

2019 ANNUAL REPORT

CONTENTS

- 1** MESSAGE FROM THE BOARD CHAIR
- 2** MESSAGE FROM THE REGISTRAR
- 3** VISION & MANDATE
- 3** 2019 BOARD OF DIRECTORS
- 4** REGISTRATION COMMITTEE
- 5** RESULTS OF 2019 CANDIDATES' FIRST ATTEMPT
AT CMTBC REGISTRATION EXAMINATION
- 6** PERCENTAGE OF 2017-2019 PARTICIPANTS
WHO PASSED REGISTRATION EXAM
- 7** REGISTRATION STATISTICS
- 8** QUALITY ASSURANCE COMMITTEE
- 9** PATIENT RELATIONS COMMITTEE
- 10** INQUIRY COMMITTEE
- 11** INQUIRY STATISTICS
- 12** DISCIPLINE COMMITTEE
- 13** FINANCE & AUDIT COMMITTEE
- 14** FINANCIAL STATEMENTS AT A GLANCE
- 17** GOVERNANCE COMMITTEE



MESSAGE FROM THE BOARD CHAIR

During my two years on the CMTBC Board, our role as a provincial health regulator has not changed much. Protecting the public remains our primary goal, and the tools that we have available to us haven't changed much. Structurally, we have made some improvements, but we are essentially the same (at least for now). But functionally, there have been some steady and notable improvements.

First off, the College rolled out a number of online courses over the past few years. These courses were proactively created by College staff and our Quality Assurance team.

The first round of these courses were first rate, and met with great reviews. But rather than simply pat themselves on the back for a job well done, the team immediately got to work looking for ways to improve.

The next round of courses was even more impressive, yet still the team immediately looked for more ways to improve. This constant striving for improvement runs throughout the college.

Additionally, under the leadership of our current Registrar, the College has found ways to increase efficiency and effectiveness in protecting the public, while maintaining financial stability. This is no small feat. Again, this testifies to the drive for constant improvement that runs through the College.

As my term on the Board comes to an end, it is this drive for constant improvement that is front of mind. And it is this drive – present in the College staff, Board, committees, and so many RMTs – that gives me confidence in the College, and in our profession going forward. It is good to know that regardless of how far we've come, we'll keep moving forward.

**Nick Legault, RMT
CHAIR, CMTBC BOARD**

MESSAGE FROM THE REGISTRAR



As I write this (in mid-2020), 2019 feels a long way away. The COVID-19 pandemic has created unprecedented challenges for health regulators (as it has for many other public and private organizations), and has been the focus of what feels like almost unrelenting attention since early March.

It is clear that the new reality we are living in will be with us for some time to come, perhaps even a long time. But with Phase 2 of BC's Restart Plan underway, and at least some RMTs back in practice, it finally affords time to step back and reflect on the year that was 2019.

Probably the defining issue of 2019 was modernization of health care regulation in BC. This process began in earnest in 2018 when the BC government appointed UK professional regulation specialist Harry Cayton (CBE) to look into the College of Dental Surgeons of BC, and also to make general recommendations about how regulation under the *Health Professions Act* could be improved and modernized, operationally and from a governance perspective. The release of Mr. Cayton's report in April 2019, followed by the government's release of a consultation paper in November 2019, seemed to augur large

changes for the health professions regulatory landscape, particularly in terms of the proposal to amalgamate 11 current health colleges – CMTBC being one – into a single new college: the proposed "College of Health and Care Professions of British Columbia".

The amalgamation of CMTBC into a larger health regulatory body is likely to present both challenges and new opportunities.

Will amalgamation yield greater efficiencies, more transparency, better governance, and greater focus on the public interest? It may well do so. However, regulators also discussed how to achieve these benefits without losing profession-specific perspectives and expertise, and while still maintaining important alliances with counterpart professional regulators in other Canadian provinces. In 2019, for example, the College became increasingly active as a participant in the Federation of Massage Therapy Regulatory Authorities (FOMTRAC), which now comprises – in addition to CMTBC – massage therapy regulatory colleges in Ontario, New

Brunswick, Prince Edward Island, Newfoundland and Labrador. Those conversations have been increasingly consequential for the public as more provinces become regulated or contemplate regulation of massage therapy.

Another key development in 2019 was CMTBC's decision to move forward with financial support for the national massage therapy education accreditation body, the Canadian Massage Therapy Council for Accreditation (CMTCA). That funding support began in January 2020, and education programs in BC will gradually transition from CMTBC accreditation to accreditation by CMTCA.

2019 was a year of change and 2020 looks to accelerate that trend. What will not change, however, is CMTBC's focus on the public interest, and on maintaining, encouraging, supporting, and (where necessary) enforcing high professional standards of massage therapy practice in BC. Board members, committee members, and college staff are all privileged and honoured to be a part of this important and necessary work.

Eric Wredenhagen
REGISTRAR AND CEO

VISION

To be innovators and leaders in public-focused health care regulation.

MANDATE

Through regulation, we protect the public's right to safe, ethical, and effective massage therapy.

2019 BOARD OF DIRECTORS

CHAIR

Nick Legault, RMT

Claudia Lee, RMT
(to March 31, 2019)

VICE-CHAIR

Robin Perry, RMT
(from April 1, 2019)

MEMBERS

Nicholas Aubin
Public Representative

Joti Dhesi
Public Representative

Laura Dunkley, RMT
(from April 1, 2019)

Thomas Klie-Cribb, RMT
(from April 1, 2019)

Jana Konkin, RMT

Ashley Leighton, RMT
(to March 31, 2019)

Jennifer Lie, RMT

Harman Pandher
Public Representative

Marieka Zimmerman, RMT
(to March 31, 2019)

REGISTRATION COMMITTEE

Mandate

The Registration Committee oversees entry-level registration, including the entry-to-practice examination, reinstatement of former registrants, and applications for return to active status, in accordance with the *Health Professions Act* and CMTBC's Bylaws.

Fulfilling the mandate

Two registration examinations were held in 2019: in March and September. Candidates' results at the registration examination by stream-of-entry are on page 5 of the annual report.

The CMTBC Bylaws were amended effective April 2, 2019, introducing among other things, new requirements for exam candidates who repeatedly fail one or more components of the registration examination. Clear guidelines were introduced to provide direction to exam candidates who require remedial studies prior to their next attempt at the entry-to-practice examination.

CMTBC hosted a facilitated stakeholders' consultation in July 2019 to resolve a longstanding impasse regarding funding of a national accreditation body, and to create a path forward for accreditation of massage therapy education programs in BC by the national body, the Canadian Massage Therapy Council for Accreditation (CMTCA). Attendees included leaders from each recognized education program in BC, representatives of the profession and of CMTCA, and a representative from BC's Ministry of Health. A positive outcome emerged after continued discussions through the fall of 2019. Accreditation of massage therapy education programs in BC is now in the process of transitioning from CMTBC to CMTCA.

The Registration Committee directed two investigations into applicants' character and fitness to practice. Both files were concluded by the Registration Committee granting registration after being satisfied of the applicants' good character.

The Registration Committee also reviewed and considered reinstatement requests from former registrants.

Claudia Lee, RMT, Chair

Jane Abbott, RMT

Katie Armitage
(from July 1, 2019)

Nicholas Aubin

Joti Dhesi
(from July 1, 2019)

Lynne Harris
(to September 2019)

Thomas Klie-Cribb, RMT
(from July 1, 2019)

Cathy Ryan, RMT
(to June 2019)

Rodney Victor, RMT

RESULTS OF 2019 CANDIDATES' FIRST ATTEMPT AT CMTBC REGISTRATION EXAMINATION

Programs, PLA, and Provincial Aggregate	Participants	Participants Who Passed Registration Exam ¹	Percentage of Participants Who Passed Registration Exam
OVCMT	47	36	77%
VCMT	67	60	90%
WCCMT – NW	101	84	83%
WCCMT – Victoria	67	54	81%
VaCC – Burnaby	41	33	80%
VaCC – Kelowna	30	15	50%
Langara	35	29	83%
CDI – South Surrey	31	23	74%
KCCIHS	19	18	95%
PLA ²	2	0	0
Provincial Aggregate³	440	352	80%

OVCMT
Okanagan Valley College of Massage Therapy

VCMT
Vancouver College of Massage Therapy

WCCMT – New Westminster
West Coast College of Massage Therapy – New Westminster

WCCMT – Victoria
West Coast College of Massage Therapy – Victoria

VaCC – Burnaby/Kelowna
Vancouver Career College – Burnaby

Langara
Langara College Continuing Studies, Massage Therapy program

CDI – South Surrey
CDI College – South Surrey

KCCIHS
Kootenay Columbia College of Integrative Health Sciences, Massage Therapy program

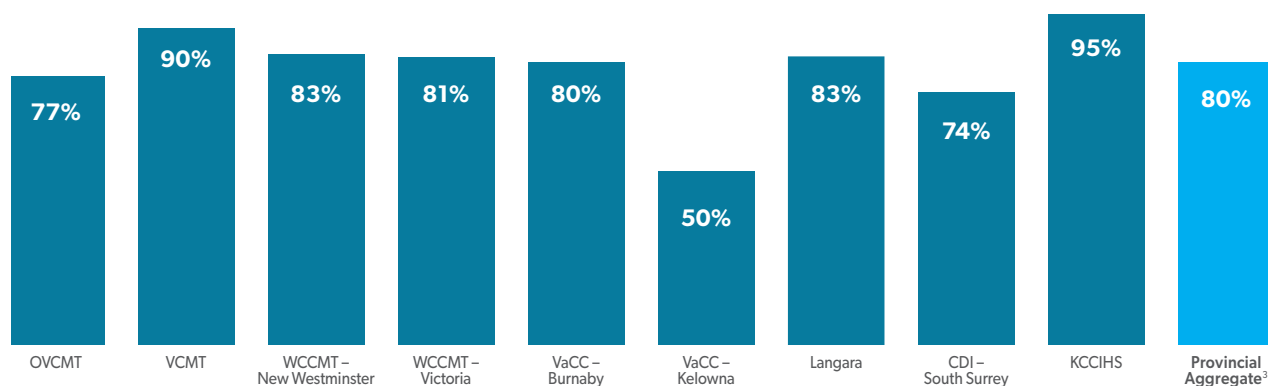
PLA
Prior Learning Assessment

¹ Successful candidates passed each of four components of the CMTBC registration examination.

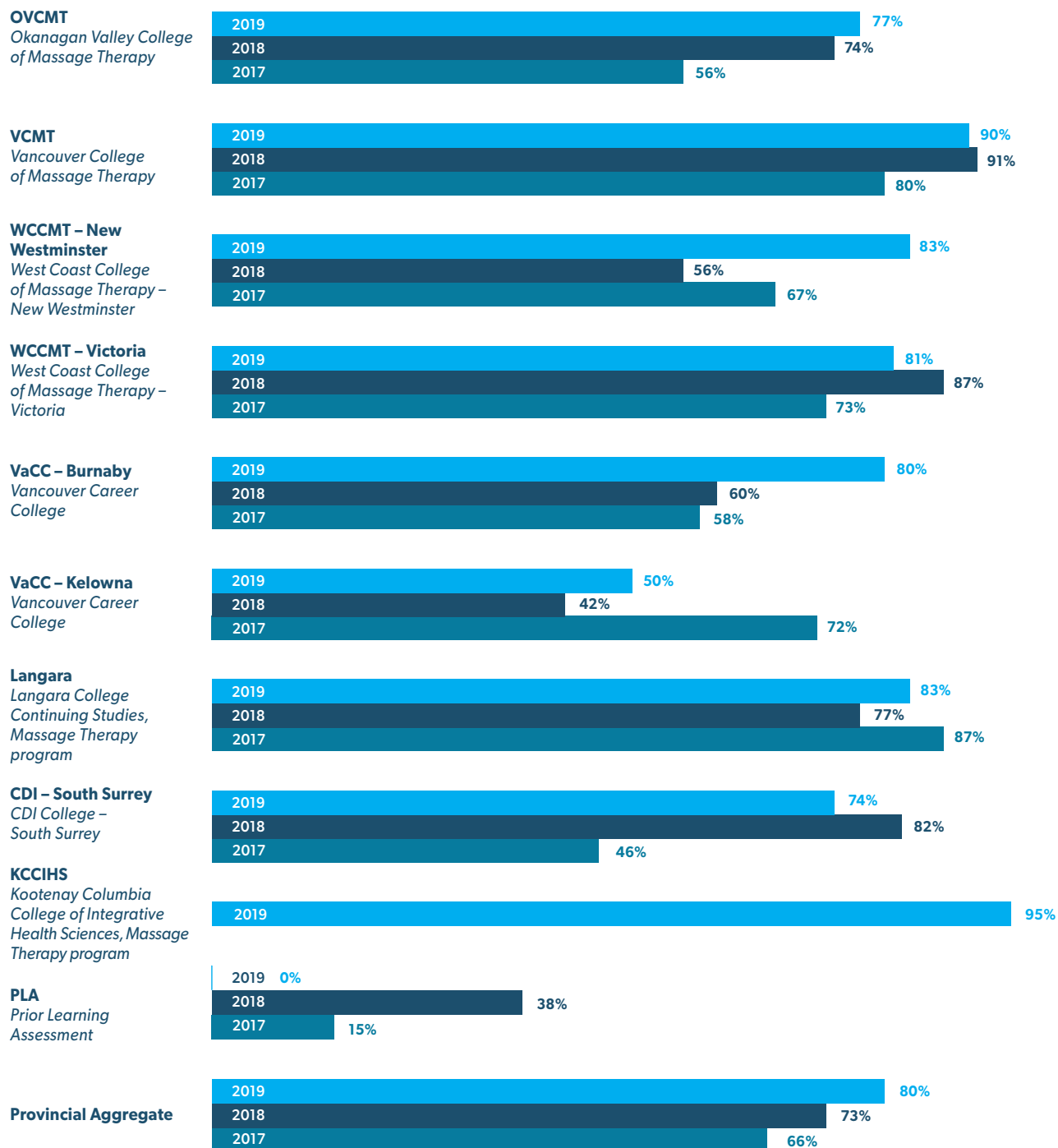
² Candidates in the Prior Learning Assessment (PLA) stream have demonstrated substantial equivalence to CMTBC's entry-level requirements. These candidates are generally from outside of British Columbia. The PLA grouping aggregates diverse streams of entry, therefore the data is anonymous.

³ Represents all candidates who completed the registration examination from all streams of entry.

PERCENTAGE OF 2019 PARTICIPANTS WHO PASSED REGISTRATION EXAM



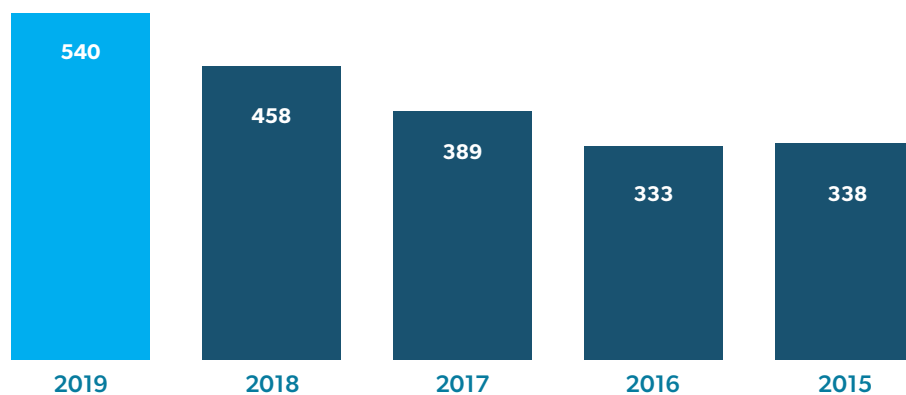
PERCENTAGE OF 2017-2019 PARTICIPANTS WHO PASSED REGISTRATION EXAM



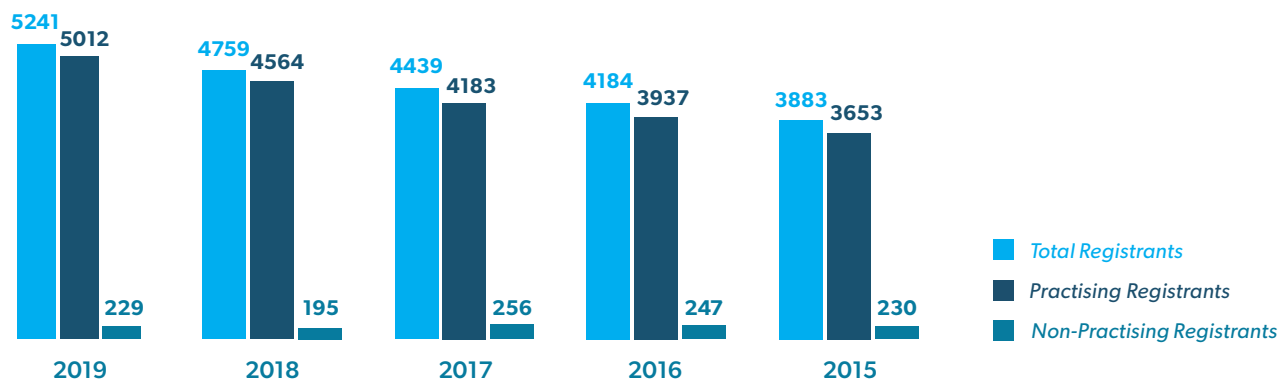
Results from 2015-2019 registration examinations are on CMTBC's [Registration Examination Results](#) webpage.

REGISTRATION STATISTICS

New Registrants



Status and Total Number of Registrants



Registration Examination Candidates

First-time registration examination candidates only. Retakes of the registration examination are not included.



QUALITY ASSURANCE COMMITTEE

Mandate

Section 16(2)(e) of the *Health Professions Act* requires that CMTBC maintain a continuing competency program to promote high practice standards amongst registrants. The Quality Assurance Committee is responsible for developing and maintaining this program, and for reviewing standards of professional practice.

Fulfilling the mandate

The Quality Assurance Committee continued its work on modernizing the College's Quality Assurance program. Dr. Susan Glover Takahashi, educational consultant to CMTBC, presented summaries of a survey she and her colleagues administered on behalf of the College. Registrants were invited to voluntarily complete the survey, which closed at the end of January 2019. The high response rate resulted in statistically valid and reliable data about RMTs and their practice, providing insight into RMTs' patterns of learning throughout their professional career span. This information informs the

ongoing modernization of quality assurance measures.

Committee members determined that ongoing development of engaging and accessible tools for registrants to learn and understand how to apply practice standards will be a foundation of the Quality Assurance program.

The committee met with Dr. Glenn Regehr, Centre for Health Education Scholarship at UBC, to study evidence-informed quality improvement measures that address the regulatory mandate. The quality improvement framework is summarized as one of constant learning, wherein registrants continually improve upon their work, and the College provides resources to help the registrants do so.

In late 2019, as part of the implementation of the new framework, CMTBC launched an online course titled Boundaries and Consent. This course provides RMTs with comprehensive instruction in the practice standards on professional boundaries and informed consent. All registrants are required to complete the course to demonstrate continuing competency in preparation for registration renewal in 2021.

Jana Konkin, RMT, Chair
(Chair to June 2019)

Jennifer Lie, RMT
(Chair from July 2019)

Laura Dunkley, RMT
(from July 2019)

Alison Esser, RMT

David Howes, RMT

Richard Ingram, RMT

Sue Murphy

Harman Pandher

PATIENT RELATIONS COMMITTEE

Mandate

The Patient Relations Committee is established under section 19(1)(t) of the *Health Professions Act*. The Patient Relations Committee provides oversight of one of CMTBC's core responsibilities under section 16 of the *Health Professions Act*, which is to establish a patient relations program to seek to prevent professional misconduct of a sexual nature.

The Committee is also responsible for developing guidelines for the conduct of registrants with their patients and for developing educational programs to prevent professional misconduct of a sexual nature.

Fulfilling the mandate

In 2019, the Patient Relations Committee:

- Provided important feedback and input on information made available on CMTBC's website to RMTs and members of the public about the patient relations program; and
- Participated in reviewing content for the development of a new CMTBC-authored online course for RMTs on the College's standards of practice on professional boundaries and consent. The course teaches RMTs the requirements of CMTBC's boundaries and consent standards of practice in the context of everyday scenarios encountered by RMTs, and is a mandatory component of Cycle 12 of CMTBC's Quality Assurance program.

Michael Wiebe, RMT, Chair

Richard Ingram, RMT

Nick Legault, RMT
(from July 2019)

Jennifer Lie, RMT

John Oliffe

Rachel Shiu, RMT

Mary Watterson

Marieka Zimmerman, RMT

INQUIRY COMMITTEE

Mandate

The Inquiry Committee is established under section 19(1) (t) of the *Health Professions Act*, and is made up of RMTs and public representatives. The Inquiry Committee addresses public complaints about the conduct and competence of registered massage therapists, in accordance with CMTBC's mandate to protect the public and Part 3 of the *Health Professions Act*.

Fulfilling the mandate

In 2019, the Inquiry Committee fulfilled its mandate and duties under the *Health Professions Act* by:

- Investigating complaints and other matters on its caseload of 56 open files that were carried over from 2018 and 81 new files opened in 2019, for a total caseload of 137 files (compared to 98 in 2018);
- Reviewing complaint dispositions (decisions) made by the Registrar, and exercising its authority to either approve the dispositions made by the Registrar or to direct

the Registrar to refer the files to the Inquiry Committee for further investigation; and

- Disposing of complaints and other matters.

The charts accompanying this report, on page 11 of the annual report, provide more detail about files opened in 2019, including the types of complaints submitted, and the dispositions made by the Registrar and Inquiry Committee.

A complainant has the right to apply for review of an Inquiry Committee disposition by the Health Professions Review Board (HPRB) within 30 days of when written notice of the disposition is delivered to the complainant. The HPRB conducts a review of the adequacy of the investigation and the reasonableness of the disposition. In 2019, two reviews of Inquiry Committee dispositions were requested. The HPRB has not yet rendered a decision in one of those cases. In the other, the HPRB upheld the reasonableness of the Inquiry Committee's disposition.

Lorna Pawluk, Q.C., Chair

Brent Rowland, RMT, Vice Chair

Teresa Budd
(from August 2019)

Sheila Cessford

Lynne Harris

Jana Konkin, RMT
(from July 2019)

James McGettigan, RMT

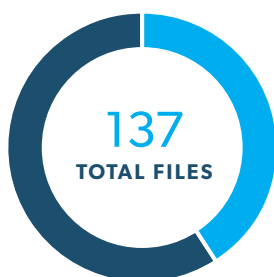
Pamela Nonis, RMT

Robin Perry, RMT

Wendy Sanders, RMT

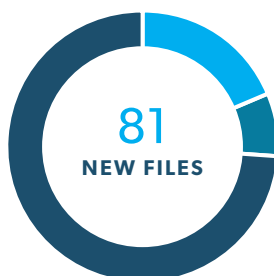
INQUIRY STATISTICS

Inquiry Caseload



81
New Files

56
Files carried over from 2018



60
Complaints

15
Inquiry Committee-initiated investigations

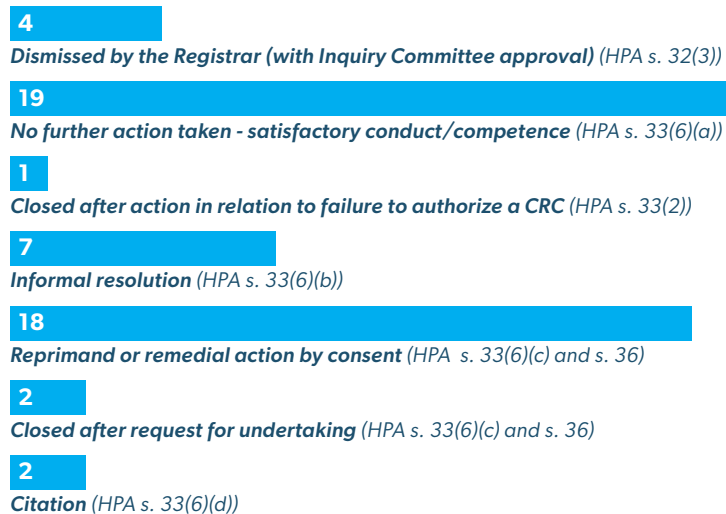
6
Under the Health Professions Act "Duty to Report"



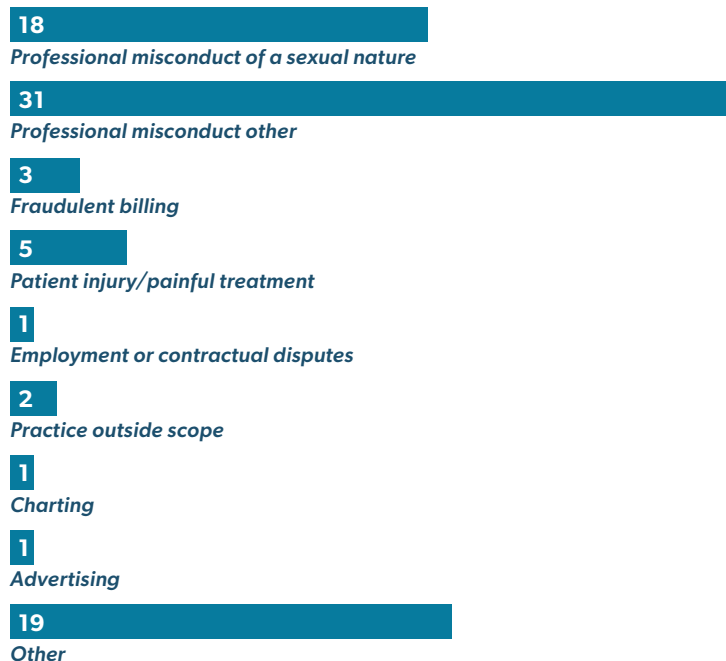
49
Disposed of by Inquiry Committee

4
Disposed by Registrar (with Inquiry Committee approval)

53 Inquiry Dispositions



81 New Complaints by Primary Allegation Type



DISCIPLINE COMMITTEE

Mandate

The Discipline Committee is established under section 19(1)(t) of the *Health Professions Act*. The Committee hears and determines any matters that have been forwarded to it by the Inquiry Committee.

Matters are forwarded when the Inquiry Committee directs the Registrar to issue a citation to a registered massage therapist who has been the subject of a complaint (or an investigation initiated by the Inquiry Committee). A citation is a formal charging document that sets an inquiry matter over to a discipline hearing. Only a small percentage of complaints result in a citation being issued.

Fulfilling the mandate

In 2019, one discipline hearing was held. The RMT who was the subject of the discipline hearing (and who was by then a former registrant) was found by the Discipline Committee panel to have failed to cooperate with CMTBC by not responding to CMTBC's communications in a responsive and timely manner. The panel found that the former registrant, by failing to cooperate with CMTBC over the course of approximately one year, impeded CMTBC's statutory obligation to regulate the profession. With respect to penalty, the Discipline Committee ordered that the former registrant be reprimanded and suspended, and placed conditions on the former RMT's eligibility to apply for reinstatement of registration with CMTBC. The former registrant was also ordered to pay costs to CMTBC. [Read more about the case.](#)

One other hearing was scheduled to be heard in 2019 but was adjourned and will be held in 2020.

Jennifer Lie, RMT, Chair

Army Abramson

Nicholas Aubin

Audra Coton
(from December 2019)

Nick Legault, RMT
(until November 2019)

Kevin Murray

Rachel Shiu, RMT

Michael Wiebe, RMT

Carol Williams
(from January 2019)

FINANCE & AUDIT COMMITTEE

Mandate

The Finance & Audit Committee supports the Board by providing detailed review and scrutiny of the College's finances. While the Board bears the ultimate responsibility for financial oversight, the Committee's support permits the Board to devote more of its time and attention to policymaking and professional governance issues.

The Committee reviews and oversees all material aspects of the College's financial reporting, including:

- **Approving and monitoring the budget and financial results**
- **Recommending and appointing an independent auditor**
- **Receiving and acting upon results of the annual audit report**
- **Reporting to the Board on results of the annual audit**
- **Monitoring implementation of the auditor's recommendations**

Fulfilling the mandate

The Committee met and reported to the Board regularly throughout the year. The College concluded the year in a favourable financial position, with an excess of income over expenses of \$277,873.36.

Grant Thornton LLP performed CMTBC's financial audit. The audited financial statements are presented in condensed form on pages 14-16 of the annual report and are posted in full on CMTBC's [Annual Reports & Financial Statements](#) webpage.

Nicholas Aubin, Chair

Bianca Ashe, RMT

Conrad Chevalier, CPA, CA, CBV

Ashley Leighton, RMT

Catherine Ryan, RMT

FINANCIAL STATEMENTS AT A GLANCE

Statement of Financial Position

	2019	2018
ASSETS		
Current		
Cash	\$ 2,414,401	\$ 2,529,464
Short-term investments	2,530,941	1,505,796
Accounts receivable	2,154	693
Prepaid expenses	141,962	162,937
	5,089,458	4,198,890
Intangible assets (Note 3)	89,854	166,873
Property and equipment (Note 4)	74,970	106,529
	\$ 5,254,282	\$ 4,472,292
LIABILITIES		
Current		
Accounts payable (Note 5)	\$ 208,177	\$ 114,126
Deferred revenue	3,026,750	2,612,350
	3,234,927	2,726,476
Deferred lease inducements	8,126	11,377
Deferred rent	2,709	3,792
	3,245,762	2,741,645
NET ASSETS		
Unrestricted	1,008,520	730,647
Internally restricted (Note 6)	1,000,000	1,000,000
	2,008,520	1,730,647
	\$ 5,254,282	\$ 4,472,292

Complete audited financial statements and accompanying notes are available on CMTBC's [Annual Reports & Financial Statements](#) webpage.

FINANCIAL STATEMENTS AT A GLANCE

Statement of Operations

	2019	2018
INCOME		
Registration fees	\$ 2,785,642	\$ 2,464,079
Examination fees	666,925	548,125
Registration application fees	67,875	57,625
Other income	64,320	25,280
Interest	46,831	24,680
Fines and assessment fees	34,300	20,895
CMTBC courses	14,800	518,040
	\$ 3,680,693	\$ 3,658,724
EXPENSES		
Office and administration	\$ 1,597,366	\$ 1,402,295
Examinations	522,627	468,329
Complaints and inquiry	347,560	191,311
Quality assurance	344,396	298,229
Discipline	229,760	25,655
Registration and entry to practice	206,936	168,868
Governance	89,393	72,702
Communication and publications	53,154	45,090
Title protection	11,628	51,691
	3,402,820	2,724,170
Excess of income over expenses	\$ 277,873	\$ 934,554

Complete audited financial statements and accompanying notes are available on CMTBC's [Annual Reports & Financial Statements](#) webpage.

FINANCIAL STATEMENTS AT A GLANCE

Statement of Changes in Net Assets

	Unrestricted	Internally restricted financial reserve	TOTAL
Balance, December 31, 2017	\$ 296,093	\$ 500,000	\$ 796,093
Excess of income over expenses	934,554	-	934,554
Transfer	(500,000)	500,000	-
Balance, December 31, 2018	\$ 730,647	\$ 1,000,000	\$ 1,730,647
Excess of income over expenses	277,873	-	277,873
Balance, December 31, 2019	\$1,008,520	\$1,000,000	\$2,008,520

Complete audited financial statements and accompanying notes are available on CMTBC's [Annual Reports & Financial Statements](#) webpage.

GOVERNANCE COMMITTEE

Mandate

The Governance Committee develops and recommends to the Board best practices and effective approaches to strategic planning, organizational renewal, organizational conduct, and risk management.

Fulfilling the mandate

In 2018, CMTBC passed new bylaw 28.1, which formally recognizes the Governance Committee, as well as defines its composition, duties, and powers. Before 2018, the Governance Committee (previously known as the Governance and Human Resources Committee) was not formally recognized in CMTBC's bylaws nor granted any specific duties or powers.

Under the new Governance Committee bylaw, the committee devoted much of 2019 to one of its newly-defined roles: "advis[ing] the Board regarding Board governance and strategic planning issues". Committee meetings in the first half of 2019 focused on initial planning for the strategic planning process undertaken by the Board in the latter half of 2019.

In addition to strategic planning, the committee reviewed and discussed new governance processes, the creation of formal terms of reference for CMTBC committees, and the adoption of new procedures for Board meetings.

Robin Perry, RMT, Chair

Nicholas Aubin

Nick Legault, RMT



304-1212 West Broadway
Vancouver, British Columbia
Canada V6H 3V1

Telephone: 604.736.3404
Toll-free: 1.877.321.3404
Fax: 604.736.6500

Email: info@cmtbc.ca
Website: cmtbc.ca