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Q1

Please indicate which regulator you are and your main point of contact should we require follow up.

College of Massage Therapists of Ontario
 Contact Name: Alicia Lockey
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Q2

Section 1 - During the reporting period (January 1st– December 31st, 2021), please indicate if your organization has introduced any changes in the following areas impacting your registration processes by clicking on each of the appropriate boxes below. Registration requirements either through regulation, by-law or policy.

Yes,

Description of change/improvement that would impact fair registration outcomes:

Amended Language Fluency Policy to require only a transcript so that applicants may meet the language requirement by submitting evidence in the form of a diploma from an approved Massage Therapy school that includes information about the language fluency requirement of admission and the communications-related courses successfully completed by the candidate. Previously the requirement was to submit both a diploma and a transcript. Updating provisions for registering under CFTA to include registration of Inactive registrants from another regulated jurisdiction. Updated the Examination Candidates Returning after Three Previous Failures Policy to clarify that candidates required to complete a new diploma must obtain the diploma from a different educational institution than the one that issued the first diploma.

Q3

New or consolidated class of certificates or licenses

No**Q4**

Assessment of qualifications

No

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Q5	No
Timelines for registration, decisions and/or responses	
Q6	No
Registration and assessment fees	
Q7	No
Resources for applicants	
Q8	No
Changes to internal review or appeal process	
Q9	No
Access by applicants to their records	
Q10	No
Mutual recognition agreements	
Q11	No
Training and resources for staff regarding registration	
Q12	Yes,
Relationship with third party service provider(s)	Description of change/improvement that would impact fair registration outcomes: Development and administration of CMTO's Certification Examinations were moved to Prometric.
Q13	No
Accreditation of educational programs	

<p>Q14 Technological or digital improvements</p>	<p>Yes, Description of Change/Improvement that would impact Fair Registration Outcomes: In 2021 CMTO implemented a new database to help increase efficiency and manage registration processes. Applicants and registrants are able to complete required processes through an online self-service portal. In 2021, CMTO launched a new website to provide RMTs, applicants, Massage Therapy clients, and the public with a more intuitive and improved user experience. The site features simpler navigation and a modern design. CMTO reviewed the new website to identify and remove accessibility barriers in accordance with the Accessibility for Ontarians with Disabilities Act, 2005. CMTO launched a refreshed public register and registrant and applicant portals. Several forms were digitized to make it easier for applicants and RMTs to submit information to CMTO, and for individuals to file complaints and mandatory reports.</p>
<p>Q15 Anti-racism and inclusion-based policies and practices</p>	<p>No</p>
<p>Q16 Organizational structure</p>	<p>Yes, Description of Change/Improvement that would impact Fair Registration Outcomes: In 2021 the CEO and Deputy Registrar resigned. A new CEO was selected in November 2021.</p>
<p>Q17 Contingency or continuity of operations plans</p>	<p>No</p>
<p>Q18 Documentation requirements for registration</p>	<p>No</p>
<p>Q19 English / French language proficiency testing</p>	<p>No</p>

Q20

Section 2 – If applicable, please list your organization’s top three accomplishments during the reporting period that relate to fair registration practices.

- | | |
|---|---|
| 1 | New database implementation with online application process that allows applicants to track progress. |
| 2 | Transition of exam development and administration to a third-party provider, Prometric, removing any real or perceived conflict from CMTO developing and managing our own exams. |
-

Q21

Section 3 – If applicable, please list the top three risks that impacted your organization’s ability to achieve better registration outcomes for applicants during the reporting period. Please also indicate the measures you have taken to mitigate the impacts of these risks.

- | | |
|---|---|
| 1 | Backlog of examination candidates due to impact of COVID-19 in 2021.To mitigate the impact, CMTO increased the number of spots available to candidates for both the OSCE and MCQ exams. |
| 2 | Integration of fair examination policies and processes with a new exam provider. To mitigate the impact of this risk, CMTO has weekly exam transition meetings and more frequent follow-up as needed. |
| 3 | Implementation of a new database could cause bugs or issues, resulting in unforeseen delays in application processing. To mitigate the impact of this risk, CMTO has conducted Frequent and high-priority testing and developed contingency plans for manual review and processing to minimize delays and impacts on applicants. |
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Q22

No

Section 4 – Do you believe that you have a Canadian Experience Requirement (CER)? If so, please describe the applicant competencies that you seek to develop through this requirement in the comment box below CER: work experience or experiential training obtained in Canada.

Q23

QUANTITATIVE SECTION The following quantitative information is collected for the purpose of discerning statistical changes and trends related to a regulator's membership, application volumes, licensure/certification results, and appeals year over year. Languages Indicate the languages in which you make available application materials and information about the application process.

English ,

French,

Other (please specify):

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

Q24

Membership Data Demographics Data As of December 31, 2021, please indicate the number of members in each gender category identified below and the number of total members.

Total Male	3421
Total Female	11872
Total Non-binary	30
Gender not provided	0
Overall Total	15323

Q25

In relation to your members: Do you collect race-based data?

No

Q26

Do you collect other identity-based or demographics data?

Yes,

Other (please specify):

The College collects gender information and provides three options M, F and X

Q27

Do you plan to collect race-based data in the future?

Yes,

If yes, please indicate the type::

The Diversity, Equity and Inclusion (DEI) Committee is considering what type of race -based data will be collected in future to help develop initiatives to reflect and enhance CMTO's inclusivity, tolerance and compassion.

Q28

Class of License/Certificate Data As of December 31, of the reporting year, please indicate the number of members under each class or license category as applicable.

Full/Independent Practice	14069
Provisional/Limited License/Certificate	0
Emergency License/Certificate	0
All other classes	1254
Overall Total	15323

Q29

Jurisdiction where members were initially trainedAs of December 31, of the reporting year, please indicate the membership type and total number of registered members for each category listed below.

Ontario	15140
Other Canadian Provinces and Territories	137
USA	3
Other Countries	18
Multiple and/or Unspecified Jurisdiction	25
Total	15323

Q30

Please indicate the total number of registered members for the top 12 international countries or jurisdictions where these individuals obtained their initial education in the profession or trade.

1	Poland - 7
2	Germany - 3
3	Japan - 3
4	USA -3
5	Romania - 3
6	Ukraine - 1
7	Israel - 1
8	Netherlands -1

Q31

Applications Data Demographics Data Indicate the number of applicants who filed an application between January 1 and December 31 of the reporting year, in each applicable category.

Total Male	306
Total Female	848
Total Non-binary	2
Gender not provided	0
Overall Total	1151

Q32

In relation to the applications, you received:Do you collect race-based data?

No

Q33

Do you collect other identity-based or demographics data?

Yes,
 If yes, please indicate the type: :
 The College collects gender information and provides three options M, F and X

Q34

Category of Applicants Number of applicants who voluntarily or involuntarily (through inactive and lapsed applications) withdrew from the application process between January 1 and December 31, 2021:

2

Q35

Please indicate the total number of applicants from Ontario who filed an application between January 1 and December 31, 2021 for the following categories as applicable.

Number of Applicants	1119
Number of Applicants Licensed/Certified	1115
Average Time to Process Application in Weeks from First Point of Applicant Contact	2
Average Time to Process Application in Weeks from Receipt of all Required Documents	2

Q36

Please indicate the total number of applicants from Canadian provinces and territories (excluding Ontario) who filed an application between January 1 and December 31, 2021 for each of the following categories as applicable.

Number of applicants	22
Number of applicants fully licensed/certified	21
Average Time to Process Application in Weeks from First Point of Applicant Contact	2
Average Time to Process Application in Weeks from Receipt of all Required Documents	2

Q37

Please indicate the total number of certificate-to-certificate (labour mobility) applicants who filed an application between January 1 and December 31, 2021 for each of the categories as applicable.

Number of applicants	16
Number of applicants fully licensed/certified	15
Average Time to Process Application in Weeks from First Point of Applicant Contact	2
Average Time to Process Application in Weeks from Receipt of all Required Documents	2

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Q38

Please indicate the total number of applicants from international jurisdictions (not including USA) who filed an application between January 1 and December 31, 2021 for each of the categories as applicable.

Number of applicants	0
Number of applicants fully licensed/certified	0
Average Time to Process Application in Weeks from First Point of Applicant Contact	0
Average Time to Process Application in Weeks from Receipt of all Required Documents	0

Q39

Please indicate the total number of applicants from multiple and/or jurisdictions not specified who filed an application between January 1 and December 31, 2021 for each of the categories as applicable.

Number of applicants	9
Number of applicants fully licensed/certified	9
Average Time to Process Application in Weeks from First Point of Applicant Contact	2
Average Time to Process Application in Weeks from Receipt of all Required Documents	2

Q40

Please indicate the total number of applicants from accredited Canadian post-secondary institutions who filed an application between January 1 and December 31, 2021 for each of the categories as applicable.

Number of applicants	77
Number of applicants fully licensed/certified	77
Average Time to Process Application in Weeks from First Point of Applicant Contact	2
Average Time to Process Application in Weeks from Receipt of all Required Documents	2

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Q41

Please indicate the total number of applicants who re-registered after withdrawing from the application process between January 1 and December 31, 2021 for each of the categories as applicable.

Number of applicants	0
Number of applicants fully licensed/certified	0
Average Time to Process Application in Weeks from First Point of Applicant Contact	0
Average Time to Process Application in Weeks from Receipt of all Required Documents	0

Q42

Please provide any additional comments you may have for questions 33-41.

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

Q43

Jurisdiction where applicants obtained their initial educationPlease indicate the total number of applicants for the top 12 international countries or jurisdiction where applicants obtained their initial education in the profession or trade.

1	Alberta - 4
2	British Columbia - 11
3	Nova Scotia - 5
4	New Brunswick -1
5	USA - 1

Q44

Processing Time As of December 31, 2021, how many full licenses/certificates did your organization issue?

1, 146

Q45

Please indicate the total number of applicants who received full licensure/certification between January 1 and December 31, 2021, according to the following timelines.

0 – less than 3 months	1143
3 months – less than 6 months	3

Q46

Age of Active Applications As of December 31, 2021 what were the total number of active applications in your case inventory?

3

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Q47	0 – less than 3 months	3
Please provide a breakdown (and total) of active applications according to the length of time (age) that they have been open.	TOTAL	3

Q48	Ontario	0
Other Licenses/Certificates of Registration ProcessedPlease indicate the number of applicants who were issued an alternative class of license* that your organization processed in the reporting year (January 1-December 31, 2021).Enter the data by the 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.* An alternative class of license/certificate enables the holder to practice with limitations, but additional requirements must be met for the member to be fully licensed/certified.	Other Canadian Provinces and Territories	0
	Certificate to Certificate (Labour Mobility)	0
	Other International	0
	Multiple and/or Unspecified Jurisdictions	0
	TOTAL	0

Q49	Ontario	0
Other Licenses/Certificates of Registration ProcessedPlease indicate the number of applications, If applicable, who were issued an emergency license/certificate that your organization processed in the reporting year (January 1-December 31, 2021). Enter the data by the 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.	Other Canadian Provinces and Territories	0
	Certificate to Certificate (Labour Mobility)	0
	USA	0
	Other International	0
	Multiple and/or Unspecified Jurisdictions	0
	TOTAL	0

Q50	Ontario	0
Other Licenses/Certificates of Registration ProcessedPlease indicate the number of Provisional license/certificate or alternative class of license/certificate holders who were fully licensed/certified by your organization which were processed in the reporting year (January 1-December 31, 2021). Enter the data by the 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.	Other Canadian Provinces and Territories	0
	Certificate to Certificate (Labour Mobility)	0
	Other International	0
	Multiple and/or Unspecified Jurisdictions	0
	TOTAL	0

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Q51		3
<p>Number of Reviews and Appeals Processed State the number of reviews and appeals that your organization processed in the reporting year (January 1-December 31, 2021). For applicants who were subject to an internal review or who were referred to a statutory committee of your governing council, such as a Registration Committee. Enter the data by the 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.</p>	Ontario Other Canadian Provinces USA OtherCountries Multiple and/or Unspecified Countries TOTAL	0 0 0 0 0 3

Q52		0
<p>State the number of reviews and appeals that your organization processed in the reporting year (January 1-December 31, 2021). For applicants who initiated an appeal of a registration decision. Enter the data by the 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.</p>	Ontario Other Canadian Provinces USA OtherCountries Multiple and/or Unspecified Countries TOTAL	0 0 0 0 0 0

Q53		0
<p>State the number of reviews and appeals heard in the reporting year (January 1-December 31, 2021). Enter the data by the 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.</p>	Ontario Other Canadian Provinces USA OtherCountries Multiple and/or Unspecified Countries TOTAL	0 0 0 0 0 0

Q54		0
<p>State the number of registration decisions changed following an appeal and/or review that your organization processed in the reporting year (January 1-December 31, 2021). Enter the data by the 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.</p>	Ontario Other Canadian Provinces USA OtherCountries Multiple and/or Unspecified Countries TOTAL	0 0 0 0 0 0

Q55	
<p>List the top three reason for appeals (by percentage) of a registration decision</p>	
1	NA
2	NA
3	NA

Q56

List the top five reasons (by percentage) for not Issuing a License/Certification to Internationally Trained Individuals

1	NA
2	NA
3	NA
4	NA
5	Na

Q57

List the top Five Reasons (by percentage) for not Issuing a License/Certification to Canadian Graduates

1	NA
2	NA
3	NA
4	NA
5	NA

Q58

Please provide any additional comments you may have:

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 2021, the Registrar referred three applications for registration to the Registration Committee.

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

CMTO did not issue a refuse to register decision to any applicant in 2021.
