

# 2020 Annual Report

cmtbc

College of Massage Therapists  
of British Columbia

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## Message from the Board Chair

**Throughout its existence, CMTBC’s mandate as a provincial health regulator has been to protect the public. Now that the prospect of amalgamation is upon us, it may soon be time to reassess our procedures and structure. One thing is certain, however: the mandate to protect the public will still be the central core value.**

With this path ahead of us, I would like to reflect on the past 12 months. CMTBC was swift to react to the ever-changing environment of the COVID-19 pandemic. Whether it was getting information to registrants swiftly or working together with RMTBC to offer the Boundaries and Consent course for free to all registrants — a course that was created by our College staff and the Quality Assurance Committee (and which received very positive reviews) — this work should be recognized and appreciated. In difficult times the CMTBC was stable, succinct, and focused.

All of these developments have led me to reflect upon my 10 years of involvement with the Board, which gave me the privilege of working alongside people with a wide breadth of knowledge and experience. I grew from a Board member who felt like I was oft ignored, to a chair who was determined to make sure every Board member felt like their opinions were heard and valued. Through it all, I look back on everything, and I can truly say, “I am grateful.”

Speaking of gratitude, I would like to give a special thanks to our public Board members. These are individuals from outside of the massage therapy profession who help ensure that CMTBC’s public-interest mandate is met. It can never be overstated how fortunate we are to have their wisdom, thoughts, and input. The tools they bring to the table make the Board stronger.

As I look to the future, the province’s plans for regulatory modernization have me nervous, yet also excited for a new beginning. The unknown has always been at the heart of learning

and exploration. Whatever may come, I hope we can look back at all the accomplishments that CMTBC has achieved along its journey. It has been through the hard work of the college staff and Board members, past and present, public and elected, that we have come this far.

As a wise person once told me:  
Always forward!

**Robin Perry, RMT**  
Chair, CMTBC Board

## Message from the Registrar



**In early 2019, Harry Cayton, CBE, said the following to an assembled group of BC health regulators (including CMTBC): “Regulation is a bit like the drains: people only notice when things stop working.”**

Mr. Cayton is the well-regarded British expert on professional regulation who was commissioned by BC’s Minister of Health to examine one of BC’s health regulatory bodies, and also to look at the *Health Professions Act* and make general recommendations for changes to how BC regulates its health professions, massage therapy included. While Mr. Cayton was perhaps speaking in jest, there is some truth to what he said: normally, regulators tend not to be noticed unless there is a problem of some kind, with the regulator or the regulated.

That normal state of affairs was upended in March 2020 when the World Health Organization declared the COVID-19 pandemic. CMTBC, like many organizations, had to adapt on the fly by having staff work remotely, and adopting new safety protocols, ways of operating, and communicating. The additional responsibility that CMTBC bore as a regulator was to maintain regular

communication with RMTs about a quickly evolving situation.

Coinciding with the BC government’s announcement of its reopening plan in May, and the resumption of RMT practice after approximately two months of closure, CMTBC met the new challenge of developing protocols that RMTs could rely on to resume safe practice. The College published its [Interim Guidelines for Return to Practice \(COVID-19\)](#) and accompanying [FAQs](#) – still on the CMTBC website and still in effect – and continued to update them based on guidance from the Provincial Health Officer and BC Centre for Disease Control. In addition to the Interim Guidelines and FAQs, CMTBC’s Practice Advisor has provided advice to RMTs in response to their questions about putting the Interim Guidelines into practice.

While RMT practice under COVID-19 conditions is undoubtedly difficult, RMTs have shown tremendous strength and resilience in adapting to these new conditions and requirements.

Supported by advice from its independent medical consultant, CMTBC was able to continue to offer the entry-to-practice examination in 2020 with full COVID-19 safety protocols in effect. That CMTBC was able to do so, despite the many

challenges, is a testament to its dedicated and hardworking staff, and also to the team of RMTs who serve as examiners for CMTBC’s practical exam.

Despite the pandemic, CMTBC continued to work on its strategic priorities. In 2020, the College completed work on updating the [Code of Ethics](#) and developing a new [Practice Environment Standard of Practice](#). Both went into effect in early 2021. The College also developed a new online course to introduce the revised code and new standard to RMTs. In March 2021, as the pandemic evolves with the distribution of COVID-19 vaccines, CMTBC continues to focus on its strategic priorities. At the same time, CMTBC is in regular contact with other BC health regulators to begin preparations for the amalgamation of health regulatory colleges that the Ministry of Health has signaled will occur in the future.

The months to come – and the years ahead – promise to be interesting ones. One thing, however, that will never change is CMTBC’s commitment to patient safety, high professional standards, and the public interest.

**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.

## 2020 Board of Directors

### CHAIR

**Robin Perry, RMT**

**Nick Legault, RMT**  
(to March 31, 2020)

### VICE-CHAIR

**Jana Konkin, RMT**

### MEMBERS

**Nicholas Aubin**  
Public Representative

**Kristen Burrows, RMT**  
(from April 1, 2020)

**Joti Dhesi**  
Public Representative

**Laura Dunkley, RMT**

**Thomas Klie-Cribb, RMT**

**Taylor James Laviolette, RMT**  
(from April 1, 2020)

**Jennifer Lie, RMT**  
(to March 31, 2020)

**Harman Pandher**  
Public Representative

# 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 2020: March and September. The March examination was interrupted by the COVID-19 pandemic, which resulted in the closure of exam venues and restrictions on gatherings, travel, and other activities that occur during exam administrations. When safety requirements were clarified and new venues were secured, the remaining exam components were rescheduled and candidates were able to complete their examination in June 2020. Both the March and the September examinations were administered within safety guidelines

developed for RMTs in consultation with CMTBC's medical expert, consistent with orders and guidance provided by BC's Provincial Health Officer.

Candidates' results at the 2020 registration examination, listed by stream-of-entry, are on page 5 of the Annual Report.

The Registration Committee directed one investigation into an applicant's character and fitness to practice. The Registration Committee also reviewed and considered reinstatement requests from former registrants.

**Claudia Lee**, RMT, Chair

**Jane Abbott**, RMT

**Aisha Ahene-Osante**  
(from December 8, 2020)

**Katie Armitage**  
(until December 21, 2020)

**Nicholas Aubin**

**Joti Dhesi**

**Thomas Klie-Cribb**, RMT

**Taylor James Laviolette**, RMT  
(from June 18, 2020)

**Winchester Victor**, RMT

## Results of 2020 candidates' first attempt at CMTBC registration examination

Stream of Entry	Participants	Participants Who Passed Registration Exam <sup>1</sup>	Percentage of Participants Who Passed Registration Exam
OVCMT	55	42	76%
VCMT	100	90	90%
WCCMT – New Westminster	58	42	72%
WCCMT – Victoria	31	30	97%
VaCC – Burnaby	27	21	78%
Langara	21	18	86%
CDI – South Surrey	27	18	67%
KCCIHS	11	8	73%
<b>Total, all streams</b>	<b>334<sup>2</sup></b>	<b>270<sup>3</sup></b>	<b>81%</b>

**OVCMT**  
Okanagan Valley College of Massage Therapy

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

**VaCC – Burnaby**  
Vancouver Career College – Burnaby

**CDI – South Surrey**  
CDI College – South Surrey

**VCMT**  
Vancouver College of Massage Therapy

**WCCMT – Victoria**  
West Coast College of Massage Therapy – Victoria

**Langara**  
Langara College Continuing Studies, Massage Therapy program

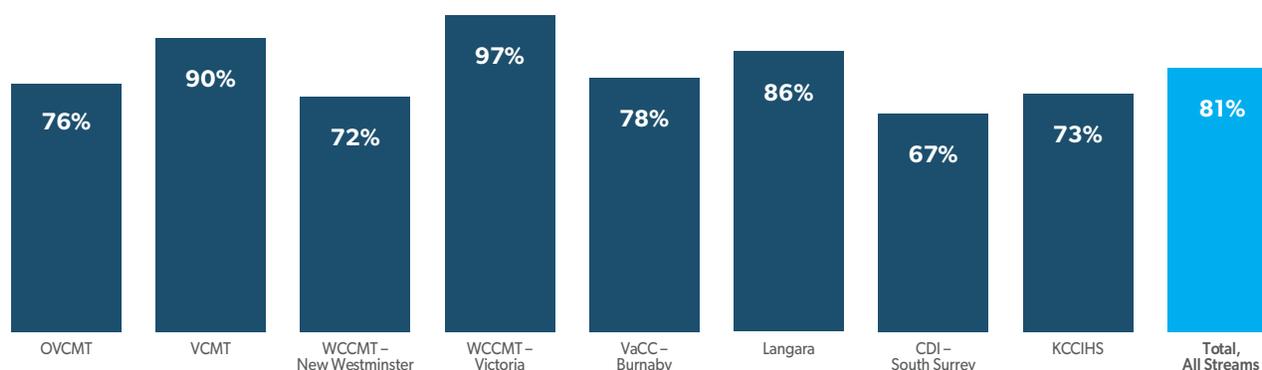
**KCCIHS**  
Kootenay Columbia College of Integrative Health Sciences, Massage Therapy program

<sup>1</sup> Successful candidates passed each of four components of the CMTBC registration examination.

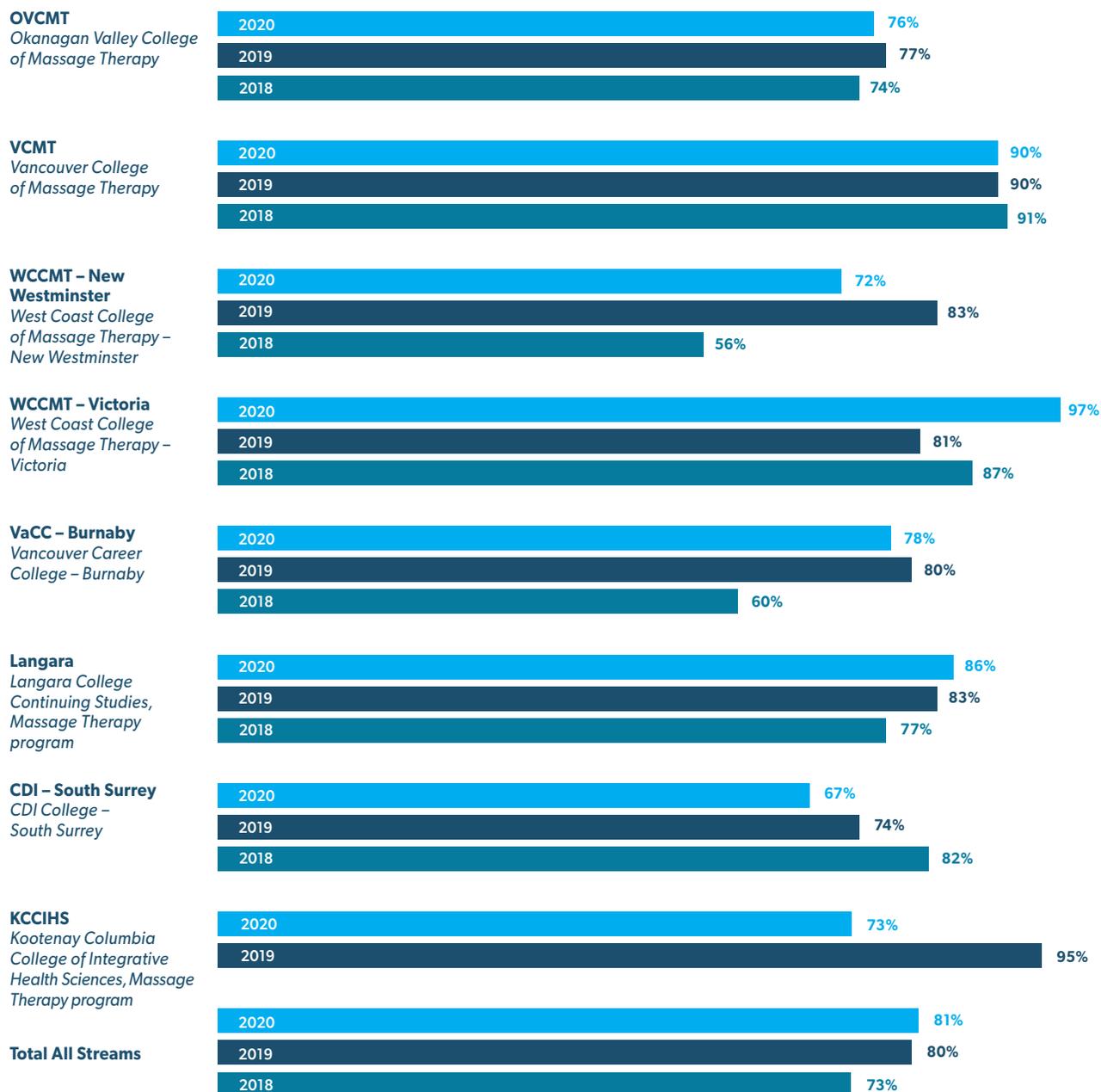
<sup>2</sup> Represents all candidates who completed the registration examination from all streams of entry. To protect the anonymity of individual candidates, streams of entry with 10 or less participants are not itemized. An arithmetic tally of participants equals 330. An additional four participants qualified for the examination, and they are represented in the number 334.

<sup>3</sup> To protect the anonymity of individual candidates, streams with 10 or less participants are not itemized. An arithmetic tally of participants who passed the registration examination equals 269. The total reported of 270 includes an individual from an anonymized stream.

## Percentage of 2020 participants who passed registration exam



## Percentage of 2018-2020 participants who passed registration exam



Results from 2015-2020 registration examinations are on CMTBC's [Registration Examination Results](#) webpage.

# 2020 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

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**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

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Registrants were over a year into a two-year continuing education cycle when the COVID-19 pandemic resulted in suspension of RMT services and prevented attendance at professional development activities. CMTBC responded in part by providing a one-year grace period to the required completion date of continuing education electives, and by affording all RMTs the opportunity to complete the College's online Boundaries & Consent Standards of Practice course free of charge, with the collaboration of the Registered

Massage Therapists Association of BC. Also in response to the pandemic, committee members agreed on a new model of continuing education delivery by webinar, and set criteria for approval of webinar activities.

Consistent with CMTBC's [Strategic Plan for 2020-2022](#), Committee members worked with the Patient Relations Committee to develop a new practice standard that addresses RMTs' practice environments. Curriculum for a new online course was developed based on the new [Practice Environment Standard of Practice](#) as well as the College's newly-revised [Code of Ethics](#). Committee members determined that all RMTs would be required to complete the new College-authored [online course](#) in a reporting cycle that began November 1, 2020, to ensure that registrants are fully aware of the Code of Ethics and requirements set by the Practice Environment Standard.

Committee members agreed that moving forward, CMTBC will continue to develop practice standards and online courses as key components of the quality assurance aspect of demonstrating continuing competency to the public. The College will also

explore tools to support the quality improvement aspect of continuing competency. Committee members met with a consultant to discuss career span competencies and to explore a model of assessing and building on registrant competencies throughout the range of registrants' career spans.

Criteria for the upcoming two-year continuing education cycle were set, with a commitment to provide credits for evidence-informed education electives for RMTs. Cycle 13 is the thirteenth two-year continuing education cycle since CMTBC introduced the requirement; it runs from November 1, 2020 to October 31, 2022.

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**Jennifer Lie, RMT, Chair**

**Laura Dunkley, RMT**

**Alison Esser, RMT**  
(until May 2020)

**Richard Ingram, RMT**

**Thomas Klie-Cribb, RMT**  
(from June 4, 2020)

**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 2020, the Patient Relations Committee provided important feedback and recommendations during the process of developing the [Practice Environment Standard of Practice](#). The process included an invitation for feedback from members of the profession, members of the public, and other stakeholders. The Practice Environment Standard of Practice was approved by CMTBC’s Board in August 2020 and took effect on January 15, 2021.

The Patient Relations Committee also provided input and recommendations on updates to CMTBC’s [Code of Ethics](#) and incidental revisions to the [Boundaries Standard of Practice](#) in 2020. Those changes took effect on January 15, 2021, following approval by the Board in August 2020.

**Michael Wiebe**, RMT, Chair

**Kristen Burrows**, RMT  
(from August 28, 2020)

**Richard Ingram**, RMT

**Nick Legault**, RMT

**Jennifer Lie**, RMT

**John Olliffe**

**Rachel Shiu**, RMT

**Mary Watterson**

**Stefanie Wong**  
(from August 18, 2020)

# Inquiry Committee

## Mandate

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**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

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In 2020, the Inquiry Committee fulfilled its mandate and duties under the *Health Professions Act* by:

- Investigating the complaints and other matters on its caseload of 81 open files that were carried over from 2019 and 100 new files that were opened in 2020, for a total caseload of 181 files (compared to 137 in 2019);
- 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;

- Disposing of complaints and other matters; and
- Meeting on six occasions to consider whether to impose extraordinary action on a registrant under section 35 of the *Health Professions Act*. The Committee took action in three of the six cases, in two cases by imposing a limit on the registrant's practice of massage therapy and in the third by suspending the registrant.

The charts accompanying this report provide more detail about files opened in 2020, including the types of complaints submitted, and the dispositions made by the Registrar and Inquiry Committee.

Members of the committee attended training sessions in 2020 on trauma-informed practices for investigations. Public members of the committee were offered the opportunity to complete the Boundaries & Consent Standards of Practice course that was developed for CMTBC registrants.

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 2020, four reviews of Inquiry Committee investigations and/or dispositions were concluded by the HPRB, finding the investigations to be adequate and/or the dispositions to be reasonable. Therefore, the HPRB confirmed the Inquiry Committee's dispositions in all four cases.

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**Teresa Budd, Chair**  
(from April 1, 2020)

**Pamela Nonis, RMT, Vice Chair**

**Sheila Cessford**

**Cary Cowan, RMT**  
(from March 1, 2020)

**Lynne Harris**

**Jana Konkin, RMT**

**Robin Perry, RMT**

**Brent Rowland, RMT, Chair**  
(until March 31, 2020)

**Wendy Sanders, RMT**

# 2020 Inquiry Statistics

## 2020 Inquiry Caseload



**100**  
New Files

**81**  
Files carried over  
from 2019



**62**  
Complaints

**36**  
Inquiry Committee-initiated  
investigations

**2**  
Under the Health Professions Act  
"Duty to Report"

### 62 New Complaints by Primary Allegation Type

Professional misconduct of a sexual nature	8	██████████
Professional misconduct other	24	████████████████████
Fraudulent billing	4	██████████
Patient injury/painful treatment	3	██████████
Employment or contractual disputes	3	██████████
Practice outside scope	2	██████████
Charting	2	██████████
Advertising	1	██████████
Other	15	████████████████

### 93 Files Closed

**77**  
Disposed of by  
Inquiry Committee

**16**  
Disposed by Registrar (with  
Inquiry Committee approval)

### 93 Inquiry Dispositions

- 15** Dismissed by the Registrar (with Inquiry Committee approval) (HPA s. 32(3))
- 16** No further action taken – satisfactory conduct/competence (HPA s. 33(6)(a))
- 4** Informal resolution (HPA s. 33(6)(b))
- 31** Reprimand or remedial action by consent (HPA s. 33(6)(c) and s. 36)
- 27** Citation (HPA s. 33(6)(d))

# 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 2020, members of the committee attended training sessions on subjects including trauma-informed practices, cultural competencies, administrative justice, and holding discipline hearings virtually.

Two discipline hearings were held in 2020. The first discipline hearing was held virtually on November 30, 2020. The second hearing was held virtually on December 14 and 15, 2020. As at the time of writing, decisions from those hearings are not yet available.

**Jennifer Lie**, RMT, Chair

**Arny Abramson**

**Nicholas Aubin**

**Audra Coton**

**Evan Jeary**, RMT  
(from August 18, 2020)

**Kevin Murray**

**Elisa Peterson**, RMT  
(from August 18, 2020)

**Rachel Shiu**, RMT

**Michael Wiebe**, RMT

**Carol Williams**

**Stefanie Wong**  
(from August 18, 2020)

# 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 CMTBC's annual 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. 2020 was a challenging year due to the COVID-19 pandemic, which resulted in a lengthy suspension of RMT practice and higher costs in a number of key areas, exam administration in particular. Despite these challenges, CMTBC finished the year in a positive financial position.

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 website](#).

**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

	2020	2019
<b>ASSETS</b>		
Current		
Cash	\$ 4,870,729	\$ 2,414,401
Short-term investments	1,000,000	2,530,941
Accounts receivable	24,156	2,154
Prepaid expenses	185,110	141,962
	<b>6,079,995</b>	<b>5,089,458</b>
Intangible assets (Note 3)	12,835	89,854
Property and equipment (Note 4)	58,928	74,970
	<b>\$ 6,151,758</b>	<b>\$ 5,254,282</b>
<b>LIABILITIES</b>		
Current		
Accounts payable (Note 5)	\$ 302,477	\$ 208,177
Deferred revenue	3,428,260	3,026,750
	<b>3,730,737</b>	<b>3,234,927</b>
Deferred lease inducements	4,876	8,126
Deferred rent	1,625	2,709
	<b>3,737,238</b>	<b>3,245,762</b>
<b>NET ASSETS</b>		
Unrestricted	1,414,520	1,008,520
Internally restricted (Note 6)	1,000,000	1,000,000
	<b>2,414,520</b>	<b>2,008,520</b>
	<b>\$ 6,151,758</b>	<b>\$ 5,254,282</b>

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

	2020	2019
<b>INCOME</b>		
Registration fees	\$ 3,182,898	\$ 2,785,642
Examination fees	426,305	666,925
Registration application fees	59,225	67,875
Other income	42,260	64,320
Interest	54,237	46,831
Fines and assessment fees	28,550	34,300
CMTBC courses	250,230	14,800
	<b>\$ 4,043,705</b>	<b>\$ 3,680,693</b>
<b>EXPENSES</b>		
Office and administration	\$ 1,710,577	\$ 1,597,366
Examinations	458,970	522,627
Complaints and inquiry	401,016	347,560
Quality assurance	269,447	344,396
Discipline	429,535	229,760
Registration and entry to practice	293,816	206,936
Governance	28,833	89,393
Communication and publications	38,872	53,154
Title protection	6,639	11,628
	<b>3,637,705</b>	<b>3,402,820</b>
<b>Excess of income over expenses</b>	<b>\$ 406,000</b>	<b>\$ 277,873</b>

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, 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
Excess of income over expenses	406,000	-	406,000
<b>Balance, December 31, 2020</b>	<b>\$1,414,520</b>	<b>\$1,000,000</b>	<b>\$ 2,414,520</b>

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

# Governance Committee

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## Mandate

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**The Governance Committee develops and recommends to the Board best practices and effective approaches to strategic planning, organizational renewal, organizational conduct, and risk management. Since 2018, the Governance Committee also reviews the composition of, and makes appointments to, other CMTBC committees.**

## Fulfilling the mandate

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In addition to reviewing committee composition and making appointments as necessary, the Committee began to discuss and design a new process for reviewing and evaluating the Registrar/CEO, and it worked with an external consultant to create and develop a new review framework. The Committee also reviewed and discussed the progress of CMTBC's current Strategic Plan. Additional initiatives, such as a review of governance processes, committee terms of reference for CMTBC committees, and new Board meeting procedures, are ongoing subjects of engagement for the coming year.

**Jana Konkin**, RMT, Chair

**Nicholas Aubin**

**Robin Perry**, RMT

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