



College of Traditional Chinese Medicine
Practitioners and Acupuncturists of Ontario

Ordre des praticiens en médecine traditionnelle
chinoise et des acupuncteurs de l'Ontario

Regulating the Profession of Traditional Chinese Medicine in the Public Interest

2019-2020 Annual Report



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What is the CTCMPAO?

The College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario (CTCMPAO) is the governing body established by the government of Ontario to regulate the profession of traditional Chinese medicine.

The *Regulated Health Professions Act, 1991*, and the *Traditional Chinese Medicine Act, 2006*, established CTCMPAO as one of 26 regulatory health colleges in Ontario, accountable to the Minister of Health. **The law in Ontario requires that every practitioner must be a registered member of the CTCMPAO.**

Our mandate is to regulate the profession of traditional Chinese medicine in the public interest.

What are the College's Responsibilities?



We inform practitioners of their responsibilities, and inform the public on the level of care they can expect to receive from our practitioners.



We ensure practitioners engage in continuous quality improvement throughout their careers in the interest of protecting the public.



We set the requirements for becoming a Traditional Chinese Medicine Practitioner and/or Acupuncturist in Ontario.



We investigate and respond to concerns regarding practitioner's conduct, competence and/or the quality of care provided.



Richard Guo Qing Dong
President, Professional Member

President's Report

To meet its Mandate. Excellent progress. Major accomplishments.

The year of 2019 - 2020 has been full of challenges, hard work, and success. The College has been tremendously productive in its activities. March of 2019 began with Council discussing the College's direction and very carefully reviewing the financial budget for 2019 - 2020. The College's focus this past year was centered around the three-year strategic plan from 2018 to 2021 and our mandate, to serve and protect the public.

Our governing Council and statutory committees – Executive; Registration; ICRC; Quality Assurance; Patient Relations; Discipline; and Fitness to Practice – have worked diligently in carrying out their responsibilities. We fully engaged in the idea of self-regulation in the public interest and prudently worked with our membership and College staff team, with openness, fairness and transparency.

The College also welcomed a new Registrar & CEO, Ms. Ann Zeng. Ann brings tremendous experience, knowledge and strong leadership to the College and its foundation.

The year of 2019 - 2020 came with its challenges as Council became unconstituted in November 2019, which resulted in the College having to effectively adjust certain activities.

In addressing the challenges posed by the COVID-19 pandemic, the College worked tirelessly to produce and update guidance to members, often times in multiple languages, to fully ensure members understand the directives and requirements.

The College's success and accomplishments were achieved by solidarity and hard work. We remain committed to ensuring our membership provides high-quality, safe, and ethical care to Ontarians.

With this opportunity, I would like to give a heartfelt thank you to all Council members, Registrar & CEO Ms. Ann Zeng, and all staff for the encouragement and dedication you have provided over the past year.

Richard Guo Qing Dong
President



Ann Zeng

Registrar and Chief Executive Officer

Registrar's Report

I am pleased to present the 2019-2020 Annual Report of the College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario. This is my first year as Registrar and CEO and I am proud of our accomplishments and the path ahead. The College continues to take steps to improve the way we regulate TCM Practitioners and Acupuncturists in Ontario in order to serve and protect the public interest.

Throughout the year, our activities were driven by the Strategic Plan. Good governance and stakeholder engagement were at the forefront for the College. The Terms of Reference for all College Committees (statutory and non-statutory) were updated and Council members received extensive training on the importance of abiding by the Code of Conduct, good governance practices and conflict of interest. To further foster transparency, the College proactively took steps to begin a governance review by communicating with other colleges that have conducted a review and recruiting potential consultants to assist the College with the process.

The College upheld close communications with schools and students regarding evolving changes to the Pan-Canadian examinations and registration process. A tremendous amount of communications to our members, regulatory stakeholders, and associations were conducted via Educational Tips, Qi Newsletters, emails and social media posts to keep them informed on changes in the regulatory environment and professional responsibilities, educate them on safe practice, and to be transparent with College activities and objectives.

Four new standards (Standard for Maintaining Professional Boundaries, Standard for Infection Control, Standard for Consent, and Standard for Preventing Sexual Abuse) came into effect to further set expectations of practice and to protect the safety of the public.

The Quality Assurance Program Enhancement Project continues to be a major focus as the goal is to develop a program that meets both the College's legislative requirements and supports professional development and continued competence of the profession.

On a national level, the College worked with the Canadian Alliance of Regulatory Bodies of Traditional Chinese Medicine Practitioners and Acupuncturists (CARB-TCMPA) to seek an education accreditation process for traditional Chinese medicine and acupuncture education programs in Canada.

Progress of a Doctor Class of registration for Traditional Chinese Medicine (TCM) Practitioners in Ontario continued with the completion of Phase 1 environmental scan and Terms of Reference and RFP drafted for Phase 2.

This Annual Report offers more details about the College's work and that of the ongoing Committees. The work of the College is made possible through the involvement of Council members, non-council volunteers and other partners giving of their time and expertise to both the Council and its Committees. I want to take this opportunity to acknowledge their contribution and thank them for their commitment and the integrity which they bring to the work of regulating the profession.

I would also like to commend each and every staff member for their hard work. The College was able to achieve significant milestones as a result of the entire team's efforts. I am both lucky and grateful to be able to work with such hardworking, passionate individuals that come together to ensure the College's duty to serve and protect the public interest.

Warm regards,
Ann Zeng
Registrar & CEO

Meet the 2019–2020 CTCMPAO Council

What is a Public Member?

Public members are appointed to Council by the government. Council will have a minimum of five (5) and no more than eight (8) appointed members. Public members, as with all Council members, uphold the College’s mandate to serve and protect the public.

What is a Professional Member?

Professional members are elected to Council by members in the five (5) districts, up to a maximum of nine (9) professional members. They bring a unique perspective through their knowledge of the profession and to serve as a Council member to protect the public.



Richard Guo Qing Dong
President,
Professional Member



Ming C. Cha
Vice-President,
Professional Member



Deborah Sinnatamby
Public Member
(From September 2019)



Christine Fung
Professional Member



Barrie Haywood
Public Member



Jinqi Zeng
Professional Member



Heino (Henry) Maeots
Public Member
(Until November 2019)



Lihui Guo
Professional Member



Yvonne Blackwood
Public Member



Matthew Colavecchia
Professional Member



Pixing Zhang
Public Member



Feng Li Huang
Professional Member



Martin Perras
Professional Member
(Until June 2019)



Maureen Hopman
Public Member
(Until September 2019)



Shiji (Stephen) Liu
Public Member



Martial Moreau
Public Member
(Until November 2019)



Ferne Woolcott
Public Member
(Until November 2019)



Xianmin Yu
Professional Member



Joanne Pritchard-Sobhani
Professional Member
(From November 2019)



2018-2021 Strategic Plan

Key Activities and Directions



Public Confidence

- Identify program approval criteria and initiate process to ensure education of competent practitioners.
- Define and communicate what is meant by TCM acupuncture and competent practice.
- Implement class of members that can use the Dr. title – ensure excellence in competence.



Good Governance

- Keep abreast of and participate in provincial regulatory modernization activities.
- Introduce governance and organizational performance measures and monitoring process.
- Enhance Council/Committee training and evaluation processes.



Practitioner Competence

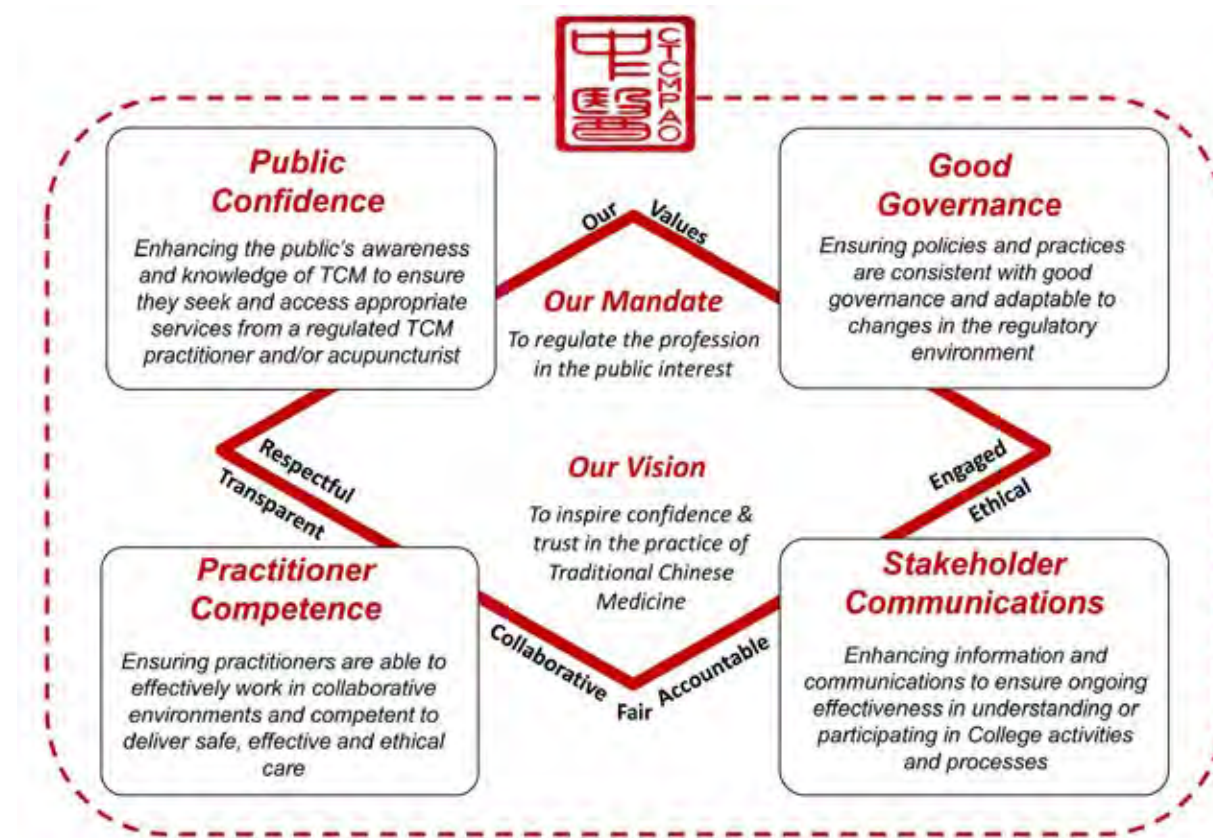
- Develop standards of practice including professional ethics and prevention of sexual abuse.
- Find opportunities for inter-college & inter-profession collaboration at point of care and organizational levels.
- Enhance Quality Assurance Program and continuing education opportunities.



Stakeholder Communications

- Continue to educate members about College requirements, standards and activities.
- Engage public in determining information needs and respond accordingly.
- Reach out and engage with students, academic institutions, other regulatory colleges and provide with relevant information.

The College continues to focus on four key areas of the three year strategic plan developed for 2018-2021.





Improved Stakeholder Communications

This year, the College continued to improve on stakeholder communications as one of the four key directions identified in our three-year strategic plan. The College has sent an increased amount of communications to our members. Bi-weekly educational tips, quarterly newsletters, emails and social media posts helped keep members informed. The increased communications also help educate members on safe practice, changes in the regulatory environment and professional responsibilities, and also, to be transparent with College activities, processes and objectives.

The College has also been developing videos to increase awareness about the College's role in public protection and educate members and the public about the standards of the profession. Webinars have been planned to help members better understand their professional responsibilities and obligations as regulated health professionals.

The College will continue to focus on the development of more communication outreach projects to the public and members, and maintain the increased level of communication

we have achieved this year as set out in our three-year strategic plan.

COVID-19 Communications

With the rapid development of the COVID-19 pandemic in early 2020, the College increased its communication efforts to members and the public to give them guidance, and better access to important information and resources in regards to COVID-19.

The College has sent out a number of pandemic related updates through emails, the College website and social media. A dedicated COVID-19 information and resources web page has been created on the College website to allow for easier access to vital information and updates from the Ministry of Health, the Canadian government and the World Health Organization (WHO). The web page links to the Ministry of Health, and other reliable sources of information related to COVID-19.

The web page and the linked content of the page are constantly updated with new information as they become available.

Members are encouraged to check back regularly for updates.

Educational Tips

The College began sending out short educational email blasts to its members in 2019. The goal is to provide short and easy to understand emails that will help educate members on safe practice, changes in the regulatory environment and professional responsibilities. The emails are available in multiple languages to help members for whom English is not the first language to better understand the content.

Educational Videos

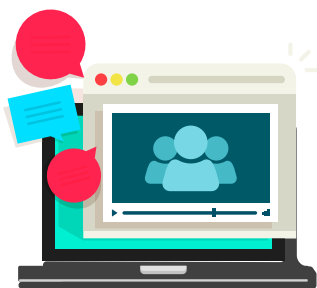
Videos were identified as a crucial part of the College's effort to increase awareness about the College's role in public protection, to be more transparent with College activities, processes and objectives, and to better educate members and the public about the standards of the profession. Videos would help the College deliver messages simply, concisely and efficiently to members and to the public.

For this year, the College has been working to create educational videos that accomplish these objectives through a mixed approach of in-house video production, and with the help of third-party video production companies. The videos will be hosted and easily accessible on the College's website, as well as our social media platforms. The College continues to work on creating more educational videos that will help educate both members, and the public.

Webinars

The College has been preparing several webinars for members on various standards of practice to help educate them on the standards and to provide them more professional development opportunities. The College plans to have question and answer periods at the end of each webinar, and recordings and answers to the FAQs will be added onto the College website after the live events. The College has scheduled the webinars to be hosted in the period of 2020-2021.

College Highlights and Statistics as of March 2020



new videos & webinars

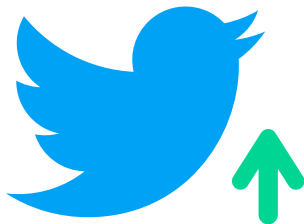
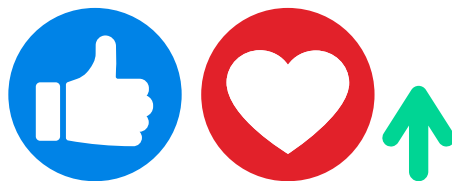
are being developed to better educate members and the public.

51% increase

in Facebook page likes.

47% increase

in Facebook followers.



55% increase

in Twitter followers.

182% increase

in LinkedIn followers.



The College began to send out
Educational Tips

to help educate members on safe practice, changes in the regulatory environment and professional responsibilities.

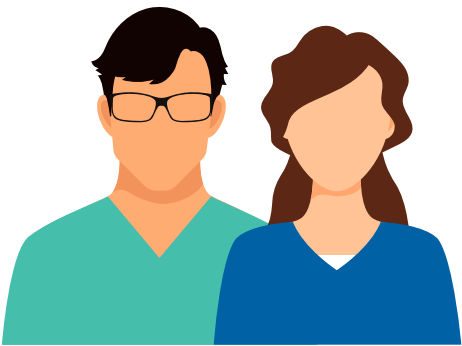


14 Educational Tips

were sent to the membership from September 2019 to March 2020.

63% average open rate

for Educational Tips.



2516 members

receiving Educational Tips.

College Highlights and Statistics as of March 2020

Reduced the number of ongoing cases by

23%

27 pending cases in 2018-2019,
21 pending cases in 2019-2020.



Reduced the average time to complete a complaint file by

4% or 6 days

Contacted complainants within **2 days** of receipt of complaint down from **5 days**.



Announced a Request for Proposals for **a new Quality Assurance Program Enhancement Project**.



Developed four new standards of practice

Consent, Infection Control, Preventing Sexual Abuse, and Maintaining Professional Boundaries

Reviewed the standard for record-keeping



Reviewed the new standards of practice with a plain language editor to improve their readability, content, and format.

Developed position statements for essential services and telepractice due to COVID-19, to provide guidance on practice restrictions and alternatives to in-person services.



College Highlights and Statistics as of March 2020

Registration by District				
	General	Inactive	Student	Total Members
District 1	171	4	0	175
District 2	103	5	1	109
District 3	1539	54	13	1606
District 4	472	17	0	489
District 5	69	1	0	70
Other*	43	24	0	67
Total	2397	105	14	2516

* Members outside of Ontario and/or non-applicable address

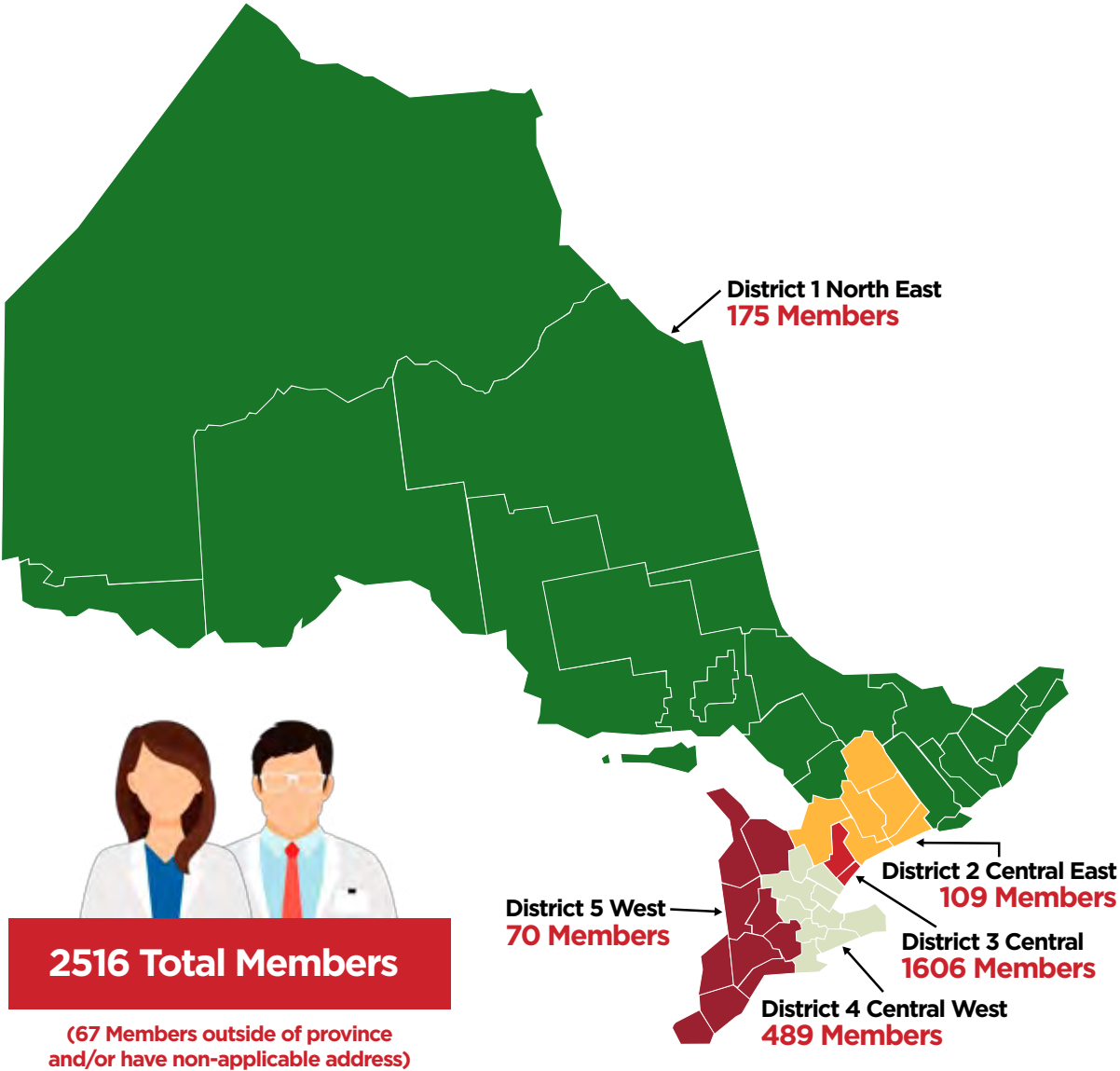
District 1 - North East
 (Counties of Kenora, Rainy River, Thunder Bay, Algoma, Cochrane, Manitoulin, Parry Sound, Nipissing, Timiskaming, and Sudbury; the district municipality of Muskoka; and the city of Greater Sudbury; the counties of Frontenac, Hastings, Lanark, Renfrew, Lennox and Addington; the united counties of Leeds and Grenville, Prescott and Russell, Stormont, Dundas, Glengarry; and the cities of Prince Edward and Ottawa.)

District 2 - Central East
 Counties of Haliburton, Northumberland, Peterborough, and Simcoe, the city of Kawartha Lakes, and the regional municipality of Durham.

District 3 - Central
 City of Toronto and Regional Municipality of York

District 4 - Central West
 (Counties of Dufferin, Wellington, Haldimand, Brant and Norfolk, the regional municipalities of Halton, Niagara, Peel, and Waterloo, and the City of Hamilton.)

District 5 - West
 (Counties of Essex, Bruce, Grey, Lambton, Elgin, Middlesex, Huron, Perth, Oxford, and the regional municipality of Chatham-Kent.)



College Highlights and Statistics as of March 2020

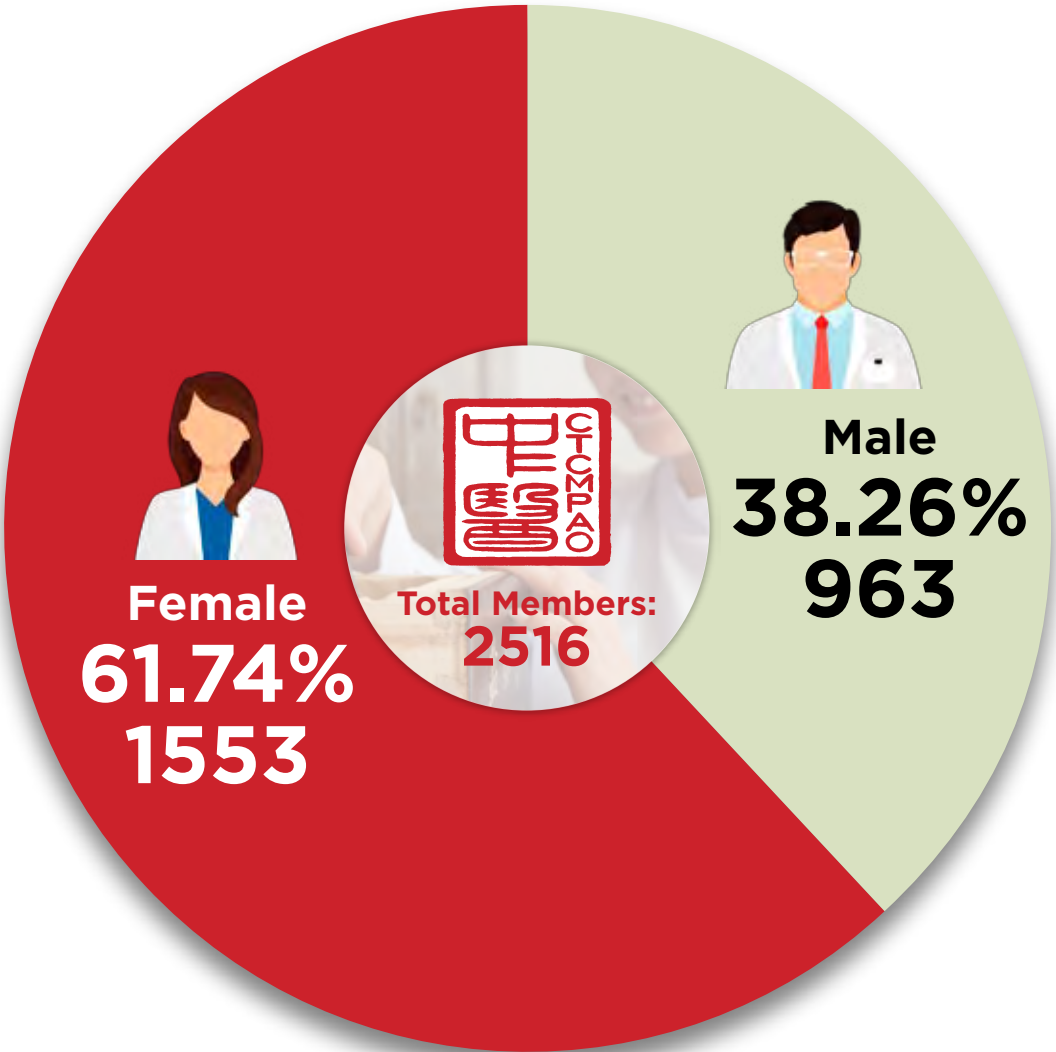
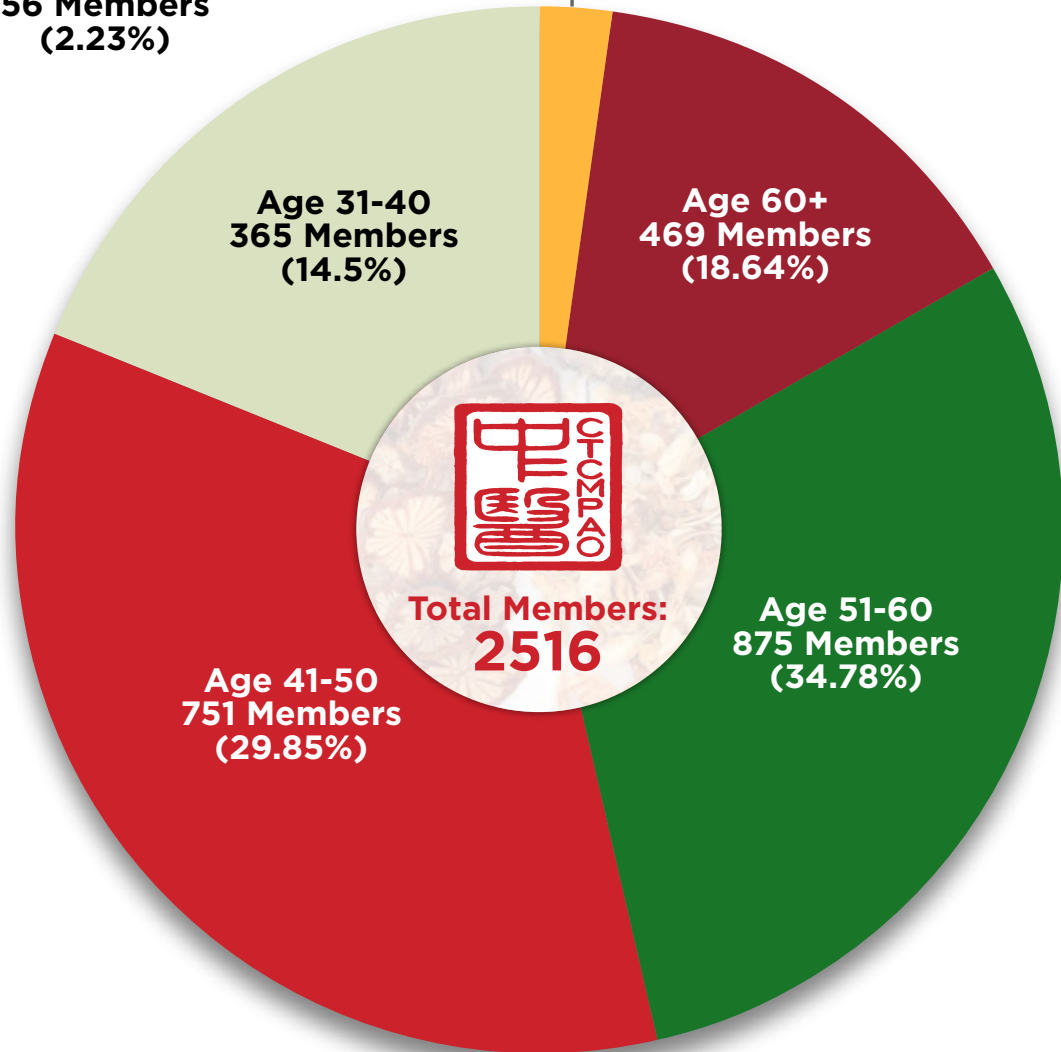
Current Class of Registration								
Current Class of Registration	R. Ac.		R. TCMP		R. Ac. & R. TCMP		Total	
	2019	2020	2019	2020	2019	2020	2019	2020
General	1153	1182	9	9	1192	1206	2354	2397
Inactive	25	59	N/A	N/A	25	46	50	105
Student	7	11	N/A	N/A	4	3	11	14
Total	1185	1252	9	9	1221	1255	2415	2516

Total Registrants	
General R. Ac	1182
General R. TCMP	9
General R. TCMP & R. Ac	1206
Student R. Ac	11
Student R. TCMP	3
Inactive R. Ac	59
Inactive R. TCMP	46
Current Members	2516
Resigned	333
Expired	658
Revoked	86
Suspended	51
Total Registrants	3644

Dual Registration in Ontario		
	Percentage to Total Membership	Members
College of Naturopaths	1.85%	45
College of Chiropodists	0.12%	3
College of Chiropractors	3.62%	88
College of Dental Hygienists	0.08%	2
College of Kinesiologists	0.16%	4
College of Massage Therapists	20.76%	505
College of Medical Laboratory Technologists	0.04%	1
College of Medical Radiation Technologists	0.08%	2
College of Nurses	0.90%	22
College of Occupational Therapists	0.04%	1
College of Opticians	0.08%	2
College of Pharmacists	0.04%	1
College of Physicians and Surgeons	0.25%	6
College of Physiotherapists	1.15%	28
Other	3.29%	80

College Highlights and Statistics as of March 2020

Age 18-30
56 Members
(2.23%)



Executive Committee

Committee Members

Richard Guo Qing Dong **(Chair)**
Ming C. Cha **(Vice-Chair)**
Feng Li Huang
Pixing Zhang
Martial Moreau
(Until November 26, 2019)



Responsibilities

The Executive Committee provides oversight of all College accountabilities, initiatives and activities. The Committee acts on behalf of Council in between meetings and reports to the Council. The Executive Committee supports the Council in upholding the College's responsibility of protecting the public and supporting Council's initiative in advancing CTCMPAO's strategic objectives.

The Executive Committee held ten (10) meetings in 2019-2020.

Committee Highlights

- Oversaw the implementation of the Council's Strategic Plan and three-year work plan for the College;
- Acted on behalf of Council to address matters that required immediate attention while Council was unconstituted;
- Appointed new Council members to Committees;
- Assessed and appropriately responded to the information gathering exercise initiated by the Ministry of Health and initiated a governance review for the College to enhance transparency, decision-making and overall governance practices;
- Continued to be fiscally responsible in regularly reviewing the College's financial statements and overseeing the annual financial audit process;
- Oversaw and implemented the appointment of a new Registrar and CEO;
- Completed the annual performance appraisal of the Registrar and CEO;

Patient Relations Committee

Committee Members

Deborah Sinnatamby **(Chair)**
(From February 3, 2020)
Ferne Woolcott **(Chair)**
(Until November 26, 2019)
Yvonne Blackwood
Christine Kit Yee Fung
Feng Li Huang
Jinqi Zeng
Barrie Haywood
(Until November 19, 2019)
Martial Moreau
(Until November 26, 2019)



Responsibilities

The Patient Relations Committee is mandated by the *Regulated Health Professions Act, 1991* to administer the Patient Relations Program. This Program enhances relations between members and patients, and includes measures for preventing and dealing with sexual abuse of patients. The Committee is also responsible for administering the funding for therapy or counselling for patients who have been sexually abused.

The Patient Relations Committee held five (5) meetings in 2019-2020.

Committee Highlights

- The Committee completed training on the responsibilities and accountabilities of the Committee and the Patient Relations Program.
- The Committee approved final drafts of the Standard for Maintaining Professional Boundaries and the Standard for Preventing Sexual Abuse. As part of this process, the Committee circulated the two drafts for members' feedback. The Standard for Maintaining Professional Boundaries came into effect on January 1, 2020, and the Standard for Preventing Sexual Abuse came into effect on April 1, 2020. These standards outline the College's expectations of members when establishing and managing professional boundaries, and protecting patients from sexual abuse.
- The Committee approved two applications for funding for therapy and counselling. A patient is eligible for funding if it is alleged in a complaint or report that they were sexually abused by a member. The Committee received an update from staff on a previously approved application for funding.

Doctor Title Working Group

Committee Members

Ferne Woolcott **(Chair)**
Terry Wai Tin Hui
Heino (Henry) Maeots
Ming C. Cha
Martial Moreau
Joanne Pritchard-Sobhani



Responsibilities

The mandate of the Doctor Title Working Group is to prepare recommendations to the Council and Executive Committee for the development of the “Dr.” Title Class. This large project has been broken into three distinct phases:

1. Phase One – to conduct an environmental scan;
2. Phase Two – define the requirements, competencies and evaluation tools to qualify members to use the doctor title;
3. Phase Three – draft the regulation amendments to submit to the Ministry of Health.

The final report for the environmental scan was approved in November 2019, bringing an end to Phase One of the Doctor Title Project. The environmental scan consisted of several surveys and interviews with participation from TCM Practitioners and Acupuncturists, stakeholders, government officials and members of the public. The results of these in-depth consultations will provide the basis for moving forward to define requirements, competencies and evaluations tools in Phase Two.

In 2019-2020, the Doctor Title Working Group:

- Convened one (1) meeting.
- Reviewed the report submitted by Malatest & Associates and began planning for Phase Two.
- Approved new terms of reference for the Working Group. The changes will allow the Working Group to have continuity of its members and have subject matter experts appointed to the Working Group if needed.

Next Steps

Going forward the Doctor Title Working Group will begin Phase Two by searching for a qualified consultant to assist it with the crucial task of defining the requirements, competencies and evaluation tools to qualify members to use the doctor title. The Working Group will use the information learned in Phase One to guide this process to ensure the requirements meet the expectations of key stakeholders and uphold the College’s mandate of public protection.

Examination Appeals Committee

Committee Members

Yvonne Blackwood **(Chair)**
Christine Kit Yee Fung
Maureen Hopman
(Until September 13, 2019)
Jinqi Zeng (From March 25, 2019)



Responsibilities

The Examination Appeals Committee is a non-statutory committee that reviews appeals of the College’s registration examination. A candidate may appeal an attempt of the exam if they believe they failed due to illness on examination day, personal emergency, or procedural irregularities. The Committee will determine if the appeal is warranted. Should the Committee decide to grant an appeal, the Committee has the authority to:

- Allow the candidate to attempt the examination without the appealed attempt being counted as one of the four permitted attempts.
- Allow the candidate to pay the examination fee at an adjusted rate determined by the Registrar.

The Committee does not have the authority to grant a passing score of the exam.

The Examination Appeals Committee held one (1) meeting in 2019-2020.

Committee Highlights

- There were eight (8) requests for an appeal in 2019-2020. Three (3) requests for an appeal were refused by the Committee after thorough review. Four (4) requests for an appeal were withdrawn and one (1) request for an appeal is still under review.

Quality Assurance Committee

Committee Members

- Feng Li Huang **(Chair)**
Ming C. Cha
Matthew Colavecchia
Lihui Guo
Pixing Zhang
Barrie Haywood
(Until November 19, 2019)
Heino (Henry) Maeots
(Until November 26, 2019)
Martial Moreau
(Until November 26, 2019)

Responsibilities

The Quality Assurance (QA) Committee is responsible for administering the Quality Assurance Program (QA Program) as legislated in the *Regulated Health Professions Act, 1991*. The QA Program ensures continuing competence and quality improvement of its members. This is achieved through self-assessment, peer and practice assessment and the requirement of continuing education or professional development.

The Quality Assurance Committee held six (6) meetings in 2019-2020.

Committee Highlights

- The Committee oversaw the development of three new Standards of Practice (Consent, Infection Control and Fees and Billing) and a review of the Standard for Record-Keeping. The new standards were reviewed by the College’s legal counsel and a plain language editor to improve their readability, content, and format. After circulation to membership, the standards for Consent and Infection Control were approved by Council and are now posted on the College website. The draft standards for Record-keeping and Fees and Billing will be circulated to the membership in 2020.
- In June, the QA Committee had an orientation and selected the position of the Chair.
- Request for Proposals was announced for a new Quality Assurance Program Enhancement Project.
- The QA Committee heard presentations from the College of Medical Radiation Technologists of Ontario (CMRTO), the College of Physiotherapists of Ontario (CPO) and the College of Respiratory Therapists of Ontario (CRTO) on their Quality Assurance Programs.

- The QA Committee developed position statements for essential services and telepractice due to COVID-19, to provide guidance on practice restrictions and alternatives to in-person services.

Annual Requirements of the QA Program

Every member of the College must complete, on an annual basis, a self-assessment, and 15 hours of professional development activities. Each year the QA Committee requires a percentage of members to submit their Self-Assessment and Professional Development tools for review.

For the year 2019, approximately 10% or 237 members were selected. The results are as follows:

Notice sent to members	237
Submissions received	231
Satisfactory	217
Incomplete	14
No submission received	6

Every member must declare whether they have complied with the annual requirements of the QA Program during registration renewal. Those who declare non-compliance are asked to submit their Self-Assessment and Professional Development tools for review. In 2019, 4 members declared non-compliance with the annual requirements. The results are as follows:

Members declaring non-compliance	4
Submissions received	
Satisfactory	3
Incomplete with reasons	1

Peer and Practice Assessment Program

Peer and practice assessments are conducted on members who are randomly selected, who do not demonstrate compliance with the annual requirements of the QA Program, who have not met a term, condition or limitation on their Certificate of Registration, or are ordered by a Committee. In 2019-2020, 11 members were randomly selected to undergo the peer and practice assessment.

Total selected for assessments	11
Completed	1
Assessments completed; further action required	3
Assessments Postponed (due to COVID-19)	7

Discipline Committee

Committee Members

Jinqi Zeng **(Chair)**
(as of November 25, 2019)

Barrie Haywood **(Chair)**
(until November 19, 2019)

Ming C. Cha

Matthew Colavecchia

Richard Guo Qing Dong

Christine Kit Yee Fung

Lihui Guo

Feng Li Huang

Shiji (Stephen) Liu

Joanne Pritchard-Sobhani

Deborah Sinnatamby

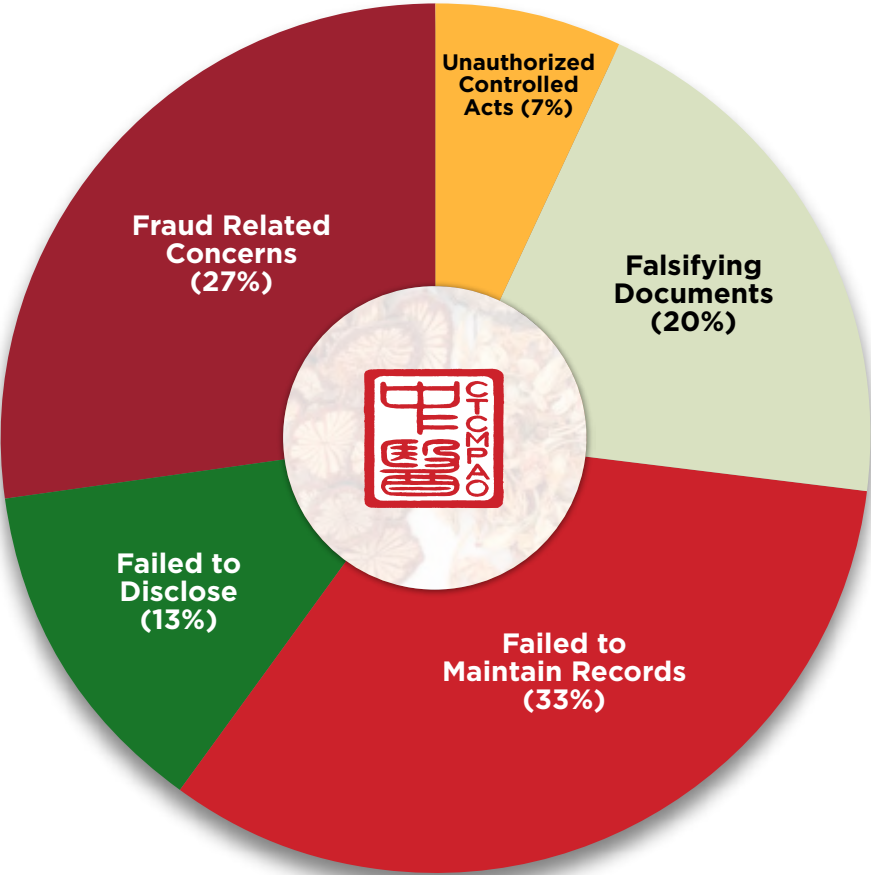
Xianmin Yu

Pixing Zhang

Responsibilities

The Discipline Committee is responsible for conducting hearings related to allegations of professional misconduct or incompetence. As part of the discipline process, the Committee may render decisions to issue reprimands, suspension of a practitioner's Certification of Registration, imposing terms, conditions and limitations on a member's Certificate of Registration, payment of fines, and in the most serious cases, revocation.

Nature of Cases Before the Discipline Committee in 2019



Note: each case contains more than one issue.

Committee Highlights

- The Committee had seven (7) cases before it in the fiscal year.
- Of these cases, four (4) were carried over from the previous years, and three (3) were new referrals from the Inquiries, Complaints and Reports Committee in the current fiscal year. Four (4) prehearing conferences were held in this fiscal year.
- Of the four (4) hearings completed, two were uncontested hearings and two were indefinite adjournments. One of the indefinite adjournments were because the practitioner entered into an undertaking to resign and never reapply. If the practitioner breaches the undertaking, the College has the capacity to resume the discipline proceedings. The second adjournment was due to the practitioner being outside of the country with no foreseeable return date and that their Certificate of Registration has expired.

Discipline Committee Proceedings (Type)	
Uncontested	2
Indefinite adjournments	2

The Committee completed and released decisions in the following three (3) cases in this fiscal year. Decision details are listed below:

1. [Svetlana, Sheina](#)
2. [Joeie, Pak Lam Tsang](#)
3. [Uladzimir Tupeika](#)

There are three (3) outstanding matters at year end.

Fitness to Practise Committee

Committee Members

Martial Moreau **(Chair)**
(Until November 26, 2019)
Ming C. Cha
Matthew Colavecchia
Richard Guo Qing Dong
Christine Kit Yee Fung
Lihui Guo
Feng Li Huang
Shiji (Stephen) Liu
Joanne Pritchard-Sobhani
Deborah Sinnatamby
Xianmin Yu
Pixing Zhang

Responsibilities

The Fitness to Practise Committee is responsible for holding hearings of any matters referred to it by the Inquiries, Complaints and Reports Committee (ICRC) on alleged cases of incapacity or on reinstatement applications referred to it by the Registrar.

Committee Highlights

- There were no hearings or referrals to the Fitness to Practice Committee in this fiscal year.

Discipline Summaries

Name of Member: Svetlana Sheina

On June 26, 2018 a panel of the Inquiries, Complaints and Reports Committee referred allegations pertaining to Svetlana Sheina (the “Member”) to the Discipline Committee for a hearing. The hearing took place on July 10, 2019.

Summary of Allegations

This matter came to the College’s attention by way of information received from an insurer that suggested that the Member was participating in fraudulent activities. These allegations were based on an anonymous tip, and included information that the Member may be issuing false insurance claims and splitting the monetary proceeds with her patients, and billing cosmetic services under extended healthcare benefits. In the course of this investigation into the Member’s conduct, it was discovered that the Member did not disclose her discipline history with the College of Massage Therapists of Ontario when submitting her Grandparented Class application to the College.

On March 14, 2019, the Member signed an Undertaking and Surrender Agreement with the College as a result of a Discipline proceeding. On July 10, 2019, a Panel of the Discipline Committee decided to stay the Discipline matter in accordance with the terms set out in the Undertaking and Surrender Agreement.

Penalty: The Panel ordered the following terms as set out in the Undertaking and Surrender Agreement:

- Surrender of the Member’s Certificate of Registration no later than March 30, 2019;
- Resign from the College effective March 15, 2019;
- As of March 15, 2019, cease using the title Acupuncturist, and performing TCM acupuncture or communicating a TCM diagnosis;
- As of March 15, 2019, never apply for registration, licensure or similar status with the College or any other licensing body;
- As of March 15, 2019, never issue receipts for acupuncture or TCM to patients;

As of April 1, 2019, the Member to pay costs to the College in the amount of \$500.00.

Decision: The full decision of the Discipline Committee can be found on the [College’s website here](#).





Discipline Summaries

Name of Member: Joeie Pak Lam Tsang

On March 9, 2018 a panel of the Inquiries, Complaints and Reports Committee referred allegations pertaining to Joeie Pak Lam Tsang (the “Member”) to the Discipline Committee for a hearing. The hearing took place on July 10, 2019.

Summary of Allegations

- This matter came to the College’s attention by way of a complaint from an insurer alleging that the Member was participating in fraudulent activities. While researching this complaint, the College discovered that he also failed to report legal proceedings commenced against him by the College of Opticians in October 2014 and for his inappropriate use of the Doctor title.
- On July 10, 2019, a Panel of the Discipline Committee decided to stay the Discipline matter in light of the fact that the Member is out of the country indefinitely. The Panel noted that the Member’s Certificate of Registration is expired and that it does not appear that the Member will be attempting to renew his registration. The Panel felt assured that the public is protected given that the Member is not providing or attempting to provide any treatments or regulated services to individuals in Ontario at this time or any time in the foreseeable future.

Decision: The full decision of the Discipline Committee can be found on the [College’s website here](#).

Name of Member: Uladzimir Tupeika

On February 15, 2019 a panel of the Inquiries, Complaints and Reports Committee referred allegations pertaining to Uladzimir Tupeika (the “Member”) to the Discipline Committee for a hearing. The hearing took place on July 10, 2019.

Summary of Allegations

- This matter came to the College’s attention by way of a complaint from an insurer alleging that the Member was participating in fraudulent activities.
- The Member was present at the hearing. At the conclusion of the hearing the Panel found that the Member had committed acts of professional misconduct by falsifying documents and engaging in improper billing practices, as set out in the Agreed Statement of Facts.

Penalty: The panel accepted the Joint Submissions as to Order and accordingly ordered:

- A public and recorded reprimand;
- Suspension of the Member’s Certificate of Registration for a period of six (6) months;
- The Member complete an approved ethics course;
- The Member complete the College’s Record Keeping E-Workshop;
- The Member complete a 1000-word reflective essay reflecting his understanding of his ethical obligations as a member of the College;
- Within two (2) years of his return to practice, The Member participate in up to three (3) College assessments;
- The Member pay costs to the College in the amount of \$1,000.00.

Decision: The full decision of the Discipline Committee can be found on the [College’s website here](#).

Inquiries, Complaints and Reports Committee (ICRC)

Committee Members

Panel 1

Pixing Zhang
(Chair of ICRC and Panel 1)

Yvonne Blackwood

Richard Dong

Lihui Guo

Deborah Sinnatamby

Panel 2

Xianmin Yu
(Chair of Panel 2, as of Nov. 29, 2019)

Heino (Henry) Maeots
(Chair of Panel 2 until Nov. 26, 2019)

Matthew Colavecchia

Shiji (Stephen) Liu

Joanne Pritchard-Sobhani
(From December 19, 2019)

Jinqi Zeng

Non-Member of Council

Fanny Ip

Responsibilities

The Inquiries, Complaints and Reports Committee investigates complaints and receives reports about the practice or conduct of traditional Chinese medicine practitioners and acupuncturists. It makes

decisions in accordance with the legislation, including referral to the Discipline Committee for allegations of professional misconduct, incompetence, or incapacity.

The Inquiries, Complaints and Reports Committee held twenty-one (21) meetings in 2019-2020.

New Complaints and Nature of Concerns

*Some complaints include more than one issue

12 Complaints

Breach of Standards	5
Improper Billing Concerns	1
Advertising	4
Submitting false claims	4
Record Keeping	3
Failing to respond to a reasonable request	1

Completed Complaints and Outcomes

*Some decisions include more than one outcome

11 Complaints

Take no Action	2
Letter of advice	2
Written caution	2
Oral Caution	3
SCERP	5
Referral to Discipline	1

New Registrar Investigations and Nature of Concerns

*Some matters include more than one issue

6 Reports

Record Keeping	2
Breach of Standard	1
Sexual abuse	1
Advertising	2
Practice beyond the scope	1
Unprofessionalism	1
Contravening the Act / Failing to comply	1

Source of Complaints

Patient	4
Insurance	3
Public	5

Source of Registrar Investigations

Referral from another Committee	1
Additional Concerns	2
Information received in accordance with s. 36.1	2
Referral from another agency	1

Pending Cases at Year End

Complaints	Registrar Report Investigations	Incapacity Inquiries	Total # cases
10	11	0	21

Under the *Regulated Health Professions Act, 1991 (RHPA)*, regulatory colleges are required to dispose of a complaint within 150 days where possible. Matters that exceed the 150-day timeline are often due to matters being more complicated and/or accommodations are required to ensure the parties have sufficient time to respond to the College.

In **2018**, the average time to handle a complaint is **161 days**. In **2019**, the average time to handle a complaint is **155 days**. The average time to complete a complaint file was **reduced by 4%**.

Completed Registrar Reports and Outcomes

*Some decisions include more than one outcome

12 Reports

Take no Action	1
Oral Caution	6
SCERP	4
Take No Action with Undertaking to restrict practice/resign	2
Referral to Discipline	3

Complaints before Health Professions Appeal and Review Board

New Cases	Pending Cases	Decisions Confirmed
1	1	0



Registration Committee

Committee Members

Ming C. Cha **(Chair)**

Ferne Woolcott
(Until November 26, 2019)

Martial Moreau
(Until November 26, 2019)

Feng Li Huang

Maureen Hopman
(Until September 13, 2019)

Barrie Haywood
(Until November 19, 2019)

Xianmin Yu

Shiji (Stephen) Liu

Joanne Pritchard-Sobhani
(From December 19, 2019)

Responsibilities

The Registration Committee considers referrals from the Registrar of applicants who do not meet the registration requirements. The Committee provides each applicant with an opportunity to make written submissions prior to rendering its decision. Once the Committee has considered the application and the applicant's written submissions, the Committee may do any of the following:

- Direct the Registrar to issue a certificate of registration;
- Direct the Registrar to issue a certificate of registration if the applicant successfully

completes an examination set or approved by the Committee;

- Direct the Registrar to issue a certificate of registration if the applicant successfully completes additional training specified by the Committee.
- Direct the Registrar to impose specified terms, conditions and limitations on a certificate of registration of the applicant, and specifying a limitation on the applicant's right to apply under subsection 19(1) of the *Health Professions Procedural Code*, which is Schedule 2 to the *Regulated Health Professions Act, 1991*; or
- Direct the Registrar to refuse to issue a certificate of registration.

The Registration Committee is also responsible for developing and maintaining transparent, objective, impartial and fair registration practices.

Committee Highlights

The Registration Committee held six (6) meetings and the Registration Committee Panel conducted seven meetings in 2019-2020.

- On May 8, 2019, legal counsel and senior staff conducted an orientation which included a review of the legislative obligations for the College's registration practices under the RHPA, the Human Rights Code, AODA, the TCM Act and registration regulations. Committee members were also trained on topics related to accommodations, anti-discrimination, conflict of interest, bias and confidentiality.

- The Registration Committee reviewed and approved changes made to the Jurisprudence Course Handbook. The changes reflected revised legislation, as well as the *Protecting Patients Act, 2017*. The updated Jurisprudence Course Handbook is posted on the College's website.
- Pan-Canadian Examinations (PCE)– the College worked with its national counterparts (CARB-TCMPA) to implement changes to the examinations, which include:
 - Starting in Fall 2020, the PCE will be based on the 2018 Entry-Level Occupational Competency Profile;
 - The PCE delivery model is being updated to take advantage of Computer-Based Testing (CBT);
 - The written examination and the clinical case study (CCS) examination will be combined into a single examination; and
 - Starting in 2021, the examinations will be offered twice a year, in April and October.

Updates about these changes were posted on the College website.

- Existing policies and guidelines were reviewed and revised to ensure that registration practices and procedures are fair, transparent, objective and impartial.

Updated policies and guidelines include:

- Certificate in the Inactive Class of Registration Policy;
- Certificate of Registration Policy;
- Access to Records Policy;
- Written Language Plan Policy; and
- CTCMPAO Examinations Guide.
- On March 2, 2020, the College submitted its 2019 Fair Registration Practices Report to the Office of the Fairness Commissioner.
- Under the Registration Regulation, members registered in the General Class who have not completed a minimum of 500 TCM patient visits over each three-year period, must complete a **refresher program** approved by the Registration Committee. The Registration Committee reviewed and subsequently approved **six (6) refresher program** proposals in 2019/20.
- To be eligible for registration in Ontario, an applicant for a General class of registration, must pass the Pan-Canadian Examinations. An applicant who is unsuccessful in three (3) attempts to pass the examinations is required to submit evidence to the Registration Committee of successfully completing a (pre-approved) upgrading program before their fourth exam attempt. The Registration Committee reviewed and subsequently approved **ten (10) proposals for further education or training** or a combination of education and training from applicants.

Registration Committee

Registration Committee Panel Updates

There were 41 applications reviewed by the Panel between April 1, 2019 - March 31, 2020.
Below is a summary of the decisions made by the Committee Panel.

Decisions made by the Registration Committee				
	Approved	Approved with TCLs	Refused	Total
*Grandparented Transfer application	0	0	1	1
General Class application	4	12	0	16
Labour Mobility application	0	1	0	1
Student Class application	0	0	2	2
Inactive to Active application	0	1	0	1
Title Variation from R. Ac to R. TCMP and R. Ac	19	0	0	19
Removal of TCL	1	0	0	1
Totals	24	14	3	41

*After considering the application and updated supporting documents, the Panel agreed to uphold its earlier decision.

Human Rights Tribunal Complaints

There were no new complaints to the Human Rights Tribunal of Ontario (HRTO) in 2019-2020.

Health Professions Appeal and Review Board

On request, Health Professions Appeal and Review Board (HPARB), an independent adjudicative agency, conducts reviews and hearings of orders of the Registration Committees of Ontario's health regulatory colleges. There were no new appeals to HPARB during the 2019-2020 period.

The College received six decisions from HPARB. For all six of the appeals, HPARB confirmed the order of the Registration Committee.

One appeal was formally closed by HPARB as the Applicant did not respond to the Board's correspondence.



144 Total New Members

Registration Committee

Registration Examinations-Pan-Canadian Written and Clinical Case-Study Examinations



Written Examination



239 Candidates



176 Passes



73.64% Pass Rate



Clinical Case Study
Examination



217 Candidates

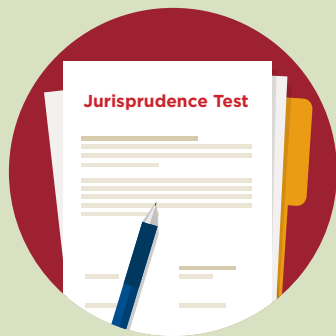


191 Passes



88.02% Pass Rate

Jurisprudence Course Test



181 Candidates



179 Passes



98.9% Pass Rate

Safety Program Test



189 Candidates



189 Passes



100% Pass Rate



COLLEGE OF TRADITIONAL CHINESE MEDICINE PRACTITIONERS AND ACUPUNCTURISTS OF ONTARIO

SUMMARY FINANCIAL STATEMENTS

YEAR ENDED MARCH 31, 2020

HILBORN_{LLP}

Summary Financial Statements

Report of the Independent Auditor on the Summary Financial Statements



Hilborn LLP
Chartered Professional Accountants
Licensed Public Accountants

Toronto, Ontario
September 17, 2020

To the Council of the College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario

Opinion

The summary financial statements, which comprise the statement of financial position as at March 31, 2020, and the summary statement of operations for the year then ended, and related note, are derived from the audited financial statements of the College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario (the “College”) for the year ended March 31, 2020.

In our opinion, the accompanying summary financial statements are a fair summary of the audited financial statements, on the basis described in the note to the summary financial statements.

Summary Financial Statements

The summary financial statements do not contain all the disclosures required by Canadian accounting standards for not-for-profit organizations. Reading the summary financial statements and the auditor’s report thereon, therefore, is not a substitute for reading the audited financial statements of the College and the auditor’s report thereon.

The Audited Financial Statements and Our Report Thereon

We expressed an unmodified audit opinion on the audited financial statements in our report dated September 17, 2020.

Management’s Responsibility for the Summary Financial Statements

Management is responsible for the preparation of the summary financial statements on the basis described in the note to the summary financial statements.

Auditor’s Responsibility

Our responsibility is to express an opinion on whether the summary financial statements are a fair summary of the audited financial statements based on our procedures, which were conducted in accordance with Canadian Auditing Standard (CAS) 810, *Engagements to Report on Summary Financial Statements*.

Summary Statement of Financial Position

As at March 31, 2020

	2020	2019
ASSETS		
Current Assets		
Cash	\$ 6,940,671	\$ 7,016,435
Accounts receivable	144,651	427,460
Prepaid expenses	32,090	44,041
	7,117,412	7,487,936
Property and equipment	453,493	538,716
	7,570,905	8,026,652
LIABILITIES		
Current liabilities		
Accounts payable and accrued liabilities	251,850	298,143
Deferred membership dues	2,227,300	2,915,050
	2,479,150	3,213,193
Long term liabilities		
Deferred lease inducement	121,001	148,924
	2,600,151	3,362,117
NET ASSETS		
Operating Fund	3,470,754	4,664,535
Investigations and Hearings Reserve Fund	1,000,000	-
Sexual Abuse Therapy Fund	40,000	-
Strategic Initiatives Fund	260,000	-
Contingency Reserve Fund	200,000	-
	4,970,754	4,664,535
	\$ 7,570,905	\$ 8,026,652

Summary Statement of Operations

Year Ended March 31, 2020

	2020	2019
Revenues		
Membership dues	\$ 3,217,459	\$ 2,763,411
Examination fees	315,100	344,550
Other	167,409	502,549
	3,699,968	3,610,510
Expenses		
Salaries and employee benefits	1,456,649	1,352,049
Council and committees	638,198	656,409
Consulting and professional services	138,954	117,993
Special programs and projects	400,356	445,884
Office and general operational costs	671,434	355,336
	3,305,591	2,927,671
Excess of revenues over expenses from operations before the following	394,377	682,839
Depreciation	(88,158)	(139,196)
Amortization of deferred capital contributions	-	36,105
Excess of revenues over expenses for the year	\$ 306,219	\$ 579,748

NOTE TO THE FINANCIAL STATEMENTS

Basis of Presentation

These summary financial statements have been prepared from the audited financial statements of the College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario (the "College") for the year ended March 31, 2020, on a basis that is consistent, in all material respects, with the audited financial statements of the College except that the information presented in respect of changes in net assets and cash flows and disclosed in the notes to the audited financial statements has not been presented.

Complete audited financial statements are available upon request from the office of the Registrar. Please visit the College website here for the [full financial statement](#).



College of Traditional Chinese Medicine
Practitioners and Acupuncturists of Ontario

Ordre des praticiens en médecine traditionnelle
chinoise et des acupuncteurs de l'Ontario

College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario

Regulating the Profession in the Public Interest

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