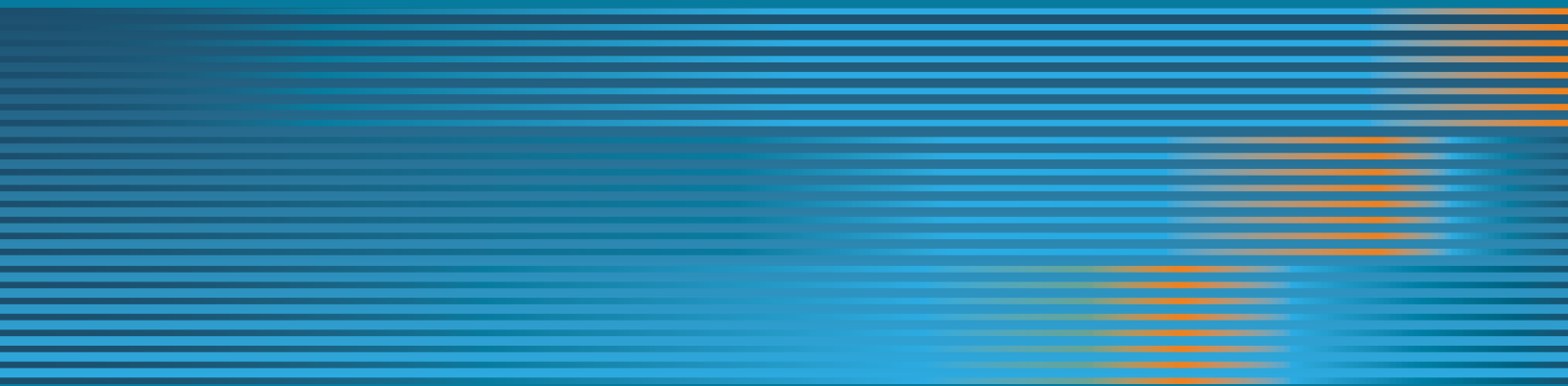


2022 ANNUAL REPORT



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MESSAGE FROM THE BOARD CHAIR



For the past year, I have had the honour to serve as Board Chair for the College of Massage Therapists of British Columbia, which is located on the shared, unceded, ancestral territories of the Musqueam, Squamish, and Tseil-Waututh Nations. The College and its Board acknowledge their presence on this land, with respect and gratitude to the Indigenous Peoples whose land we have the privilege to inhabit and share.

The past few years have been a time of rapid change, with the government's plans for the modernization of health regulatory colleges coinciding with the onset of the COVID-19 pandemic.

In 2022, with the lifting of most COVID-related public health orders, we have been able to turn our attention back to preparing for the implementation of the new *Health Professions and Occupations Act*, and the amalgamation of a number of health colleges, including CMTBC. While this will no doubt be a complex process, CMTBC's Board fully supports the policy goals of these changes, including increased transparency of regulatory processes

and an even stronger emphasis on the public interest in health regulation.

As a publicly-appointed Board member and Board Chair, I have been inspired by my predecessor, Robin Perry, and have striven to carry on the example he set of calm and steady leadership. Having experienced the operation of the Board and committees first-hand, I can say with certainty that all Board and committee members – whether elected or appointed – act with integrity and with the public interest at the forefront of their minds. Board members each bring their own perspectives and experiences to the table, and those diverse and distinct perspectives are welcomed. Board meetings are collegial and productive, with respectful dialogue that allows for all voices to be heard, and ultimately results in good governance. I have come to have a great appreciation for the regulatory challenges faced by self-regulated professions, and I know that the CMTBC Board is ready to take on the challenges we will face in the coming years.

As a Board, we are working to ensure and support the goals of increased transparency, public protection, and equity of access to treatment in health care of all kinds. In 2022, the Board made a [public statement](#) expressing its ongoing commitment to educate

Board members, committee members, and staff in cultural safety and humility, unconscious bias, and trauma-informed care; the Board also committed to a continuing evaluation of its structure, standards, and processes with respect to Indigenous Peoples. In September 2022, the Boards of CMTBC and RMTBC held a joint training day on “Working Effectively with Indigenous Peoples,” conducted by Bob Joseph and Rob Everson. We look forward to continuing these important commitments in the coming years. See the feature story on the training and other CMTBC Indigenous cultural safety and humility initiatives on page 5.

If you have not yet had the opportunity to join us and attend a public meeting of the Board, I encourage you to set some time aside to watch your Board members in action: you will not be disappointed. Over the years, CMTBC's Board has built a strong culture not only of respectful dialogue, but also of a firm and unwavering focus on serving the public interest through regulation. It has been a pleasure and an honour for me to be able to be a part of that work.

A handwritten signature in black ink, appearing to read 'D Charrois', written in a cursive style.

Deborah Charrois
Chair, CMTBC Board



MESSAGE FROM THE REGISTRAR

As I reflect on the past year in preparation for my sixth annual report as CMTBC's Registrar and CEO, I realize that four of my five previous Registrar's reports have touched on the theme of regulatory modernization of BC's health regulatory colleges. Although this is a large and complex topic, the policy intent of modernization is aimed at achieving a number of complementary goals, including increasing regulators' focus on public safety and the public interest, reducing the potential role for professional self-interest in regulatory decision-making, and creating regulatory structures that better support patients' complex and interdependent health care needs in the 21st century.

Proposals for regulatory modernization began with Harry Cayton's review of the *Health Professions Act* (HPA) in 2018 and the release of [Mr. Cayton's report](#) in 2019, and continued with the release of Health Minister Adrian Dix's Steering Committee reports in [2019](#) and [2020](#).

Amalgamation of BC health regulatory colleges has been anticipated since the release of those reports. Among

the Steering Committee's reports' recommendations, which the BC Government is moving forward with, is amalgamating seven colleges into a new college named the Regulatory College of Allied Health and Care Professionals, and amalgamating four other colleges — including CMTBC — into a new college named the Regulatory College of Complementary and Alternative Health and Care Professionals.

However, the world changed in March 2020 with the advent of the COVID-19 pandemic, and this meant the deployment of resources to the immediate priority of responding to a global public health emergency. While regulatory modernization continued to progress in the background, dealing with the pandemic took precedence.

In October 2022, the government introduced Bill 36, the new *Health Professions and Occupations Act* (HPOA), to replace the HPA. The HPOA received Royal Assent and was passed into law on November 24, 2022, but it will likely be some time before the HPOA comes into force, as many other pieces need to be put in place before the new legislation can function as intended.

One of those moving parts is the amalgamation of CMTBC into the new complementary and alternative health and care college, together with the colleges that current regulate naturopathy, chiropractic, and traditional Chinese medicine and acupuncture.

In parallel with that amalgamation, colleges regulating physical therapists, occupational therapists, dietitians, optometrists, opticians, speech and hearing professionals, and psychologists will merge into the new college of allied health and care professionals.

The colleges to be amalgamated have been preparing for the future by holding numerous meetings to discuss possible approaches to the amalgamation process. Regardless of how that future unfolds, it is clear that amalgamation, and implementation of the HPOA, will be a long and complex multi-year journey.

In the meantime, CMTBC continues to fulfill its mandate of protecting the public by setting and enforcing standards for safe, effective, and ethical massage therapy care, while also responding to new societal and policy directions that are becoming increasingly important both inside and outside the treatment room.

For example, and to continue its commitment to advance cultural safety and humility among regulated health professionals, CMTBC created and posted educational and practice resources for RMTs aimed at helping RMTs embed cultural safety and humility into their massage therapy practices. The resources were shared in conjunction with the second annual National Day for Truth and Reconciliation.

At the same time, CMTBC's Board issued a public statement committing itself to the ongoing work of educating registrants, staff, Board members, and committee members about the history and legacy of colonialism, and its harmful impacts on Indigenous peoples, which include their ability to have equal access to health care and positive health outcomes. The Board is strongly committed to continuing

its work in this area. See the feature on CMTBC's Indigenous cultural safety and humility initiatives on page 5.

2022 also marked the end of the last of CMTBC's traditional two-year continuing education cycles. A model of quality assurance that primarily consists of completing continuing education activities is no longer up-to-date with best practices in regulation and evidence on continuing competence. In 2022, the College continued its work on the design of a new quality assurance program that is based on best practices and current evidence on continuing competence, and supports CMTBC's mandate to protect patient safety; development will continue throughout 2023. The College also has plans to continue to develop and update professional standards for RMTs, and this work will continue in 2023 and beyond.

Finally in 2022, CMTBC maintained the College's focus on public safety by managing a substantial Inquiry Committee caseload of 216 files, including matters forwarded to the Discipline Committee. In 2022, four discipline hearings were held, and Discipline Committee panels issued reasons in respect of three discipline hearings held in 2021 and 2022. For information on Discipline Committee decisions, see the Discipline Committee report on page 17.

At the end of the day, whether CMTBC is a standalone massage therapy

regulator, or is amalgamated into a new multi-profession regulatory college, what really matters is that BC patients can continue to receive the safe, effective, and ethical care that BC RMTs provide every day. As the Registrar and CEO of CMTBC, I am proud to work with a dedicated and capable group of staff, Board members, and committee members who are passionately devoted to continuing this important work.



Eric Wredenhagen
Registrar & 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.

2022 BOARD OF DIRECTORS

CHAIR

Deborah Charrois

Public Representative
(Chair from April 2022)

Robin Perry, RMT

(Chair to April 2022)

VICE-CHAIR

Barbara Martin

Public Representative
(from March 2022;
Vice-Chair from April 2022)

Jana Konkin, RMT

(to April 2022)

MEMBERS

Emily Bissonnette, RMT

Kristen Burrows, RMT

Joti Dhesi

Public Representative

Laura Dunkley, RMT

Jonathan Norton, RMT

(from March 2022)

Harman Pandher

Public Representative

Michael Wiebe, RMT

(from February 2022)

Cultural safety and humility:

laying the groundwork with education and moving forward with a Standard of Practice

Supporting Indigenous cultural safety and humility in health care is an important commitment for BC health regulatory colleges, including CMTBC. Each health regulator has determined a way to move forward with that commitment. CMTBC has chosen to begin by following a path grounded in education and an understanding of history, which is now leading to the development of a Standard of Practice.

In November 2020, the BC Ministry of Health commissioned a review of Indigenous-specific racism in the provincial health care system. The review resulted in the release of a report entitled *In Plain Sight: Addressing Indigenous-Specific Racism and Discrimination in B.C. Health Care*, which outlined 24 recommendations. “The *In Plain Sight* report made it clear that there were significant issues with Indigenous-specific racism and disparate treatment of Indigenous peoples in health care generally,” says Eric Wredenhagen, CMTBC Registrar and CEO.

There were previous landmarks addressing Indigenous-specific racism in Canada. In 2019, the BC Government passed the *Declaration*

on the Rights of Indigenous Peoples Act. In 2015, the Truth and Reconciliation Commission of Canada was established to document the legacy of the Indian residential school system. The Commission’s final report includes 94 calls to action aimed at reconciliation.

In this provincial and federal context, the CMTBC Board and staff members have deeply examined how the College can address Indigenous-specific racism in health care. It began with education. In February 2022, CMTBC Board and staff members, along with guests from other regulatory colleges, attended a presentation — “*Full Circle: A History of Indigenous and Non-Indigenous Relations in Canada*” — delivered by Max Faille and Aaron

Christoff, partners in Gowling WLG’s Indigenous Law Group.

In September 2022, Board and staff members of CMTBC and the Registered Massage Therapists Association of BC (RMTBC) attended a one-day training session: “*Working Effectively with Indigenous Peoples*.” The main presenter was Bob Joseph, author, founder and President of Indigenous Corporate Training, and member of the Gayaxala (Thunderbird) clan and Gwawaenuk First Nation. Rob Everson — Hereditary Chief of the Gígal’ga m ‘Walas Kwagu’ł and member of the K’omoks First Nation — also contributed to the session, which included time for discussion among the participants and was well-received by all who attended.



Gordon MacDonald (Executive Director, RMTBC), Bob Joseph (author, and founder and President, Indigenous Corporate Training), and Eric Wredenhagen (Registrar & CEO, CMTBC).

Jointly participating in the training with RMTBC was unprecedented and noteworthy. “We have a common objective and a common interest in making massage therapy more accessible and safer for Indigenous peoples,” says Mr. Wredenhagen.

Also in September 2022, CMTBC launched a new [Cultural Safety & Humility section](#) of the College’s website as a resource for registrants to support meaningful engagement and learning with respect to Indigenous anti-racism and cultural safety and humility. The resource includes:

- An [Introduction and Commitment to action](#), which includes a commitment to action from the CMTBC Board on addressing the consequences of intergenerational abuse and trauma of Indigenous peoples.
- A [Timeline](#) that provides a history of institutional and systemic racism directed at Indigenous Peoples.
- An [Applications to Practice](#) page that provides RMTs with guidance on how principles of cultural safety and humility can be applied to massage therapy practice.
- [Selected Resources](#) for learning more about cultural safety and humility.

The Timeline and Applications to Practice pages were created in partnership with a cultural safety consultant, along with elders and artists of the Syilx/Okanagan Nation.

CMTBC developed and launched the website resource before developing a Standard of Practice because “we felt that everyone needed to start with the same foundational understanding of history,” says Kate Parisotto, CMTBC Deputy Registrar/Director, Inquiry, Discipline and Quality Assurance. “We wanted to start from the perspective of education and providing a useful practice resource as opposed to starting from the creation of a standard,” adds Mr. Wredenhagen.

Designing the resource with visual elements in the Timeline and Applications to Practice pages, along with the distinctive orange colour that’s a meaningful symbol of National Day for Truth and Reconciliation, has helped make the information accessible. “We wanted people of different learning styles to be able to absorb the key information without an undue amount of effort,” says Mr. Wredenhagen.

Feedback from RMTs about the resource has been very supportive. “RMTs have said that they really appreciate it,” says Alison Esser, CMTBC Manager of Practice

Development & Support. “RMTs have expressed that while they’ve learned a lot about Indigenous cultural safety and humility, they realize that they still need to learn more, and they’re interested to know what more they can do.”

The Indigenous training participated in by CMTBC Board and staff members, and the website resource introduced by the College, lay the groundwork for developing a Cultural Safety & Humility Standard of Practice, a process that began in 2022. This new standard will follow the groundbreaking work done by the College of Physicians and Surgeons of BC and the BC College of Nurses and Midwives.

There are other ways CMTBC is meeting its commitment to Indigenous cultural safety and humility. In the previous Quality Assurance cycle, Cycle 13, the College approved nine courses focused on Indigenous cultural safety and humility that were eligible for continuing education credits (CECs).

“We will keep building on the work that has been done,” says Mr. Wredenhagen. “There is much more work to do in ensuring the principles of cultural safety and humility and Indigenous-specific anti-racism find their place in every part of the health care system, including regulation.”

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 Practising status, in accordance with the *Health Professions Act* and CMTBC's Bylaws.

FULFILLING THE MANDATE

Two registration examinations were held in 2022: March and September. Both the March and the September examinations were administered within safety guidelines for COVID-19 developed in consultation with CMTBC's medical expert, consistent with orders and guidance provided by BC's Provincial Health Officer. Candidates' results at the 2022 registration examination, listed by stream-of-entry, are on pages 8-9 of the Annual Report.

In 2022, the Registration Committee held meetings primarily through videoconference. At those meetings, the Registration Committee reviewed and considered reinstatement requests from former and Non-practising registrants and considered whether applicants met the good character and fitness to practice requirements.

Joti Dhesi, Chair

Jane Abbott, RMT
(until September 2022)

Nicholas Aubin

Thomas Klie-Cribb, RMT
(until February 2022)

Jonathan Norton, RMT
(from September 2022)

Aisha Ohene-Asante

Harman Pandher
(from September 2022)

Wendy Sanders, RMT
(from September 2022)

Michael Wiebe, RMT
(from February 2022)

Results of 2022 candidates' first attempt at CMTBC registration examination

Stream of Entry	Number of Participants (First attempt only)	Number of Participants Who Passed Registration Exam ¹ (First attempt only)	Percentage of Participants Who Passed Registration Exam (First attempt only)
OVCMT	50	44	88%
VCMT	123	106	86%
WCCMT – New Westminster	72	68	94%
WCCMT – Victoria	76	65	86%
VaCC – Burnaby	55	40	73%
Langara	56	50	89%
CDI – South Surrey	14	10	71%
KCCIHS	10	6	60%
Camosun	15	7	47%
First College	8	7	88%
Total All Streams	489²	409³	84%

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

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

Camosun

Camosun College, Massage Therapy program – Victoria

First College

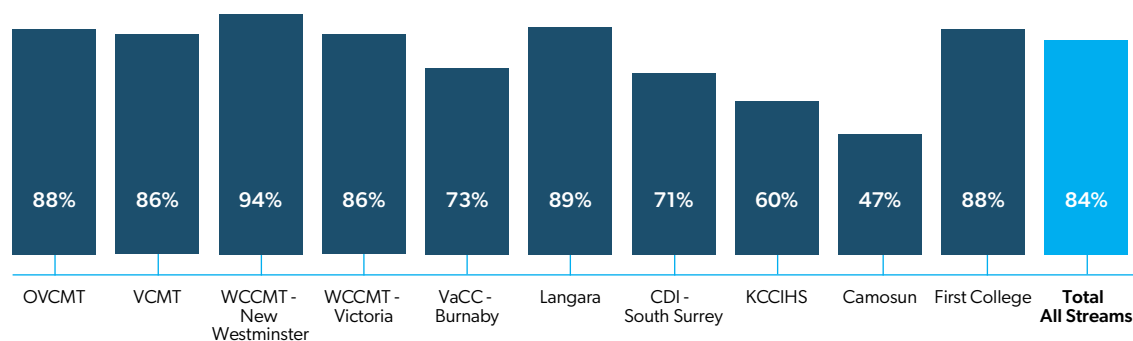
First College, Registered Massage Therapy program – Kelowna

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

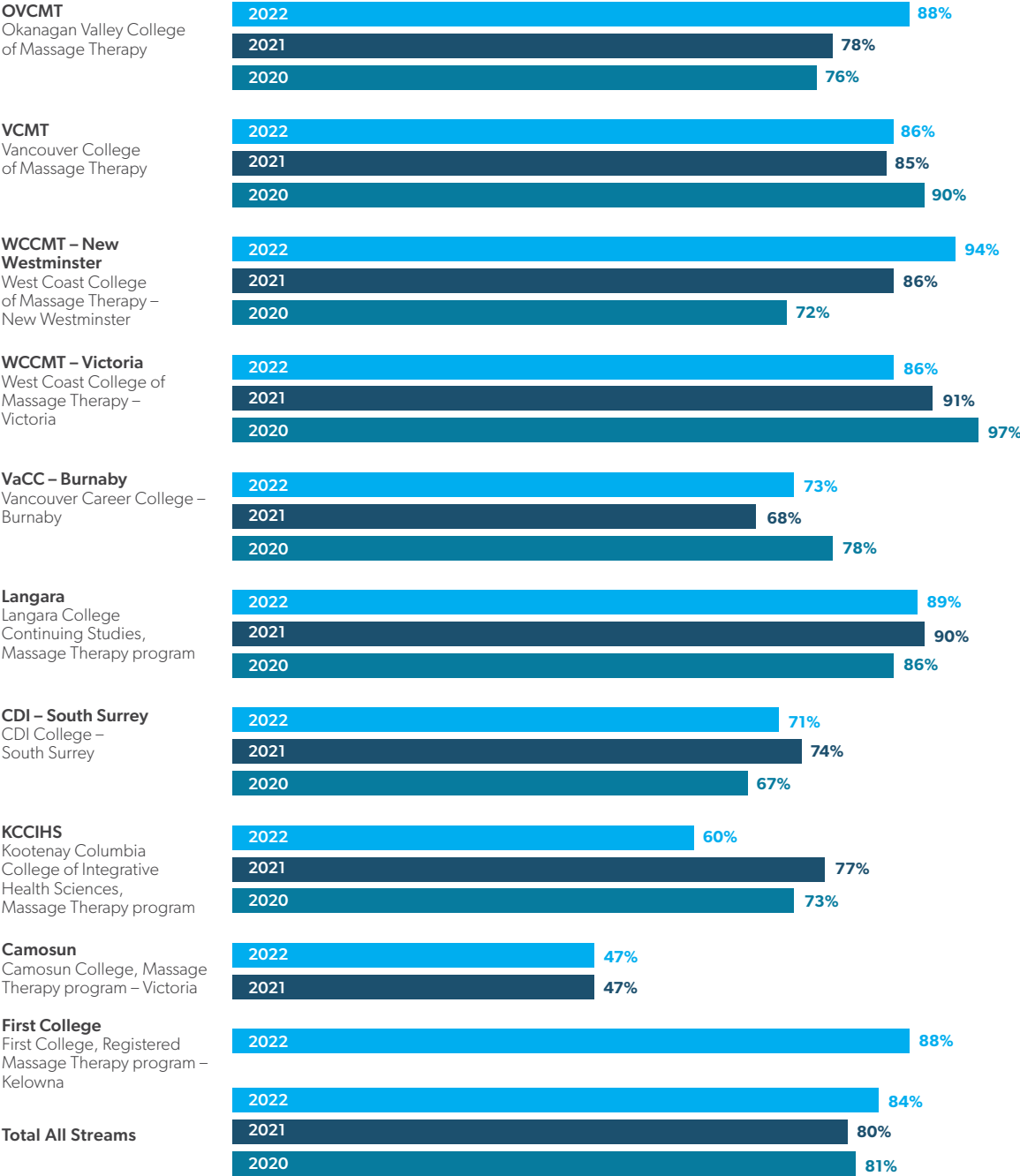
² Represents all candidates who completed the registration examination from all streams of entry. To protect the anonymity of individual candidates, streams of entry with 10 or less participants are not itemized. An arithmetic tally of participants equals 479. An additional 10 participants qualified for the examination, and they are represented in the number 489.

³ 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 403. The total reported of 409 includes six individuals from an anonymized stream.

Percentage of 2022 participants who passed registration exam



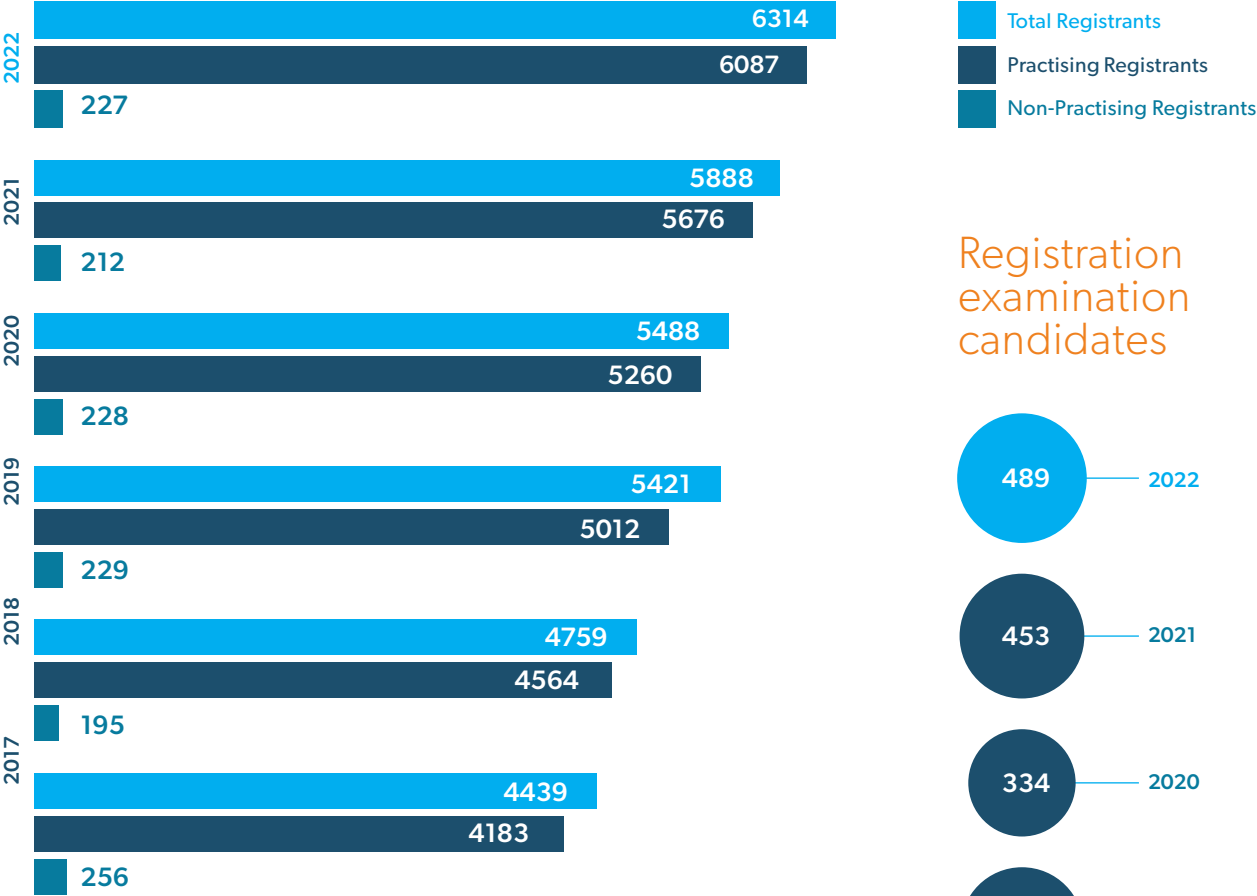
Percentage of 2020-2022 participants who passed registration exam



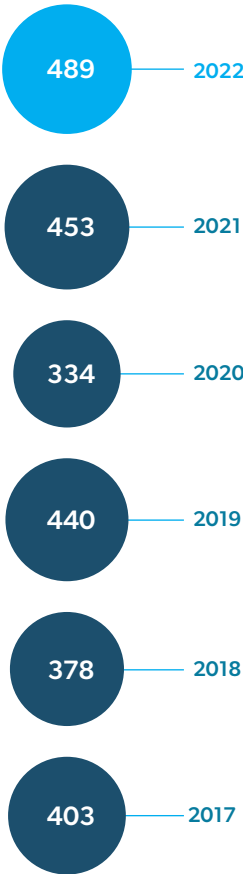
Results from 2020-2022 registration examinations are on CMTBC’s [Registration Examination Results](#) webpage.

2022 REGISTRATION STATISTICS

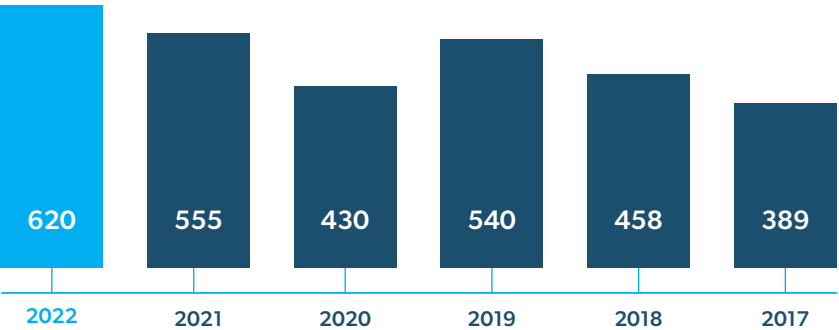
Status and total number of registrants



Registration examination candidates



New registrants



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 reviewing standards of professional practice.

FULFILLING THE MANDATE

In 2022, registrants completed requirements towards continuing education electives in Cycle 13 of the Quality Assurance program. From January to September 2022, course providers and registrants could apply for approval of continuing education activities under the newly developed evidence-informed practice (EIP) criteria for continuing education electives. In the approval process,

continuing education electives – such as hands-on courses and conferences – were assessed against the EIP criteria, including if a course was supported by recent published research and taught by an approved instructor.

All registrants, Practising and Non-practising, completed the College-authored online course “Documentation in Massage Therapy Practice” as a requirement for 2023 registration renewal. The course aimed to ensure that RMTs understand the purpose and importance of proper documentation in massage therapy practice, including Schedule E of the Bylaws, the Code of Ethics, and the requirements for documentation contained in the Boundaries, Consent, and Practice Environment standards of practice, as well as the basic components and requirements of the *Personal Information Protection Act* (PIPA). While course completion was required in 2022 for registration renewal, the course was not a Cycle 13 requirement, meaning RMTs did not receive credits towards Cycle 13 for completion of the course. Rather, the course was launched as part of changes to CMTBC’s Quality Assurance program.

In May 2022, CMTBC advised registrants (through newsletters and the College website) of upcoming changes to the Quality Assurance program that involve moving away from the current model consisting primarily of requirements for completion of continuing education activities, to a multi-stream program that promotes quality improvement and high professional practice standards. In fall 2022, the Quality Assurance Committee approved a timeline for development and implementation of the redesigned Quality Assurance program. Further development of the redesigned Quality Assurance program, including consultation and communication with registrants, will continue throughout 2023.

Jennifer Lie, RMT, Chair

Emily Bissonnette, RMT

Laura Dunkley, RMT

Richard Ingram, RMT

Sue Murphy

Harman Pandher

Marilynne Waithman

Jana Konkin, RMT

(from September 2022)

Alison Esser (Manager of Practice Development & Support, CMTBC) and Jane Abbott (Practice Advisor, CMTBC).



CMTBC Practice Advice: empowering RMTs to understand their professional obligations

At a CMTBC annual general meeting, an RMT suggested that the College formally offer registrants an ongoing service providing practice advice about meeting regulatory requirements. When CMTBC Registrar and CEO Eric Wredenhagen heard that suggestion, he thought it was an excellent idea.

CMTBC was already providing the service on an ad hoc basis. “Senior staff at CMTBC were fielding calls and questions fairly regularly about practice requirements, and how to apply the Bylaws, Standards of Practice, and Code of Ethics,” says Mr. Wredenhagen. “It was clear that there was enough of an interest and need that it made sense to create a dedicated role.”

So the College proceeded with planning to add a Practice Advisor to the CMTBC staff. After consulting with other health regulatory colleges that provide practice advice — including the College of Massage Therapists of Ontario and regulators of other health professions in BC — CMTBC budgeted and recruited for the position. RMT Alison Esser started working as Practice Advisor for the College in June 2020.

Communicating the new position in the CMTBC newsletter and website, informing the Registered Massage Therapists Association of BC about the Practice Advisor role, and word-of-mouth ensured RMTs knew about the service, and uptake steadily increased. The COVID-19 pandemic prompted numerous questions to the Practice Advisor. In 2021, there were approximately 1,000 interactions with registrants who asked for practice advice.

While COVID-related questions gradually decreased in 2022, requests for practice advice about various regulatory requirements continued. In October 2022, RMT Jane Abbott began as a part-time Practice Advisor for CMTBC, working together with Ms. Esser, now Manager of Practice Development & Support, who continues to provide practice advice in addition to working on the College's Quality Assurance program.

Practice advice is provided by email, on the phone, and through video conferencing, to individual RMTs and sometimes groups of RMTs. Topics that RMTs ask about are diverse: charting, obtaining consent, scope of practice, and CMTBC Standards of Practice are among the many aspects of College requirements that are discussed as part of practice advice.

"Practice advice is a way to help bridge what is written in the Standards of Practice, Bylaws, and Code of Ethics, and make it applicable to an RMT's practice," says Ms. Esser. "We help direct RMTs to what Standard of Practice, Bylaw, or part of the Code of Ethics they need to be mindful of given the question that they're posing to the College."

There's a key point about practice advice: "We can't provide them with legal advice or specific advice on what to do in a situation, but we can talk to them about where their professional obligations lie," says Ms. Esser. An RMT, for example, could ask about what to do with clinical records if the person is leaving a clinic and joining another one. "We could say, 'The Bylaws in this section say that you have to maintain your records

for 16 years or transfer them. Let's look at those Bylaws together so you understand what your professional obligation is and what your choices are.' Then the RMT has to take that information away and ultimately make their decision about what path they will take."

Therefore, practice advice provides parameters for RMTs to consider instead of specific instructions. "Our approach is not to tell people to do A, B, or C," says Mr. Wredenhagen. "Through the practice advice program, the College helps RMTs think about: What do I need to be considering? What are the appropriate factors to bear in mind? What am I aiming at with this decision?"

While it would be difficult to verify whether practice advice contributes to prevention of complaints, as Mr. Wredenhagen notes: "If the right advice at the right time prevents a complaint from happening, that's good for everybody, and most importantly, it's good for the patient."

"I see practice advice as really important to fulfilling CMTBC's role as a regulator to be able to provide practical and concrete guidance about what the Standards of Practice, Bylaws, and Code of Ethics mean in the context of practice, because that's ultimately the environment we're most concerned about: the point of contact between the RMT and the patient."

Feedback from RMTs about the College's practice advice service has been very positive. Practitioners in rural and remote areas, for example, have expressed appreciation for the support. "Some of the most rewarding conversations I've had as a Practice Advisor have involved talking to RMTs in remote locations who don't have a lot of colleagues to ask questions," says Ms. Esser.

"Our goal as Practice Advisors when speaking with RMTs is to let them know that we're here to answer their questions and make them feel comfortable that they can reach out for assistance if they need to," she adds. "They're really happy to have someone to talk to who is an RMT."

Ms. Abbott has heard similar feedback. "They're pleased that they can connect with another RMT who's not just regurgitating rules," she says. "Because we've been in the same role that they are in, we can help put requirements in context." She adds: "I've had really pleasant, wonderful conversations with people. They seem to really appreciate being able to connect with a Practice Advisor."

To request practice advice, RMTs can email practiceadvice@cmtbc.ca or call 604.736.3404 or 1.877.321.3404 (toll-free) and select extension 301.

INQUIRY COMMITTEE

MANDATE

The Inquiry Committee is established under section 19(1)(t) of the *Health Professions Act*, and is made up of registered massage therapists and public representatives. The Inquiry Committee addresses public complaints about the conduct and competence of RMTs, in accordance with CMTBC's mandate to protect the public and Part 3 of the *Health Professions Act*. The Inquiry Committee is specifically tasked in the *Health Professions Act* with employing complaint and investigation processes that are transparent, objective, impartial, and fair.

FULFILLING THE MANDATE

The Inquiry Committee fulfills its mandate and duties under the *Health Professions Act* by:

- investigating the complaints and other matters on its caseload;
- 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
- imposing extraordinary action on a registrant under section 35 of the *Health Professions Act*, where it is necessary to protect the public.

In 2022, the Inquiry Committee had a total caseload of 216 files. Of the 114 files opened in 2022, 71 were complaints from members of the public, other health professionals, or other entities.

The charts accompanying this report (see pages 15-16) provide more detail about the files opened in 2022.

Teresa Budd, Chair
Pamela Nonis, RMT
Vice Chair
Sheila Cessford
Cary Cowan, RMT
Lynne Harris
Jana Konkin, RMT
Barbara Anne Martin
(from June 2022)
Robin Perry, RMT
Wendy Sanders, RMT

INQUIRY COMMITTEE

In 2022, the Inquiry Committee disposed of (made decisions about the outcome of) 62 files, and also approved 31 dispositions by the Registrar, for a total of 93 files concluded in 2022. Through its investigation, the Inquiry Committee determines the best way to conclude a file in the public interest. The Inquiry Committee has four options for resolving complaints. The Committee may:

1. take no further action if the RMT's conduct or competence was satisfactory, or if the information provided does not rise to a level that makes a reasonable case for further action by the College;
2. act informally to resolve the matter between the complainant and the RMT, by taking any action the Inquiry Committee considers appropriate, for example by issuing a letter of expectation;
3. reach a voluntary formal undertaking and consent agreement with the RMT (measures that may be required under a formal undertaking and consent agreement include reprimands, specified educational courses, limits/conditions on practice, or suspensions); or
4. direct a citation for a discipline hearing before the College's Discipline Committee.

After a citation is issued, the registered massage therapist may still make a proposal to the Inquiry Committee to

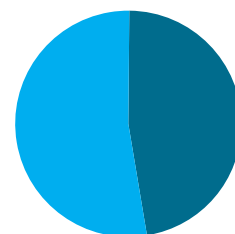
resolve the citation. In 2022, the Inquiry Committee accepted two proposals and issued consent orders consistent with the proposals, with the result that a discipline hearing was no longer necessary. Specifically:

- On May 4, 2022, the Inquiry Committee issued a consent order based on admissions of professional misconduct and unprofessional conduct by a (now former) registrant, Dennis Desrochers, relating to his conduct towards seven female patients, which included undraping each patient to her waist and exposing her breasts without informing the patient in advance of disrobing and draping options, which is a requirement for obtaining the patient's full informed consent to undraping.
- On June 29, 2022, the Inquiry Committee issued a consent order based on admissions of professional misconduct by a former registrant, Paul Christopher, relating to his statements and actions during a massage therapy treatment of a female patient.

The charts accompanying this report provide more detail about files concluded in 2022, including the types of outcomes.

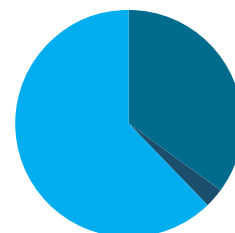
2022 Inquiry Caseload

216
Total Files



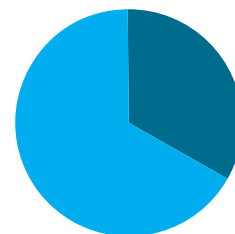
114 New files
102 Files carried over from 2021

114
New Files



71 Complaints
40 Inquiry Committee-initiated investigations
3 Under the *Health Professions Act* "Duty to Report"

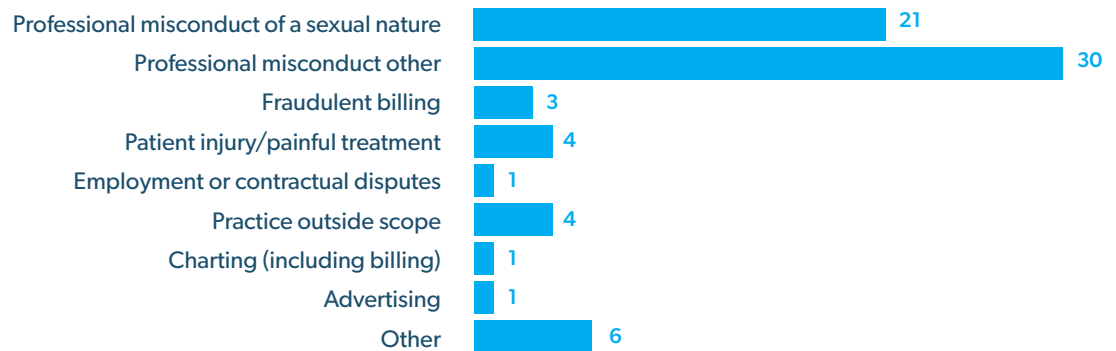
93
Files Closed



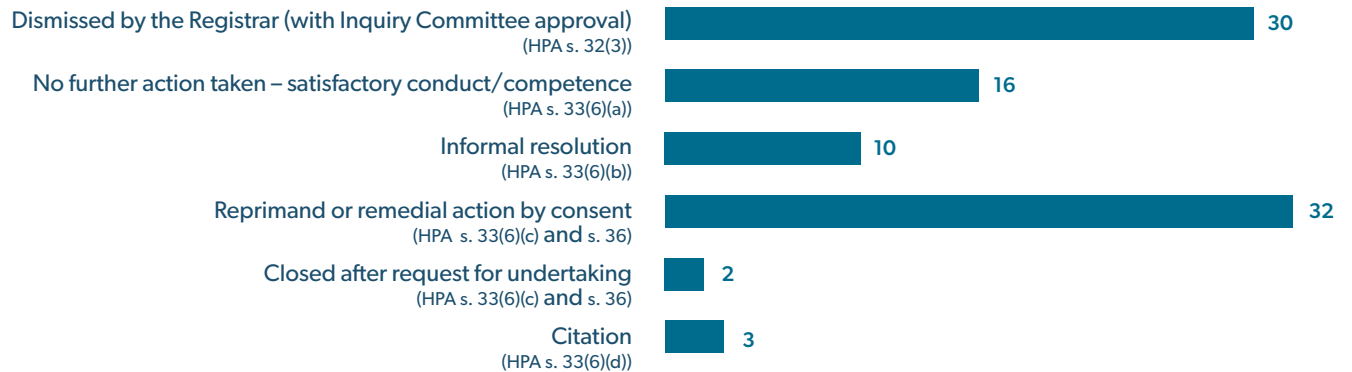
62 Disposed of by Inquiry Committee
31 Disposed of by Registrar (with Inquiry Committee approval)

2022 INQUIRY STATISTICS

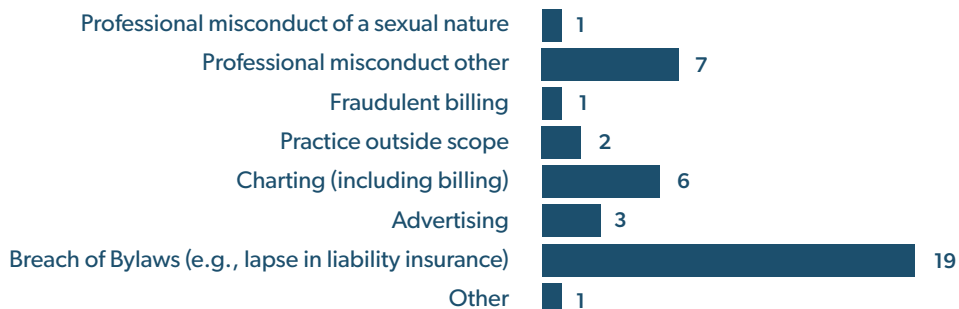
71 New Complaints by Primary Allegation Type



93 Inquiry Dispositions



40 New Inquiry Committee-Initiated Investigations 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

Four discipline hearings were held in 2022. The first discipline hearing was held virtually on February 22, 2022 (having continued over from December 15, 2021). The second discipline hearing was held virtually on April 12-13, 2022. The third was held in-person on May 16-20, 2022. The fourth hearing was held virtually on December 12, 2022. As at the time of writing, decisions from three of those hearings are not yet available.

Additionally, in 2022, Discipline Committee panels issued reasons in respect of three discipline hearings held in 2021 and 2022:

1. In the first, Steven Anderson, a former registrant who was the subject of the discipline hearing, was found by a Discipline Committee panel to have committed professional misconduct (including sexual misconduct) and unprofessional conduct in relation to five female patients and one male patient. The panel stated in its decision, dated October 20, 2022, that:

Jennifer Lie, RMT, Chair
Arny Abramson
Nicholas Aubin
Emily Bissonnette, RMT
Deborah Charrois
Evan Jeary, RMT
Elisa Peterson, RMT
Rachel Shiu, RMT
Marilynne Waithman
Michael Wiebe, RMT
Stefanie Wong

- This is one of the most serious cases to ever come before it due to the nature and gravity of multiple instances of misconduct involving many different patients extending over a period of years.
- Sexual misconduct is a particularly serious form of misconduct because it involves breach of trust and abuse of patients, and that Mr. Anderson's sexual misconduct was at the most serious end of the spectrum because of the areas involved and the manner of touch.
- Mr. Anderson had engaged in other forms of misconduct, including
 - practicing outside of his scope of practice by performing internal massage work;

- making a medical diagnosis;
- misleading the College by withholding his original records and creating new typewritten records which were materially different from his original document;
- obstructing the College’s investigator contrary to the Act and failing to respond to inquiries and directions from the College in a professional and responsive way.
- The panel ordered that Mr. Anderson’s registration with CMTBC be cancelled as of October 20, 2022, and further ordered that he:
 - be prohibited from applying for reinstatement of his registration with CMTBC for 15 years, that is until October 20, 2037;
 - pay a fine in the amount of \$10,000; and
 - pay costs to CMTBC in the amount of \$54,946.67.

[CMTBC public notice on Steven Anderson: findings, decisions, and reasons.](#)

2. In the second, Leonard Krekic, a former registrant who was the subject of the discipline hearing, was found by a Discipline Committee panel to have committed professional misconduct (including sexual misconduct) and unprofessional conduct in relation to six female patients. The panel stated in its decision, dated December 21, 2022, that:

- This is one of the most serious cases to ever come before the Discipline Committee due to the nature and gravity of multiple instances of misconduct involving many different patients extending over a period of years.
- Sexual misconduct is a particularly serious form of misconduct because it involves a breach of trust and abuse of patients. The duration and frequency of Mr. Krekic’s sexual misconduct was serious, and its impact on the complainants was profound.
- Mr. Krekic had engaged in other forms of misconduct, including
 - hugging two patients whom he also touched sexually;
 - making inappropriate personal disclosures and having inappropriate faith-based conversations with three patients whom he also touched sexually;
 - entering into a close personal relationship with a much younger patient for his personal and financial gain;
 - breaching a section 35 order of the Inquiry Committee of the College;
 - failing to promptly provide records to the College when requested thereby delaying and frustrating the College’s investigation; and
 - knowingly practicing as an RMT without professional liability insurance, and therefore, exposing his patients to harm.
- The panel ordered that that Mr. Krekic’s registration with CMTBC be

cancelled as of December 21, 2022, and further ordered that he:

- Be prohibited from applying for reinstatement of his registration with CMTBC for 25 years, that is until January 1, 2048;
- Pay a fine in the amount of \$10,000; and
- Pay costs and disbursements to CMTBC in the amount of \$95,952.51.

[CMTBC public notice on Leonard Krekic: findings, decisions, and reasons.](#)

3. In the third, Michelle Gaudet, a former registrant who was the subject of the discipline hearing, was found by the Discipline Committee panel to have committed unprofessional conduct in relation to allegations regarding Ms. Gaudet’s failure to attend an interview required by the College, as well as her failure to respond in a professional, responsive, and timely manner to inquiries, requests, and directions from the College in relation to the required interview.

Following the issuance of a November 28, 2022 decision, the panel, as required by law, requested submissions in writing from the College and Ms. Gaudet regarding the appropriate penalty and costs. When the panel has issued a decision regarding penalty and costs, a CMTBC public notice on Ms. Gaudet will be updated.

[CMTBC public notice on Michelle Gaudet: findings.](#)

FINANCE & AUDIT COMMITTEE

Deborah Charrois, Chair
Nicholas Aubin
Emily Bissonnette, RMT
Conrad Chevalier, CPA
Ashley Leighton, RMT
Catherine Ryan, RMT
(to November 2022)

MANDATE

The Finance & Audit Committee supports the Board by providing ongoing detailed review and scrutiny of the College's finances. While the Board bears the ultimate responsibility for financial oversight, the Committee's monitoring of financial matters 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 throughout the year. The College had projected essentially a "break-even" budget for 2022, but due in large part to lower than expected discipline expenses, 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 20-22 of the annual report and are posted in full on [CMTBC's website](#).

FINANCIAL STATEMENTS AT A GLANCE

STATEMENT OF FINANCIAL POSITION

December 31

	2022	2021
ASSETS		
Current		
Cash	\$ 1,131,595	\$1,162,290
Short-term investments	7,100,000	5,500,000
Accounts receivable	25,256	6,349
Interest receivable	34,975	-
Prepaid expenses	41,595	84,481
	8,333,421	6,753,120
Property and equipment (Note 3)	33,177	59,370
	\$8,366,598	\$6,812,490
LIABILITIES		
Current		
Accounts payable	\$ 252,256	\$ 136,216
Deferred revenue	4,454,700	3,627,750
	4,706,956	3,763,966
Deferred lease inducements	-	1,625
Deferred rent	-	542
	4,706,956	3,766,133
NET ASSETS		
Unrestricted	1,659,642	1,046,357
Internally restricted (Note 4)	2,000,000	2,000,000
	3,659,642	3,046,357
	\$8,366,598	\$6,812,490

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

Year ended December 31

	2022	2021
INCOME		
Registration fees	\$3,596,606	\$3,412,925
Examination fees	869,525	817,950
CMTBC courses	668,700	591,560
Registration application fees	82,331	81,625
Other income	61,190	68,965
Fines and assessment fees	47,374	27,600
Interest	76,621	8,790
	5,402,347	5,009,415
EXPENSES		
Office and administration	2,732,113	1,730,649
Examinations	632,462	616,804
Discipline	478,357	991,417
Quality assurance	329,836	317,119
Complaints and inquiry	306,073	323,947
Registration and entry to practice	231,706	300,944
Governance	38,435	39,035
Communication and publications	23,320	37,025
Title protection	16,760	20,638
	4,789,062	4,377,578
Excess of income over expenses	\$ 613,285	\$ 631,837

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

Year ended December 31

	Unrestricted	Internally restricted financial reserve (Note 4)	TOTAL
Balance, December 31, 2020	\$1,414,520	1,000,000	\$2,414,520
Excess of income over expenses	631,837	-	631,837
Transfer	(1,000,000)	1,000,000	-
Balance, December 31, 2021	1,046,357	2,000,000	3,046,357
Excess of income over expenses	613,285	-	613,285
Transfer	-	-	-
Balance, December 31, 2022	\$1,659,642	\$2,000,000	\$3,659,642

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

GOVERNANCE COMMITTEE

MANDATE

The role of CMTBC's Governance Committee is to review, develop, and recommend 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

The composition of the Governance Committee is determined by the Bylaws and is made up of the Board Chair (who is not necessarily the Chair of the Governance Committee), the Board Vice-Chair, and one other Board member. Although CMTBC has previously had a publicly appointed Board Chair, from April 2022, for the first time in CMTBC's history, both the Board Chair and the Vice-Chair (who are selected by the Board as a whole) were public appointees. With this milestone, the composition of the current Governance Committee is comprised of two public appointees and one elected board member, reflecting CMTBC's strong commitment – at all levels – to ensuring professional regulation is truly focused on the public interest above all else.

The Governance Committee identified a number of key strategic and governance priorities for 2023 and beyond, including advancing the College's work in the areas of Indigenous cultural safety and humility in health care; diversity, equity, and inclusion policies both internally at the

College and as concepts and values to convey to registrants; strategic planning; and the development of Board evaluation and self-evaluation processes.

Additionally, the Governance Committee will be an integral part of the College's progress toward regulatory modernization as we move forward toward the amalgamations recommended in the Ministry of Health's 2020 Steering Committee report, and the subsequent coming into force of the new *Health Professions and Occupations Act*.

Jonathan Norton, RMT, Chair
(from April 2022)

Jana Konkin, RMT, Chair
(to April 2022)

Deborah Charrois
(from April 2022)

Joti Dhesi
(to April 2022)

Barbara Anne Martin
(from April 2022)

Robin Perry, RMT
(to April 2022)

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