



**COLLEGE OF TRADITIONAL CHINESE MEDICINE PRACTITIONERS AND  
ACUPUNCTURISTS OF ONTARIO**

**MEETING OF COUNCIL  
HIGHLIGHTS**

September 25, 2017 from 8:30 a.m. to 4:00 p.m.  
705-55 Commerce Valley Drive West, Thornhill, ON L3T 7V9

**Consent Agenda**

The following reports were approved by Council via the consent agenda, highlights are provided.

**Registration Committee Report**

- The College increased its communication to the membership with, email notifications to Inactive members that are able to complete PLAR, weekly reminders to all Grandparented members, automated phone message sent to all members who have not yet completed the PLAR process, a translated message in 9 languages sent out as well as posted on the College Website.
- The College continued to send out monthly PLAR reminders to all Grandparented member until the PLAR deadline of July 1, 2017.
- The College informed members that attempted PLAR before July 1, 2017, but were unsuccessful, would have until October 31, 2017 to complete additional attempts.
- The deadline for members to renew their registration this year was June 1, 2017. This year 2539 members submitted a renewal form to the College. 69 submitted a resignation application, 2 deceased, 4 members were revoked. The remaining 174 members did not submit any application form to the College, and were suspended 30 days after a final notice was sent to them via mail and email.
- The Registration Committee approved the following new registration policies since the last Council meeting:
  - Required Documents Policy
  - Alternative Documentation Policy
  - Examination Appeals Policy
  - Fourth Examination Attempt Policy

The College has drafted these policies for increased transparency and fairness in the registration process, and will be posted on the College website shortly.

- On May 17, 2017, the College met with the Council of Traditional Chinese Medicine & Acupuncture Schools of Ontario (CTCMASO). The College provided an update to the schools on College activities related to registration including each school performance on the Pan-Canadian Examination. The opportunity to meet with TCM schools provided the College with valuable insight into the future of the profession.

**Inquiries, Complaints and Reports Committee (ICRC) Report**

- The College has fourteen (14) active complaints under review and investigation.
- Since the last report to Council in May 2017, there have been four (4) complaints filed with the College since the last Council meeting. Of these 4 complaints, all had multiple concerns. At the request of the Registrar, there have been three (3) investigations commenced since the last Council meeting. All of these had multiple concerns.
- The panel finalized nineteen (19) decisions since the last report to Council in May 2017.

### **Quality Assurance Committee Report**

- The Committee approved standard record keeping templates and the Record Keeping Guideline which was shared with the membership in March 2017 and is available on the College website. A webinar is currently being developed to complement the Guidelines. It will be one hour in length and available to member's online.
- The Committee reviewed the Advertising Guidelines which were adopted in principle. Once amended they will be published and available on the College website.
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### **Patient Relations Committee Report**

- The College has developed a patient education program for the public which includes information on the website on the foundation of TCM and acupuncture; the different treatment modalities, and what the public can expect when visiting a TCM or acupuncturist. Professional members of the Committee reviewed, edited and provided feedback on the content.
- No applications for funding for therapy and counselling related to sexual abuse have come forward.

### **Discipline Committee Report**

- The Committee held six hearings since April 1, 2017. Of the six cases, two were contested (one contested hearing is still in progress), two were penalty hearings, one involved an agreed statement of facts and joint submission on penalty, and one case involved a stay of the discipline proceedings given the member is deceased.
- The Committee completed and released their decisions for 5 cases, [CTCMPAO v. Jessica Rea](#), [CTCMPAO v. Phillip Tran](#) and [CTCMPAO v. Luk Kee Chan](#), [CTCMPAO v. Phillip Tran](#), and [CTCMPAO v. Zhi Hong Tang](#) . The decisions are available on the College's website. No pre-hearing conferences were held in this reporting period.

### **Elections**

Elections for professional members to Council were held for District 1 and District 2 on August 18, 2017.

Nominations packages were mailed to the membership of districts 1 and 2 with a deadline to submit their nominations packages by June 28, 2017.

In accordance with the College By-Laws two members can be elected to Council in District 1. Elected to District 1 were: Jin Qi (Jackie) Zeng and Martin Perras.

In accordance with the College By-Laws one member can be elected to Council in District 2. Christine Lang was re-elected to District 2 with 13 votes.

Ballots were opened and counted by CTCMPAO staff and auditors of Clarke Henning on July 21, 2017.

### **Overview of Bill 87 - RHPA**

Council was provided an update to Bill 87 – The Protecting the Patients Act, the Bill contains extensive changes to the *Regulated Health Professions Act* (RHPA). The College supports the recommendations in principle and is actively involved with other Health Regulatory Colleges through FHRCO in keeping abreast of the changes and providing appropriate feedback to the Ministry of Health and Long-Term Care.

### **Office of the Fairness Commissioner (OFC) Registration Practices Assessment Report**

The OFC conducted a College a full assessment for the College's registration practices. The College received its final report with a very favourable outcome from this full assessment and it welcomes the changes and learning that comes from this type of process.

### **Examinations Appeals Committee**

Council approved the creation of a non-statutory Examinations Appeals Committee It will be a standing committee responsible for reviewing appeals from candidates who have failed the certification examination due to specified circumstances. This policy provides for a fair and transparent appeals process through an internal Examination Appeals Committee that is structured to ensure that conflict of interest is avoided.

### **Insurance Matter**

Council was provided with a further update regarding concerns with insurance providers that do not accept acupuncture claims from College registered members, but accepted through other regulated health professions. This is a public safety issue because patients seeking TCM acupuncture treatments are being forced to receive acupuncture services through alternative care providers. These provided do not follow the same treatment principles nor have the same level of training as TCM practitioners.

In addition to the letter sent to the Canadian Life and Health Insurance Association (CLHIA) a letter has also been sent to the Financial Services Commission of Ontario. FSCO responded to the letter directing the College back to CLHIA.

### **Communication Plan**

Council received an update on the communications plan that was put in place to ensure members were receiving and understanding the information being sent out by the College, in particular around PLAR and change in the timelines.

During the month of June, the College met with community leaders, MPP's, provided media released, fact sheets and did interviews with various Chinese media.

### **Manifold Data Mining Survey**

Council received an update on a survey that was circulated in May by Manifold Data Mining company asking members for their thoughts on the College, the PLAR process, the Council and Registrar. The members were notified that the survey was not authorized or endorsed by the College.

### **Financial Training**

Council received a training session on how to read and understand financial statements as well as a refresher on the checks and balances in place for best financial practices at the College. Council is always striving to be sure best practices are in place and to expand their skills in all areas.

### **Audited Statements**

Council approved the Audited Statements and letters of finding provided by the auditors Hilborn LLP. They also appointed Hilborn LLP as the auditors for 2017 – 2018 fiscal year. The audited statements will be available to the public in the 2016-2017 Annual Report in October 2017.

### **Doctor Title**

The College issued a Request for Proposal (RFP) on June 27, 2017 seeking a Consultant to carry out phase one of the project.

Council approved the selection of ThinkLounge Research to carry out phase one of the project, which requires conducting an environmental scan of all the stakeholders to determine the various perspectives of the benefits of the doctor title to the public, the requirements to enter this class, education requirements, competencies, and an assessment process.

#### **Pan-Canadian Examinations**

Council received an update on the 3-day meeting of the Consortium (British Columbia, Quebec, Newfoundland/Labrador, Alberta and Ontario) held to ensure the occupational competencies are up to date and the performance indicators reflect the realities of the assessment to be used for the 2018 Pan-Canadian Examination.

#### **Risk Management**

Council received an update on the Risk Management Plan as part of CTCMPAO's commitment to building and fostering a culture that clearly faces reality through systematic process of risk identification, assessment, and management and will affect this through its strategic planning process. CTCMPAO's value of serving and protecting the public interest, providing quality service, accountability and transparency, teamwork, and collaboration are the foundation of the organizational risk culture and will guide our actions.

#### **Next Meeting**

The next Council meeting is scheduled for December 13, 2017.