

The questions within this document were asked during the 2023-2024 [April 1st, 2023 - March 31st, 2024] CMTNL Annual General Meeting (AGM) on November 17th, 2024.

The 2023-2024 Annual Report can be viewed here:

[CMTNL Annual Report 2023-2024](#)

The AGM Presentation can be found here:

[CMTNL AGM November 17 2024](#)

The AGM Recording can be found here:

[CMTNL 2023-2024 AGM Meeting Nov17 2024 Emera Innovation Exchange.mp4](#)

(2.5 hours at 1.25 Category A CEUs)

The 2023-2024 AGM Minutes can be found here:

[CMTNL-2023-2024-AGM-Minutes.pdf](#)

Canadian Network of Agencies for Regulation (CNAR)

Why did three (3) people attend the conference?

What is now known as the Canadian Network of Agencies for Regulation (“CNAR”) was established in 2003 as a federation of national organizations whose provincial and territorial members are responsible for protecting the public through self-regulation. The CMTNL is a member of this national organization.

CNAR connects Canada's provincial and national regulators, licensing boards, accrediting agencies, examining bodies, and government officials at all levels to discuss challenges, share ideas and develop best practices related to a wide range of issues relevant to organizations engaged in the self-regulation of professions and occupations.

CNAR holds an annual in-person conference, where representatives from regulatory bodies from all professions and provinces can meet and network both in a formal facilitated and informal environment. It is an opportunity for our board members to attend live training sessions to sit amongst similar regulatory bodies and learn more about the regulatory process. CNAR gives the opportunity for a small regulatory body such as the CMTNL to avail of a multitude of resources within one setting. It serves as the most cost-effective way for our board members to receive proper regulatory training to be able to perform the mandated duties of their respective chair and committee roles.

Three people from the CMTNL attended the 2023 CNAR Conference in Vancouver, BC: Yolanda Critch, Registrar (staff), Jocelyn Kieley-Dja, Executive Examinations Officer (staff) and Claudette Warren, CMTNL Chair and Chair of Complaints and Discipline (volunteer board member).

Four people from the CMTNL attended the 2024 CNAR Conference in Ottawa, ON: Yolanda Critch, Registrar (staff), Jocelyn Kieley-Dja, Executive Examinations Officer (staff), Claudette Warren, CMTNL Chair (volunteer board member) and Dawn Gibbons, Chair of Complaints and Discipline (volunteer board member). The ability to send an additional CMTNL board member was due to a complimentary registration that was

awarded to Claudette Warren, as she was selected to serve as a member of the CNAR Conference Planning Committee.

The training received included relevant training information pertaining to the roles of each person in attendance. The mandatory in-person FOMTRAC (Federation of Massage Therapy Regulatory Authorities of Canada) annual meeting was held post conference. This allowed for the consolidation of travel costs by the CMTNL to account for the Registrar's obligation to attend. You can find a summary of CNAR Conference update for 2024 in the upcoming CMTNL Quarterly Communication Newsletter, due out mid-January.

You can read more about CNAR here:

[Canadian Network of Agencies of Regulation \(CNAR\) Canadian Network of Agencies of Regulation \(CNAR\)](#)

What was brought back from the conference by those in attendance?

The training received during the CNAR conference included relevant training information pertaining to the roles of each person in attendance. Topics covered included Quality Assurance, Investigating and Navigation of Complaints, Diversity, Inclusion and Equity Practices, Examination Processes, Fundamentals of Regulation, Alternative Dispute Resolution (ADR). All these regulatory practices are required of CMTNL board members and staff members during daily operational procedures at the regulatory level. The CMTNL's board is comprised of volunteer members (RMTs), as mandated by the NL Massage Therapy Act. Massage Therapy is the first skill set. The regulatory training gained from being present at CNAR's conference enables proper regulatory training and networking to aid in the regulatory practices within each CMTNL board member's duties. The Registrar, according to the NL Massage Therapy Act, is mandated as the primary source of contact in ADR for the complaints process. CNAR allows for the opportunity for our Registrar to gain insight and perspective within this area of regulation. The Executive Examinations Officer's role relies on being up to date in the regulatory examination process. CNAR provides this opportunity.

The Registrar was also able to attend the mandatory annual in-person FOMTRAC (Federation of Massage Therapy Regulatory Authorities of Canada) meeting that is held post conference.

You will find a summary of CNAR Conference update for 2024 in the October 2024 – December 2024 CMTNL Quarterly Communication Newsletter. With the goal of transparency, the CMTNL will create a section on the website to keep both the public and registered members informed on the training and events attended related to CNAR.

You can read more about CNAR here:

[Canadian Network of Agencies of Regulation \(CNAR\)](#)

How does this CNAR conference help the registrants and the public?

CNAR connects Canada's provincial and national regulators, licensing boards, accrediting agencies, examining bodies, and government officials at all levels to discuss challenges, share ideas and develop best practices related to a wide range of issues relevant to organizations engaged in the self-regulation of professions and occupations.

The CMTNL is an active member of CNAR, which allows us to be connected to networking, information sharing on regulatory practices, and accessible training on various topics throughout the year, including the annual in-person conference, virtual discussion panels, forums, and CNAR TV learning segments. CMTNL has gained national recognition at the 2024 Ottawa conference, with Jocelyn Kieley-Dja speaking during a CNAR TV segment about how a small regulatory body such as the CMTNL, had to be resourceful in building a new examination from the ground up in a crisis. The CMTNL Chair, Claudette Warren, will also be a panel representative in the upcoming February CNAR Virtual Discussion Panel focused on small board members taking on both a director role and an operational role.

Being connected to a national regulatory entity such as CNAR enables the CMTNL to be as cost-efficient as possible with a small board size and small board membership for regulatory operations. The volume of combined training and resources available via the CNAR membership and the yearly conference enables best practices related to a wide range of issues relevant to the self-regulation of massage therapy as a healthcare profession.

You can read more about CNAR here:

[Canadian Network of Agencies of Regulation \(CNAR\)](#)

Self-Regulation

How are we self-regulated when the government decides for us how much we will be paid for workplace NL and non-insurance?

The fees determined for Massage Therapy Services under the Workplace NL claims were decided upon by the government of NL, as outlined within the Workplace Health, Safety and Compensation Act. This act is a separate piece of legislation from the NL Massage Therapy Act. The NL Massage Therapy Act designates the CMTNL as the governing body of the massage therapy profession within the province of Newfoundland and Labrador. Because the board of directors of the CMTNL is comprised of Registered Massage Therapists, that functions to uphold the mandates of the massage therapy profession, it is deemed a self-regulating profession. Those board members are tasked with a regulatory mandate that includes the following:

- Protect and educate the public
- Regulate the profession
- Set professional and educational standards
- Enforce ethical conduct
- Investigate complaints against registered massage therapists
- Consult with the government on the approval of schools and programs of massage therapy

Workplace NL (Workplace Health, Safety and Compensation) Act and the Insurance Act are separate governing entities from the NL Massage Therapy Act. The fee schedules established by those entities were determined based on existing data obtained by those entities and the corresponding information from previous interactions with healthcare providers in the past.

More information concerning fee schedules with Workplace NL can be found here:

[Workplace NL: Client Services Massage Therapy](#)

More information pertaining to the NL Workplace Health, Safety and Compensation Act can be found here: [RSNL1990 CHAPTER W-11 - WORKPLACE HEALTH, SAFETY AND COMPENSATION ACT](#)

Public Member

We have no public member. The Minister [of Health] has cancelled last minute with the NLTMA, not clear on why the college is considered self-regulated.

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- Consult with the government on the approval of schools and programs of massage therapy

As stated within the NL Massage Therapy Act, the public members who serve as part of the CMTNL board are appointed by the Minister of Health of NL. Public members are eligible to serve for a maximum of 3 terms, after which a new public member is appointed in their place. The CMTNL board has submitted the names of public members as per the appointment process and are currently awaiting approval and appointment. Similarly, other Healthcare Regulators within the Allied Regulators network within NL (and across the country) are in similar situations in which they are also awaiting approval and appointment of their public members.

Any members of the public interested in becoming a public member with the CMTNL are strongly encouraged to contact the College for more information: email via communications@cmtnl.ca; via phone (709)-739-7181; or mail at PO Box 50002, Paradise RPO, Topsail, NL, A1L 0J2.

When does the CMTNL expect to fill the two (2) public member positions?

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Continuing Education (CE) Policy

Why can't years practiced be considered for CEU's of long-term practitioners?

Continuing education (CE) helps massage therapists and healthcare practitioners alike enhance their skills and gain knowledge in specialized areas as well as revisiting areas of competencies that may not be seen in routine practice. This not only fulfills licensure and certification requirements but also places a strong emphasis on safety and quality care.

Doing the same thing you have done for the last 10+ years is NOT continuing your education. Knowledge of the body how it relates to healthcare changes, standards of care change, and if we, as healthcare practitioners, don't change, we become part of the problem in the advancement of the profession.

If we aren't keeping up with the advancements within the profession (i.e. evidence-informed best practices) experience means nothing, as it leaves the opportunity for experience to become outdated.

Can you do a combo of both hybrid and regular or do you have to choose one or the other?

Yes, members can choose to complete one of the three years, two of the three years, or all three of the years. Each completed module learning plan (MLP) is valued at 10 Continuing Education Units (CEUs). Depending on the number of MLPs a member chooses to complete, they will be responsible for submitting the remaining CEUs to total the minimum CEU requirement of 30 CEUs per 3-year cycle.

More information pertaining to the Hybrid CE Model Option can be found within the CMTNL CE Policy here (Section 6.0): [CMTNL-CE-POLICY-AND-GUIDELINES-FOR-MEMBERS-2024-2027-1.pdf](#)

Can you do both the hybrid and regular CE activity in a three (3) year cycle?

Yes, this is the purpose of the Hybrid Model option. Members can choose to complete one of the three years, two of the three years, or all three of the years. Each completed module learning plan (MLP) is valued at 10 Continuing Education Units (CEUs). Depending on the number of MLPs a member chooses to complete, they will be responsible for submitting the remaining CEUs to total the minimum CEU requirement of 30 CEUs per 3-year cycle.

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What was the rationale for changing the policy on Continuing Education Units (CEUs) to limit the number of CEUs to ten (10) for peer-group studies?

The decision to cap peer(group) study at a maximum of 10 CEUs (20 hours) was to retain consistency amongst similar modes of CE, including self-study, tutoring, and volunteer/outreach events. While these modes of continuing education can be productive, it was evident in the CE portfolio audits of the most recent 3-year cycle that it was not being recorded properly/or accurately. Most times members could not (or did not) provide the details of the topics or information covered within the peer-group study sessions. For

quality assurance purposes a new recording form was created to allow for accurate and adequate reporting of the peer-group sessions, tutoring and self-study. With the wider range of opportunities available for members to obtain CEUs due to the influx of online learning options, the CMTNL revised the policy to include the maximum of 10 CEUs to encourage members to choose other modes of continuing education, to account for improved quality assurance in the best interest of the public.

Keep in mind, a member can obtain 10 CEUs within the peer-study group option. Any further self-study performed by a member, such as reviewing books, articles, videos or webinars that are relevant to the Category A modalities and/or Scope of Practice, can account for an additional 10 CEUs under the self-study option. Volunteer events related to Category A modalities and/or Scope of Practice are eligible up to an additional 10 CEUs. Tutoring subject matter directly related to the Massage Therapy core competencies and/or Scope of Practice is yet another option that accounts for 10 CEUs. Participation in all four of these options (or some variation of these) will give a member the opportunity to meet the minimum requirements of 30 CEUs within a 3-year cycle.

Has there been any issues in the past with inaccurate reporting?

The 2023/2024 fiscal year marked the end of the first 3-year continuing education (CE) cycle since the influx of online learning options post COVID pandemic. As such, it was decided that all CE Portfolios submitted would be audited for accuracy and complete reporting. With a new Continuing Education, Quality Assurance and Scope of Practice Chair, and a new CMTNL Chair, it was an important task to complete, as it gave the opportunity for proper training into new roles, the ability to revise the current CE policy to reflect the existing discrepancies in both the policy itself and CE reporting, and account for improved quality assurance within the CE options available to members.

Why is instrument assisted soft tissue massage (IASTM) now categorized as Category B?

Category A modalities include those modalities found within the core competencies that are directly related to a Massage Therapy Practice and the furthering of one's knowledge of the Inter-jurisdictional Performance Competencies and Performance Indicators (PC's/PI's), and/or Advanced Massage Techniques and Treatments. Currently, Instrument Assisted Soft Tissue Massage (IASTM) is not listed as part of this core competencies document, as

agreed upon by all regulatory provinces under FOMTRAC (Federation of Massage Therapy Regulatory Authorities of Canada). Therefore, it falls under Category B.

The CMTNL acknowledges that there are several modalities that can be integrated into a treatment plan by a massage therapist and may even be accepted and taught in recognized massage educational institutions that, if used exclusively in and of themselves, can be deemed a separate practice or profession. Massage therapists ought to be given reasonable and responsible latitude with respect to the use of complementary modalities, recognizing that they are accountable to ensure that the modality is integrated into a treatment plan that largely consists of modalities within the scope of practice as defined in The NL Massage Therapy Act, 2005.

Proper training, certification or licensing, and insurance is required to incorporate such techniques into a massage therapy practice. These techniques are sometimes used to treat conditions that do not fall under the massage therapy scope of practice, and therefore they are not deemed a core competency of massage therapy. These techniques can only be incorporated in a massage therapy practice when used within the Massage Therapy Scope of Practice.

An extensive list of Category A and Category B modalities can be found within the CE Policy (sections 4.0 and 5.0) here: [CMTNL-CE-POLICY-AND-GUIDELINES-FOR-MEMBERS-2024-2027-1.pdf](#)

IASTM (instrument assisted soft tissue massage) is the most evidence-based technique available to us, can this be categorized separately from Gua-Sha?

Gua-Sha is, by definition, a form of instrument assisted soft tissue massage (IASTM), just as any other hand-held tool used to massage (i.e. percussive massage therapy gun, silicone cupping) Evidence-informed best practices currently exist with multiple types of IASTM, as with other Category B modalities such as acupuncture, yoga, osteopathy, kinesiology, etc.

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Continuing Education (CE) Module

Is the course development volunteer or will the creative directors be paid for their work?

Any creative director(s), whose proposal is selected and approved by the CMTNL, will be given monetary compensation for their work, where agreed upon by all parties involved.

How much are creative directors being paid if their proposal gets selected?

The monetary value assigned to the work is included by the creative director(s) in their original proposal to the CMTNL board. The board will review the proposal and enter negotiations with the creative director(s) regarding the course details (contents, design, development, implementation, delivery, etc.) and reach an agreement on the cost. The CMTNL strives to choose cost-effective, quality course options to its membership, including the mechanism of delivery and continuity of these courses for future cycles as continuing education and quality assurance options.

Will a RMT being offered a monetary benefit for submitting a case study?

Case Study (case report) submissions are part of the Module Learning Plan (MLP) option as a portion of the requirements a member must submit to obtain the full value of the 10 CEUs for completing the entire MLP. There will not be a monetary value assigned to the submission of a case study (case report) for the purpose of CE submission. Case Study (case report) submissions will be filed by the CMTNL within the respective member's file. Case studies submitted by members will be reviewed by the Continuing Education, Quality Assurance and Scope of Practice Committee as part of the CE Portfolio review process.

Case Study (case reports) are part of the information gathering process and can be used to gather significant best practices information in the treatment of various conditions, populations, and so on within the massage therapy profession. The ability to use these case studies for other quality assurance purposes – such as correlational studies and/or course development – by the CMTNL remains to be determined. Any case studies chosen will acknowledge the work of the member(s) involved. Case Studies give all members a chance to be a part of the research process in furthering the massage therapy profession. We are excited to be able to have the opportunity to begin this information gathering via the MLP option of continuing education.

Will there be a cost to complete the module?

There will be a cost to complete the module. Each course module cost will vary depending on the course itself and the development and mechanism of delivery. The CMTNL strives to choose a cost-effective process to keep each module cost within an affordable range. When completing the CMTNL Course offering as part of the entire module learning plan (MLP), members will obtain 10 CEUs, which will equate to 20 hours of learning activities.

The funds generated by the module costs will feed into further course development, along with a more efficient member learning portal system to record and obtain CEUs, along with an updated registry to show the CE activities of RMTs for transparency and accountability to the public.

Can we [members] do the course part of the hybrid model without using the model?

Yes. Each course offering will become listed on the CMTNL Approved CE Courses list and will be available for members to purchase and complete just as they would with any other approved CE course. When completed alone, outside of the MLP option, each course will have an allocated number of CEUs based on the same course approval guidelines listed within the CMTNL Continuing Education Policy.

For Example:

Jurisprudence Course (as part of the entire MLP) would be eligible for 10 CEUs.

Jurisprudence Course (on its own) would be eligible for 3 CEUs.

DTPR – Diagnostic Treatment Protocols Regulations

What is the CMTNL doing to educate the public about the new MVA protocols, especially that they have a choice?

The College has issued multiple Letters of Notice and Concern to the public via social media on the process regarding the DTPR amendments, from the initial onset of dialogue with the Superintendent of Insurance, Jennifer Crummey, to the Letter of Concerns issued to both the Minister of Health and Community Services (Honorable John Hogan, K.C., E.C.N.L.) and the Minister of Digital Government and Service NL (Honorable Elvis Loveless, E.C.N.L.). The information is also posted for public viewing on the College website.

A link to the information can be found here: [Amendments to the NL Automobile Act \(Diagnostic and Treatment Protocols Regulations for Motor Vehicle Accidents\) to take effect December 2, 2024.- College of Massage Therapists](#)

The College also released a Letter of Notice to the membership with guidelines on how to proceed with the new DTPR changes for motor vehicle accident claims that fall under these regulations. Members (RMTs) are encouraged to consider the following actions to address DTPR amendment concerns:

- Seek the support and guidance of your professional association (NLMTA) as an advocate to help voice concerns of the implications of these diagnostic and treatment protocols, ensuring that both client and provider autonomy are respected.
- Communicate with the College (CMTNL) directly, should you have concerns or questions on how to implement these new protocols into your clinical practice while still upholding the massage therapy practice standards involving assessment and treatment plan development.

General Questions

How many registered massage therapists (RMT's) failed to pass the vulnerable sector check (VSC)?

No RMT to date has failed the vulnerable sector check. However, if an individual did not meet the requirements, it would be handled by the CMTNL Board.

Why are we doing five (5) year re-evaluation of Criminal Records Check (CRC) & vulnerable sector check (VSC), while other organizations require it yearly?

The College decided to implement the vulnerable sector check (VSC) for initial applicants last year to stay on par with other health care organizations. The current membership had not been required to submit a vulnerable check when they registered, so all members were required to submit one with their renewals in March 2024. The CMTNL Board has not yet voted or decided to continue from 2024 with a five-year re-evaluation check. This re-evaluation check differs amongst the regulated professions within the health care community. When members sign their registration renewal form each year, they answer questions pertaining to changes regarding a potential criminal record and/or charges. This renewal form (along with the information submitted within) serves as a legal document and a testament by the RMT that the criminal record check on file has not changed. If the College decides to implement the five-year re-evaluation, appropriate notice will be given.

Why was the Annual General Meeting (AGM) not live-streamed? This would allow for increase accessibility for those not based in town to attend.

To choose the most cost-effective option, the College decided to forego the additional associated costs with adding a virtual streaming platform to the AGM and instead chose to record the meeting so that members of the public and registered members could still view the recorded meeting later. The NL Massage Therapy Act mandates the CMTNL to perform the following regarding the AGM:

Section 5. (1) The board shall hold at least one annual general meeting at a time and place that it determines or at a place that is set in the by-laws and may hold other general meetings upon the request of the chairperson, the registrar or 2 members of the board.

Attendance was recorded at the in-person venue allowing those in attendance eligibility to obtain CEUs. Members viewing the AGM recording in its entirety will be able to complete the appropriate self-study CE form and submit the completed form to the Continuing Education Committee (CEC) for CEU eligibility.

How are private businesses being allowed to sponsor the school programs, and advertise it?

The CMTNL does not have any jurisdiction over private entities, only the practice of the regulated massage therapy professionals employed by them. The same holds true for the Massage Therapy Schools within the province of NL. The schools are private businesses, the College does not regulate what or how private businesses advertise. The College does regulate what and how RMTs promote and/or advertise to the public.

Why was there an increase in office supplies with the closing of the office space?

It was announced at the 2022-2023 AGM that the CMTNL would be closing the office in Mt. Pearl as of December 31st, 2023, allowing the Registrar to work from a home-based office. This decision was made by the board due to the expense of having an office with little or no foot traffic. The transition into a home office setting was seamless and is working well. is

completely set up and functioning well. A Post Office Box has been set up to receive mail. The increase in office supplies refers to the initial costs incurred during the setup of the home office: the move itself, and the furniture required. The monthly expenses within the new home office setup and the cost of the post office box will be significantly lower than the costs incurred with the previous Mt Pearl office space. This will be reflected in the 2024-2025 financial audit.

Why did meetings & travel increase three (3) times?

Meetings and Travel fees have increased within the financial report from 2022/23 to 2023/2024 because of the nature of the fees involved. The 2022/2023 meeting and travel fees included the cost of travel to/from Charlottetown, PEI to CNAR conference location. The CNAR conference location in 2023/2024 was Vancouver, BC. In both instances, three board members of the CMTNL travelled. Accommodations and travel to/from NL to PEI were significantly less than that of travel to/from NL to BC. The CNAR conference moves from the East Coast to the West Coast of the country each year to allow for an even distribution of associated travel costs and fees for all provinces and regulatory bodies involved. The cost of travel and lodgings vary from city to city, coast to coast. The CMTNL strives to make travel fees and meeting fees as cost effective as possible when scheduling travel and booking meeting venues.

The 2022/2023 annual general meeting (AGM) was held over a generic virtual meeting platform and proved to be difficult to manage with a high volume of participants. The 2023/2024 AGM was held as a dual venue (in-person and virtual) at the Emera Innovation Exchange. The CMTNL chose this venue for the expertise and guidance required to host a large volume of participants both in-person and virtually. The result was a higher quality, more professional standard setting. This expense would also account for a portion of the increase in fees from 2022/2023 to 2023/2024 financial report.

Can surveys have an added section for polling options for people to add other options?

Yes, most certainly, the “other options” can be added as part of any future polling that the CMTNL sends to the public and/or its registered members. Surveys are a cost-efficient way for the CMTNL to gain information and perspective about its memberships and the interests of the public pertaining to massage therapy. The College intends to use this

method of information gathering to build a better understanding of the profession from a membership perspective and from the public perspective. One of the benefits of the CNAR membership (and conference) and training options is the ability to learn about sampling and information gathering and how to correlate the data accordingly, to aid in informed decision-making.

The most recent survey released by the CMTNL around the AGM registration helped give perspective on upcoming continuing education options being offered as part of the Hybrid Continuing Education (CE) option. We had a statistically significant sample size from the membership - thank you for your input!

Look to another survey to be released by the CMTNL focused on massage therapy fee schedules. Members of the public or registered members (RMTs) interested in volunteering with the CMTNL to aid in the development of surveys are strongly encouraged to contact the College for more information: email via communications@cmtnl.ca; via phone (709)-739-7181; or mail at PO Box 50002, Paradise RPO, Topsail, NL, A1L 0J2.

In the past we weren't allowed to use words such as Experts & Specialist. When did this change?

The words "expert" or "specialist" implies a certain level of education or expertise within that field. To use these words would infer that one has received specialized training and/or certification/licensing in that specific field. Otherwise, the suggested term to use would be "experienced".

How can a massage business discount their services?

The massage business(es) in question are private businesses with their own business model and plan. The CMTNL does not have any jurisdiction over private entities, only the practice of the regulated professionals employed by them. The discount being offered is not applied to the service being provided by the Massage Therapist. It is applied to the membership that the business model offers as an option.