Wang, the panel would like to acknowledge your cooperation in arriving at joint submissions that lessened the burden of time and resources upon the College and the profession. We also appreciate your presence here today.

Having said that, the panel finds that your conduct was unacceptable for a Registered Massage Therapist and a regulated health professional. Massage Therapists are expected to abide by and maintain a commitment to Standards of Practice and to act ethically at all times. These Standards serve to protect both the public and the profession. A lack of strict adherence to these standards degrades the public's confidence in this profession and will be sanctioned by the CMTO.

¹ As Ms. Wang had not paid her annual registration fee by the time this hearing was held, she will begin to serve her nine-month (9) suspension only after she pays her fees and her Certificate of Registration is reinstated.

Being a clinic owner requires you to exhibit a higher standard of behaviour and the fact that this misconduct occurred over a lengthy period of time makes it all the more troubling. The panel is suspending you and expecting you to complete the remedial courses. We expect that you will reflect on the ethics in relation to your actions and that this will deter you from engaging in similar conduct in the future.

The panel would like to remind you that being a Registered Massage Therapist and a member of this profession is a privilege and not a right. It is our expectation that you will have learned from this experience and that we will not see you before this Committee in the future.