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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
 Contact Email: alicia.lockey@cmto.com
 Contact Phone Number: 416-489-2626 x 4169

Q2**No**

Section 1 - During the reporting period (January 1st– December 31st, 2022), 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.

Q3**No**

Assessment of qualifications

Q4**No**

Timelines for registration, decisions and/or responses

Q5

Registration and assessment fees

Yes,

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

In 2022 the General Certificate fee was increased by \$12.This increase applied to the initial registration fee as well. There has not been a significant fee increase since 2019, for a variety of reasons, including COVID. This was necessary to deal with increased operating costs and inflation.

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Q6 Resources for applicants	No
Q7 Changes to internal review or appeal process	No
Q8 Access by applicants to their records	No
Q9 Mutual recognition agreements	Yes, Description of change/improvement that would impact fair registration outcomes: CMTO updated the labour mobility process that allows Canadian Free Trade Agreement (CFTA) applicants who are inactive/non-practising at the time of applying for registration to register with an Inactive certificate of registration. This change in interpretation of the CFTA requirements was shared with the other Massage Therapy regulators in Canada.
Q10 Training and resources for staff regarding registration	No
Q11 Relationship with third party service provider(s)	No
Q12 Accreditation of educational programs	No
Q13 Technological or digital improvements	No
Q14 Anti-racism and inclusion-based policies and practices	No
Q15 Organizational structure	No

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Q16

No

Contingency or continuity of operations plans

Q17

Yes,

Documentation requirements for registration

Description of Change/Improvement that would impact Fair Registration Outcomes:

For the purposes of exam qualification, Massage Therapy schools send graduation information directly to Prometric who is CMTO's third-party exam provider. Prometric does not share this information with CMTO, therefore, for the purposes of registration CMTO requires proof of graduation in the form of a transcript as part of the initial registration application. The transcript accepted by CMTO will be in the form the program provided it to the application (i.e. original hard copy or digital).

Q18

No

English / French language proficiency testing

Q19

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

- 1

A comprehensive review of CMTO’s Refresher Course policy was undertaken in 2022. The Refresher Course Policy was updated to reduce the number of tutoring hours required, permit more tutoring hours to be completed remotely and incorporate CMTO’s new jurisprudence program, offered on-demand and totaling 4-5 hours of completion in place of the Standards and Regulations E-Workshop, offered four times a year and four weeks in length. There will be no fee to take the Jurisprudence Program. The updated policy will be effective January 1, 2023.
 - 2

CMTO’s Language fluency Policy was amendment to remove CanTEST and TESTcan test options, and to include the CELPIP – General test accepted by the federal government for the purposes of immigration. These changes take effect January 1, 2023. Applicants whose first language is not English or French will not experience unnecessary delays in the application process. By accepting language tests that are accepted for the purposes of immigration, some applicants may find that they do not need to complete another language test, saving them time and money prior to registration with CMTO. It is also in the public interest for CMTO to meet its regulatory obligations by complying with directives from the Ministry of Health.
 - 3

Acupuncture Education and Authorization Policy was move out of the Standard of Practice in September 2022 and became a stand-alone policy. The policy was updated to articulate the administrative requirements and process related to acupuncture authorization and confirmed acupuncture education programs. Because acupuncture is a controlled act, the requirements that must be met by an RMT to perform acupuncture must be clear and easily accessible to clients as well as RMT. The policy is linked on the Acupuncture Standard web page and clearly articulates the requirements.
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Q20

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

CMTO received evidence of exam candidates who had access to live 2022 OSCE scenarios prior to taking their exam. The 36 exam candidates for whom there was evidence of cheating, had their exam score invalidated and were not permitted to take the OSCE exam again in 2022. CMTO continues to work with Prometric (exam provider) on mitigation measures to reduce the incidents and/or impact of cheating.

Q21

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.

No

Q22

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.cmta.com/en-francais/>

Q23

Membership Data Demographics Data As of December 31, 2022, please indicate the number of members in each gender category identified below and the number of total members.

Total Male	3411
Total Female	11852
Total Non-binary	28
Gender not provided	0
Overall Total	15291

Q24

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

No

Q25

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, as well as date of birth.

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Q26

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

Yes,

If yes, please indicate the type::

CMTO 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.

Q27

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	14366
Provisional/Limited License/Certificate	0
Emergency License/Certificate	0
All other classes	925
Overall Total	15291

Q28

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	15 135
Other Canadian Provinces and Territories	125
USA	2
Other Countries	20
Multiple and/or Unspecified Jurisdiction	9
Total	15291

Q29

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 -6
2	Germany - 2
3	Japan - 2
4	USA - 2
5	Ukraine - 2
6	Romania - 2
7	Czech Republic - 1
8	France - 1
9	Switzerland - 1
10	Israel - 1
11	Netherlands - 1
12	China - 1

Q30

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	233
Total Female	655
Total Non-binary	3
Gender not provided	0
Overall Total	891

Q31

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

No

Q32

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, as well as date of birth.

Q33

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, 2022:

0

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Q34

Please indicate the total number of applicants from Ontario who filed an application between January 1 and December 31, 2022 for the following categories as applicable.

Number of Applicants	878
Number of Applicants Licensed/Certified	876
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	1

Q35

Please indicate the total number of applicants from Canadian provinces and territories (excluding Ontario) who filed an application between January 1 and December 31, 2022 for each of the following categories as applicable.

Number of applicants	11
Number of applicants fully licensed/certified	11
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	1

Q36

Please indicate the total number of certificate-to-certificate (labour mobility) applicants who filed an application between January 1 and December 31, 2022 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	10
Average Time to Process Application in Weeks from Receipt of all Required Documents	1

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Q37

Please indicate the total number of applicants from international jurisdictions (not including USA) who filed an application between January 1 and December 31, 2022 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

Q38

Please indicate the total number of applicants from multiple and/or jurisdictions not specified who filed an application between January 1 and December 31, 2022 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 accredited Canadian post-secondary institutions who filed an application between January 1 and December 31, 2022 for each of the categories as applicable.

Number of applicants	131
Number of applicants fully licensed/certified	131
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	1

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Q40

Please indicate the total number of applicants who re-registered after withdrawing from the application process between January 1 and December 31, 2022 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

Q41

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

CMTO registered a total of 909 new RMTs in 2022. Out of this, 20 applications for registration were received in December 2021 but were approved in January 2022.

891 applications were received and 889 were approved between January 1 and December 31, 2022.

Q42

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	Ontario
2	British Columbia
3	New Brunswick
4	Newfoundland and Labrador
5	Alberta

Q43

Processing Time As of December 31, 2022, how many full licenses/certificates did your organization issue?

909

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Q44	0 – less than 3 months	909
Please indicate the total number of applicants who received full licensure/certification between January 1 and December 31, 2022, according to the following timelines.	3 months – less than 6 months	0
	6 months – less than 12 months	0
	12 months – less than 18 months	0
	18 months – less than 24 months	0
	24 months and greater	0

Q45
Age of Active Applications As of December 31, 2022 what were the total number of active applications in your case inventory?

2

Q46	3 months – less than 6 months	1
Please provide a breakdown (and total) of active applications according to the length of time (age) that they have been open.	6 months – less than 12 months	1

Q47	Ontario	0
Other Licenses/Certificates of Registration Processed Please 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, 2022). 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
	USA	0
	Other International	0
	Multiple and/or Unspecified Jurisdictions	0
	TOTAL	0

Q48	Ontario	0
Other Licenses/Certificates of Registration Processed Please 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, 2022). 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

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Q49	Ontario	0
Other Licenses/Certificates of Registration	Other Canadian Provinces	0
ProcessedPlease indicate the number of Provisional	and Territories	
license/certificate or alternative class of license/certificate	Certificate to Certificate	0
holders who were fully licensed/certified by your	(Labour Mobility)	
organization which were processed in the reporting year	USA	0
(January 1-December 31, 2022). Enter the data by the	Other International	0
jurisdiction where applicants were initially trained in the	Multiple and/or Unspecified	0
profession, i.e. before they were granted use of the	Jurisdictions	
protected title or professional designation in Ontario.	TOTAL	0

Q50	Ontario	1
Number of Reviews and Appeals Processed State the	Other Canadian Provinces	0
number of reviews and appeals that your organization	USA	0
processed in the reporting year (January 1-December 31,	OtherCountries	0
2022). For applicants who were subject to an internal	Multiple and/or Unspecified	0
review or who were referred to a statutory committee of	Countries	
your governing council, such as a Registration Committee.	TOTAL	1
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.		

Q51	Ontario	0
State the number of reviews and appeals that your	Other Canadian Provinces	0
organization processed in the reporting year (January 1-	USA	0
December 31, 2022). For applicants who initiated an	OtherCountries	0
appeal of a registration decision. Enter the data by the	Multiple and/or Unspecified	0
jurisdiction where applicants were initially trained in the	Countries	
profession, i.e. before they were granted use of the	TOTAL	0
protected title or professional designation in Ontario.		

Q52	Ontario	1
State the number of reviews and appeals heard in the	Other Canadian Provinces	0
reporting year (January 1-December 31, 2022). Enter the	USA	0
data by the jurisdiction where applicants were initially	OtherCountries	0
trained in the profession, i.e. before they were granted use	Multiple and/or Unspecified	0
of the protected title or professional designation in Ontario.	Countries	
	TOTAL	1

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Q53

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, 2022). 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.

Ontario	0
Other Canadian Provinces	0
USA	0
OtherCountries	0
Multiple and/or Unspecified	0
Countries	0
TOTAL	0

Q54

List the top three reason for appeals (by percentage) of a registration decision

1	NA
2	NA
3	NA

Q55

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

Q56

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

Q57

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 and/or when there are doubts, on reasonable grounds about whether an 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 2022, the Registrar referred one application 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 2022.
