

ANNUAL GENERAL MEETING

VIRTUAL (*THIS MEETING WILL BE RECORDED*)



NOVEMBER 15, 2025
1:30PM TO 3:00PM



Scan for 2023/2024 AGM
Meeting Minutes (for approval)

<https://www.cmtnl.ca/wp-content/uploads/2025/01/CMTNL-2023-2024-AGM-Minutes.pdf>

CMTNL
College of Massage Therapists
of Newfoundland and Labrador



LAND ACKNOWLEDGMENT

We acknowledge that the lands on which the CMTNL and its registered members operate are situated are in the traditional territories of diverse Indigenous groups.

We acknowledge with respect the diverse histories and cultures of the Beothuk, Mi'kmaq, Innu, and Inuit of this province.

We appreciate your support as we take the time to honour and remember both the children who were lost and the survivors of residential schools in our province and across our nation.



LAND ACKNOWLEDGMENT



[https://www.youtube.com/watch?v=zrk7ljagNR](https://www.youtube.com/watch?v=zrk7ljagNRQ)

Q

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HOUSEKEEPING



- Today's meeting will be recorded, and made available for viewing online at a later date.
- All participants will be muted during the meeting.
- Please ask relevant and constructive questions.
- Questions pertaining to the Annual Report and information relayed by the CMTNL will be addressed during the Questions & Answer period.
- Questions will be monitored, and only pertinent questions will be asked during this meeting
- FAQ Document to be released with the recording at a later date.

Scan for Slido Poll to ask questions here.



www.slido.com
Code# 4256262

AGENDA



- Introduction of the CMTNL Board of Directors
- Approval of CMTNL AGM Minutes of 2023/2024
- Review of CMTNL Annual Report 2024/2025
- Committee Reports
- New Business
 - MLP (Module Learning Plan) Update
 - CMTNL Member Engagement Initiative
- Questions & Answers
- Approve 2024/2025 Annual Report
- Approve Fred Earle, CA, to continue to complete CMTNL Audits

WHO WE ARE



The College of Massage Therapists of Newfoundland and Labrador (CMTNL) is the **regulatory body** that oversees **Registered Massage Therapists** (or RMTs/MTs) working in **Newfoundland and Labrador**.

The CMTNL is an organization that operates to **protect the public by ensuring professional standards**. The CMTNL **does not advocate on behalf of RMTs**. It is a **self-governing body** made up of a **volunteer-based board of directors** with a **small administrative staff team** of a Registrar, Executive Examinations Officer (EEO) and Exams Coordinator.

Through the **Massage Therapy Act, 2005**, and under the administration of the **Minister of Health and Community Services** (the Minister), the College is empowered to **make regulations governing and directing** the activities of the massage therapy profession in Newfoundland and Labrador.

The **Board of Directors** of the College is composed of **five massage therapists** who are elected by the members of the College and **two directors representing the public interest**. The Minister appoints the two public directors. Directors are normally elected/appointed for a **three-year term**, and may be **re-elected and serve for nine consecutive years**.

WHAT WE DO



The duty of our elected directors is to **govern the massage therapy** profession in alignment with the **public interest**.

The two directors appointed from the public are chosen by the Minister to **maintain public confidence** in the self-governing status of the College of Massage Therapists as a regulated health profession.

The CMTNL mandate is to **set standards** for entry to the College, maintain a **member registry**, set **practice standards**, and addresses public **complaints** against RMTs in Newfoundland and Labrador.



Setting requirements for becoming an RMT with entry-to-practice standards and examinations. This ensures that only qualified professionals are permitted to practice and use the protected titles “RMT” and “MT”.



Running a Quality Assurance program to ensure continued competency with RMTs, keeping their knowledge and skills up to date.



Setting Professional and Educational Practice Standards and enforcing ethical conduct for all RMTs within the province.



Maintaining an updated Massage Therapy Registry to help insurance providers and the public verify the person they are receiving Massage Therapy treatment from holds an Active Registration license to practice.



Consulting with the government on the approval of schools and programs of Massage Therapy within the province.



Addressing concerns and investigating complaints about Registered Massage Therapist and taking disciplinary action when necessary.



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Meet the
Board of
Directors

Board Chair & Chair of Finance

Claudette Marie Warren, RMT, BScHKin
CMTNL Chair, and Chair of Finance

Claudette Marie has been an active member of the CMTNL and NLMTA since May 2006. She holds an Honors Degree in Science in Human Kinetics from St. Francis Xavier University, in Antigonish, NS, alongside her Massage and Hydrotherapy Diploma from CCMH, Halifax, NS. Claudette Marie thoroughly enjoys playing an active role in the promotion and education of our profession amongst the public and other Healthcare Professions. You can find Claudette Marie practicing in both Mount Pearl and Labrador West, where she holds a satellite clinic for 10-14 days each visit.



Chair of Examinations



Stephanie Daley, RMT *Chair of Examinations*

Stephanie graduated, with honours, from Northumberland College in Halifax, NS in 2009. She has been practicing for over 14 years and recently opened her own clinic in Mount Pearl in 2022. Stephanie has been an active member with the CMTNL on multiple committees over the years, such as the COVID committee, SME (subject matter expert) with standard setting and as an examiner from 2015-2023 before stepping down to accept the position of examinations chair. Stephanie is passionate about client safety and education within our profession.

Chair of Communications

Marcie Kirkpatrick, RMT
Chair of Communications

Marcie started her RMT career in Nova Scotia, prior to returning home to Newfoundland in 2015. She currently holds her clinical practice in Bay Roberts, NL. Marcie brings a fresh perspective to the board in our endeavours to educate and safeguard the public with respect to the Massage Therapy Profession.



Chair of Quality Assurance, Continuing Education, and Scope of Practice



Wendy Squires-Ennis, RMT

Chair of Quality Assurance, Continuing Education and Scope of Practice

Wendy graduated from CNA in 1999, became registered through the CMTO and started the millennium working as an RMT. Following about five years of working with other RMT's and Chiropractors, she chose to work in her home-based clinic, where she remains today. Wendy has a special interest in working with children and holds a certificate in infant massage instruction. Her passion for the profession and her caring nature helps her clients feel at home. Over the first decade, Wendy held positions on the CMTNL and NLMTA boards, was an examiner and standardized client and often promoted the profession at trade shows and by hosting information sessions. After 14 years of raising her two children, Wendy is enthusiastic about returning to the CMTNL Board of Directors, as your Chair of Quality Assurance, Education and Scope of Practice

Chair of Complaints & Discipline

Dawn Gibbons, RMT

Chair of Complaints and Discipline

Dawn has been an active RMT with the CMTNL since 2011. She has recently moved to St. John's from a clinical practice in Lewisporte, NL. Along with her 14+ years of experience as an RMT, she also brings to the board a wholistic perspective as a Certified Yoga Teacher, Aromatherapist and Naturopath.



Past Chair



Jessica Moore, RMT *Past Chair (Advisory Role)*

Jessica graduated from Compu College and has been registered since September 2009. Jessica is passionate about client education and public awareness. She is a highly active member of the CMTNL, volunteering on multiple committees. Jessica was a board director from February 2013 and is currently the CMTNL Past Chair.

Staff Members

Yolanda Critch, B. Comms
CMTNL Registrar



Jocelyn Kielly-Dja, RMT
CMTNL Executive Examinations Officer

Stephanie Smith, RMT
CMTNL Exam Coordinator



Examination Staff 2024

Mariola Babij
Stephanie Daly
Byron Carville
Debra Cheeseman
Patti Corcoran
Krista Deerring
Dennis Browne
Fallon Faulkner
Emily Fleming
Stephanie Fleming
Kelly Foster

Michelle Geldart
Bria Gibbons
Dawn Gibbons
Haley Gould
Krystle Hayden
Heather Jones
Rebecca Kaulback
Lacey Kielly
Jenny Lamontagne
Tammy Lane Norris
Alyssa Lavigne

Tharindu Madushanke
Jennifer Mitchell
Jennifer Manning
Jessica Moore
Samantha Piercey-Murphy
Nicole Pike
Fallon Pribag
Ceara Ryan
Jo-Anne Saunders
Terri Sheppard
Carolyn Stagg

Myrle Stanford Louzon
Michelle Stone Walsh
Justine Tibbs
Deana Whalen
Dawn Winsor

**THANK
YOU!**

COMMITTEE REPORTS

MESSAGE FROM THE CHAIR

- **Productive** year, many tasks accomplished
- Goal of **transparency** and **accountability** of board operations via **communication** and **education**
- Facilitated Meeting for **framework** development
 - **Communication and Leadership** at the BOD and administrative level
 - Review of **Policy and Position Statements**
 - “Next Steps” of organizational structure **SOPs** to ensure **legacy of board operations**
- Always room for **improvement** and **growth**
 - CNAR **Networking** and **Governance Experience**
- **Acknowledgements** of administrative staff:
 - Yolanda Critch, Registrar
 - Jocelyn Kielley-Dja, Executive Examination Officer
 - Stephanie Smith, Exam Coordinator



COMMITTEE REPORTS

REPORT FROM THE REGISTRAR



- Successful year of **productivity**.
- Microsoft Teams platform proves effective tool for
 - board **communication** and information sharing
 - working **collaboratively** on a **virtual platform**
- Changes to the Registration Renewal Process
 - administrative **deadline** (March 15th) **proves effective**
- **Office relocation** to allow for **home-based** office of the Registrar and a post office box to receive mail.
- **CNAR** (Canadian Network of Agencies for Regulation)
 - Opportunity for **connection** with other Registrars
 - **Trauma-Informed Care** to aid in engagement
- Health Regulators Network and **FOMTRAC** (Federation of Massage Therapy Regulatory Authorities of Canada **Competency Profile Review** and collaboration with **Dept. of Health and Community Services**

COMPLAINTS (REGISTRAR LEVEL)

Total Complaints Recieved	☒	4
Resolved by the Registrar	☒	2
Referred to CAC	☒	2

REGISTRANTS

Active Members	☒	480	Suspended	☒	1
Inactive Members	☒	21	Surrendered	☒	105
Renewal Pending	☒	2	Expired	☒	11



As of April 1, 2025

COMMITTEE REPORTS

CONTINUING EDUCATION, QUALITY ASSURANCE AND SCOPE OF PRACTICE

- **Continuing Education (CE) Policy**
 - first year of new cycle April 1, 2024 to March 31, 2025
- **Acknowledgement and gratitude** to the CE committee members:
 - Yolanda Critch
 - Claudette Marie Warren
- **Course Approvals and CE Course List**
 - Use of **CE Recording Forms** and **early submissions** by members



COMMITTEE REPORTS

FINANCE COMMITTEE

- **Annual Audit** (included within the Annual Report)
- The CMTNL is mandated by, and accountable to, the Government of Newfoundland and Labrador to be transparent to the public and spend money in a responsible manner based on needs.
- Both a third and fourth party are involved in a review of yearly spending: the **accountant** (Fred Earl), and the **Department of Health**.
- The CMTNL is required to be **audited** and produce an **annual report** with said audit included within the report.
- For further details, please refer to the CMTNL 2024-2025 **Financial Statement**



SCAN QR CODE FOR DIRECT LINK

COMMITTEE REPORTS

COMMUNICATIONS COMMITTEE

- Goal to initiate a platform of **transparency** and **education** via **communication**
- Continuation of a **Quarterly Communication Newsletter**
 - focus on “user friendly” information regarding **regulations** and **standards of practice**
 - all communications can be found online at www.cmtnl.ca
- **Social Media Platform** continues to grow
 - used to broadcast massage therapy **awareness**
 - engage both **public** and **RMTs**
- **Volunteers needed** to aid in development of social media content.
- Interested? Send an email to the communications chair at communications@cmtnl.ca



[WWW.FACEBOOK.COM/CMTNLBOARD](https://www.facebook.com/CMTNLBOARD)

FOLLOW US ON INSTAGRAM: [@CMTNL2023](https://www.instagram.com/CMTNL2023)

COMMITTEE REPORTS

COMPLAINTS AND DISCIPLINE COMMITTEE



- Complaints and Discipline continues to **review and address** complaints in a **timely, transparent, and consistent manner**.
- Two complaints forwarded from the Registrar:
 - **investigation** stages at the level of the **CAC**
 - Complaints and Discipline (**CAD**) Panel
 - **recruitment** stage
 - **Public Member appointed** to serve on CAD Panel
- **Future focus** continues on website **revisions and updates** to allow for more “user friendly” navigation
 - more **accessible** and **informative** to the public
- **SOP** Complaints and Discipline **FlowCharts**
 - at the level of the **Registrar**
 - at the level of the **CAC**
 - at the level of the **CAD Panel**

COMMITTEE REPORTS

EXAMINATIONS COMMITTEE



- Continued use of new **examination format**:
 - 5 Objective Structured Clinical Evaluation (**OSCE**) stations
 - Stations completed by candidates in order from 1 through 5
 - designed to reflect **actual clinical experience** more closely
 - All candidates expected to pass a Multiple Choice Question (**MCQ**) exam
- **New CE Policy** for examiners and exam staff as of 2025
 - CEUs received for **mass training** hours (7 CEUs) and **training prior to exams** (4-6 CEUs) only
 - **approx. 12 CEUs per exam year**
- **Acknowledgements and gratitude**:
 - Jocelyn Kielley-Dja (Executive Examinations Officer)
 - Stephanie Smith, Exams Coordinator
 - Exams team (track examiners, standardized patients, support staff)

2024 EXAM PERCENTAGES

OSCE Candidates 2024

Pass	Fail
128	21

85.90% Pass Rate

MCQ Candidates 2024

Pass	Fail
130	13

90.90% Pass
Rate

OSCE Date	Total Candidates	Pass	Fail
May 2024	63	57	6
August 2024	57	47	10
December 2024	29	24	5

MCQ Date	Total Candidates	Pass	Fail
May 2024	62	60	2
August 2024	54	49	5
December 2023	27	21	6

NEW BUSINESS

CE HYBRID MODEL OPTION

Module Learning Plan (MLP) Outline:

- ✓ Complete the course offered by the CMTNL
- ✓ Quiz
- ✓ Case Study
- ✓ Self-Assessment tool

In a 1-year cycle, you must complete to obtain credit for 10 CEU's. Registrants (Members) must complete **all** required tasks to obtain any value for the CEU's.

Registrants (RMTs) will have the **option** throughout the upcoming 3-year cycle to choose the new **Module Learning Plans** (MLPs) or opt for the **traditional 30 CEUs** as per the **CE Policy** Guidelines.

NEW BUSINESS

CE HYBRID MODEL OPTION

Each year the CMTNL will make available a Module Learning Plan (MLP) which will consist of an online course in an area of core professional learning directly related to understanding the college, the responsibility of an RMT, standards of practice and more.

In a 1-year cycle, you must complete the MLP to obtain credit for 10 CEU's. Registrants (Members) must complete **all** required tasks to obtain any value for the CEU's.

Registrants (RMTs) will have the **option** throughout this 3-year cycle to choose the new **Module Learning Plans** (MLPs) or opt for the **traditional 30 CEUs** as per the **CE Policy Guidelines**.



MODULE LEARNING PLAN (MLP) YEAR ONE

Online Module: Jurisprudence

Quiz: Jurisprudence

*Pilot Phase
Complete*

Case Study: Detailed account of RMTs work with a specific client over a specified period of time that includes:

- initial condition
- therapist's assessment
- treatments provided
- outcomes

*Work in
Progress*

Self Assessment Tool: Structured around the massage therapy standards of practice and code of ethics, RMTs will rate their practice and skills on competency scale from novice to expert.

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In a **1-year cycle**, you must complete the MLP to obtain credit for 10 CEU's.
Registrants (Members) **must complete all required tasks** to obtain any value for the CEU's.

NEW BUSINESS

MEMBERSHIP ENGAGEMENT INITIATIVE

Members who volunteer on committees with the CMTNL are eligible to receive **6 Category A CEUs** per calendar year.

Subject Matter Experts (SMEs)

- social media
- marketing
- MT practice standards
- report writing
- research / case study



Knowledge a person has gained in a specific field, gained through years of experience, formal education and/or professional training.



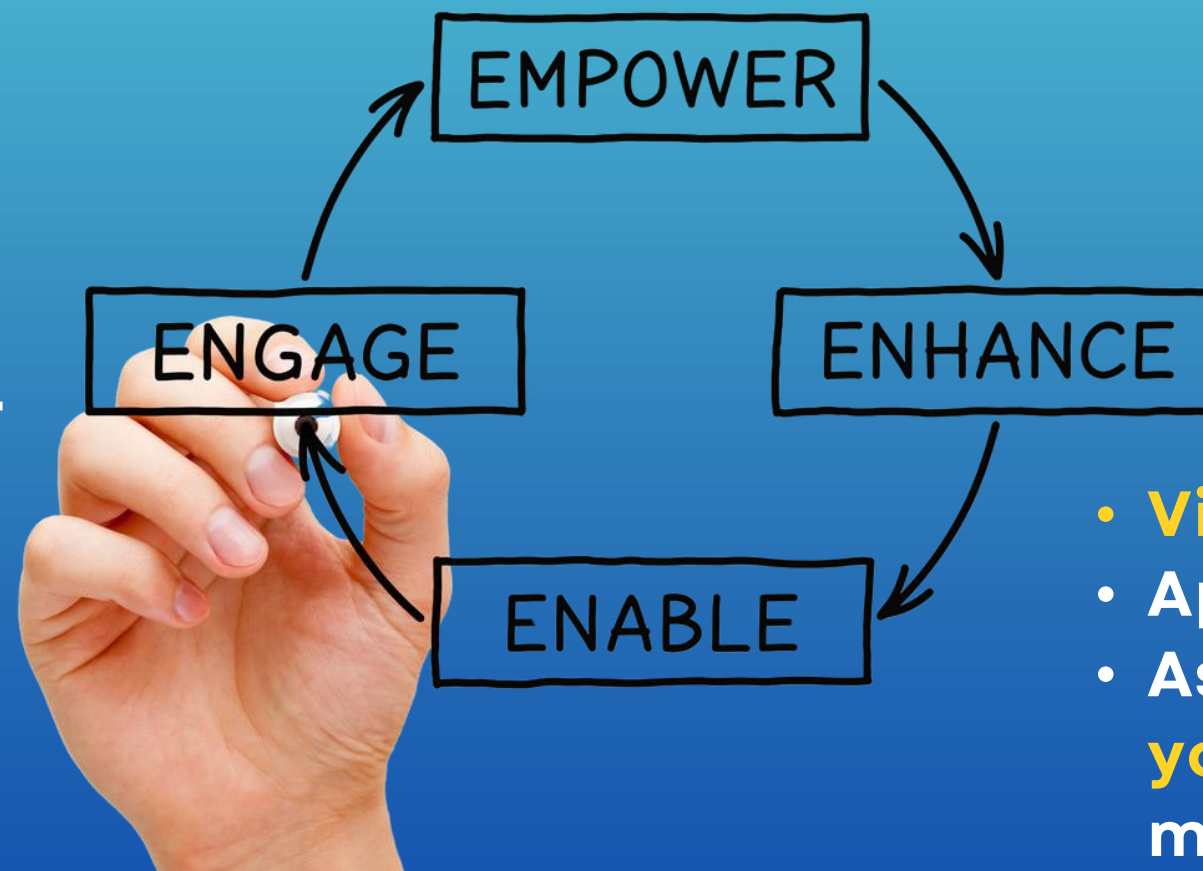
NEW BUSINESS

MEMBERSHIP ENGAGEMENT INITIATIVE

Members who volunteer on committees with the CMTNL are eligible to receive 6 Category A CEUs per calendar year.

Committee meeting dates in 2026:

- February
- April
- June
- August
- October
- December



- Virtual meetings
- Approximately 1hr meetings
- Assigned tasks to complete on your own time in between meetings
- Tasks and duration are committee dependent

QUESTIONS & ANSWERS



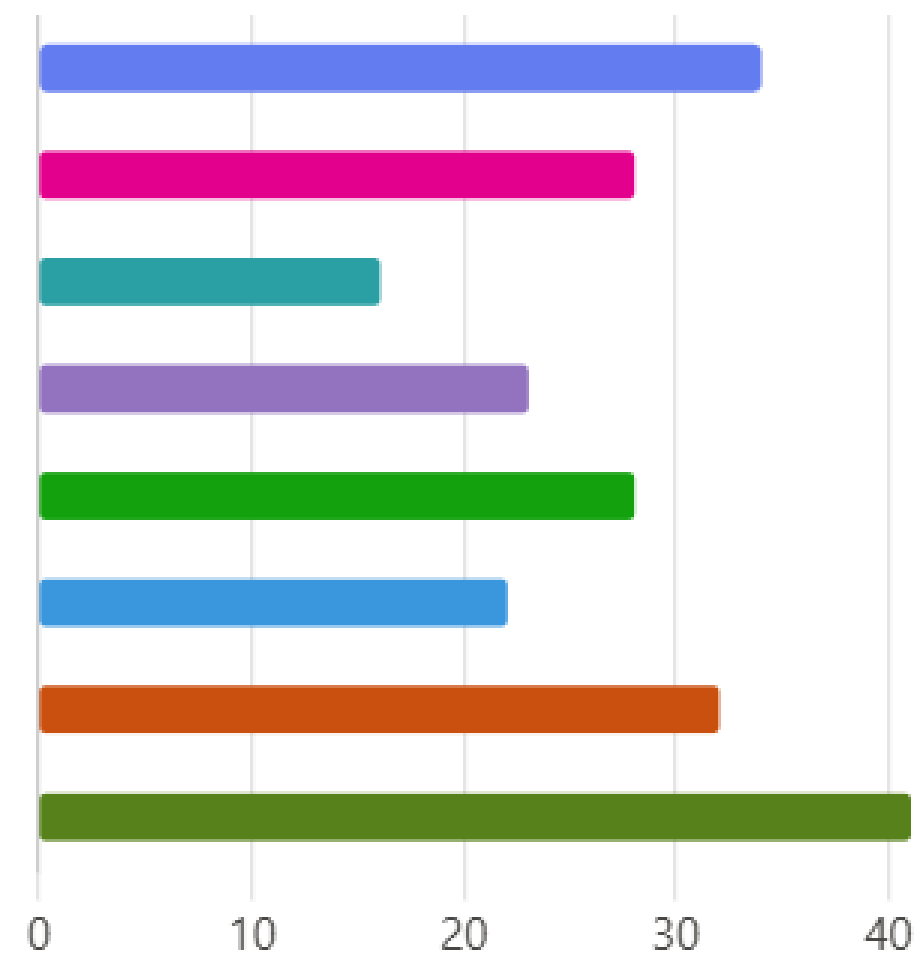
AGM Survey Review:

- 224 responses (30% of membership)
- Practice Duration (years in service)
- Mode of Practice (solo, multi-disciplinary, home based)
- Complimentary Modalities used in Practice
 - Category A
 - Category B
- Continuing Education (CE) “check in”
- Associated Questions
 - Annual General Meeting focus
 - CE Hybrid Module Option

YEARS OF PRACTICE

15. How long have you been practicing Massage Therapy [registered with the CMTNL]?

1 to 3 years	34
3 to 5 years	28
5 to 7 years	16
7 to 9 years	23
9 to 12 years	28
12 to 15 years	22
15 to 20 years	32
More than 20 years	41

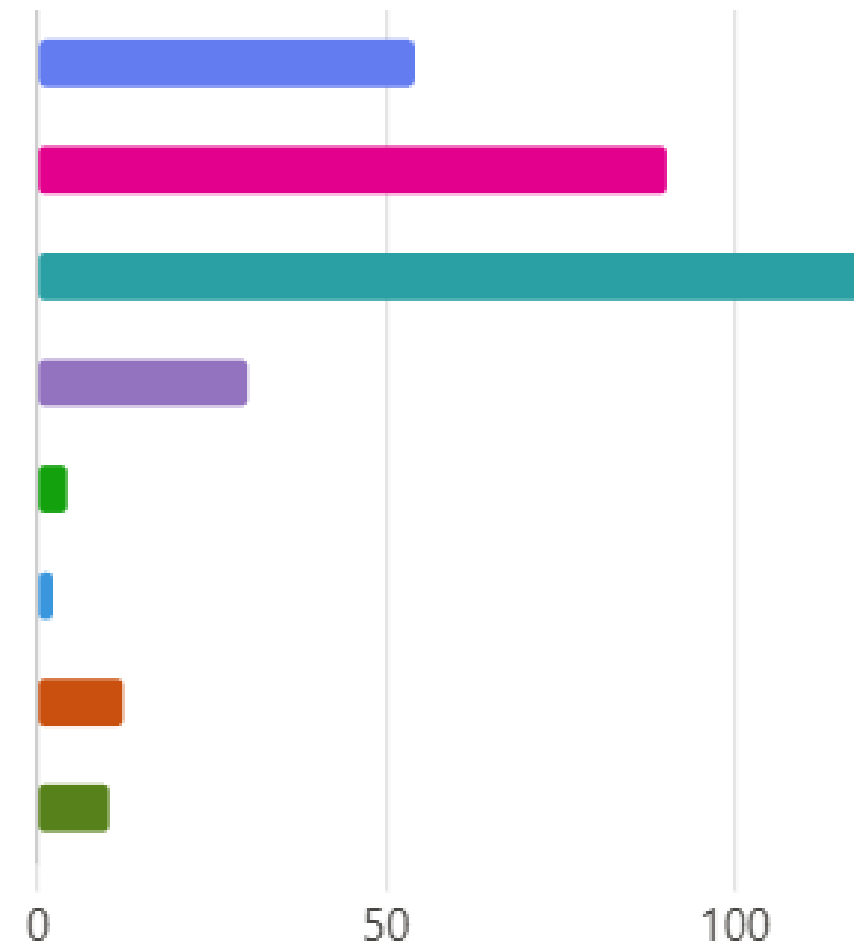


20+ years (18%)
1 to 3 years (15%)
15 to 20 years (14%)
9 to 11 years (13%)
3 to 5 years (13%)
7 to 9 years (10%)
12 to 15 years (10%)
5 to 7 years (7%)

MODE OF PRACTICE

16. Which of the following describes your typical clinical practice setting? (check all that apply)

- I am the sole practitioner in my clinic. 54
- I work in a clinic alongside other RMTs. 90
- I work in a clinic alongside other types of healthcare providers. 120
- I have a home-based clinic and I am the sole practitioner. 30
- I have a home-based clinic alongside other RMTs. 4
- I have a mobile clinic. 2
- I work in more than one clinic. 12
- Other 10

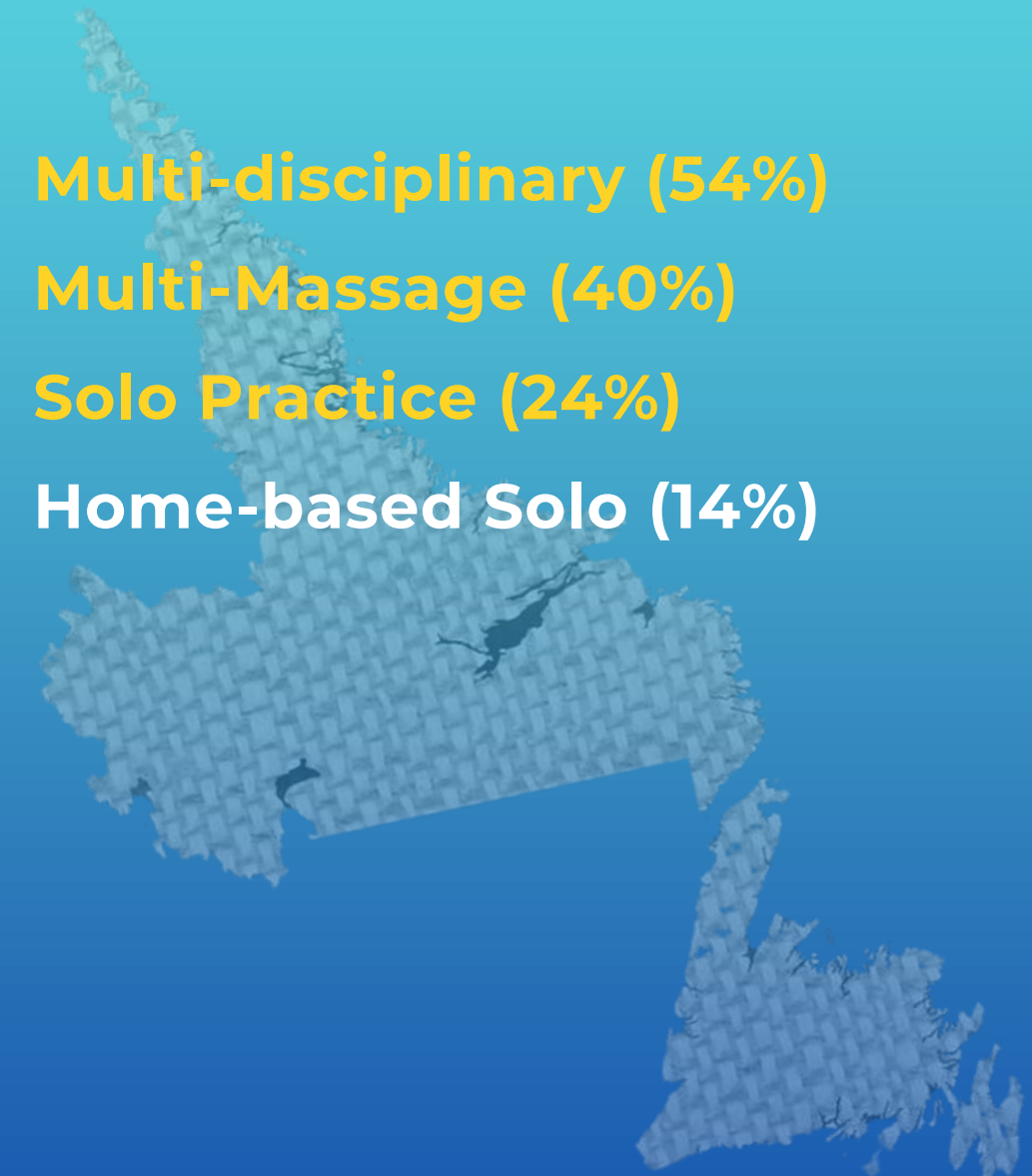


Multi-disciplinary (54%)

Multi-Massage (40%)

Solo Practice (24%)

Home-based Solo (14%)

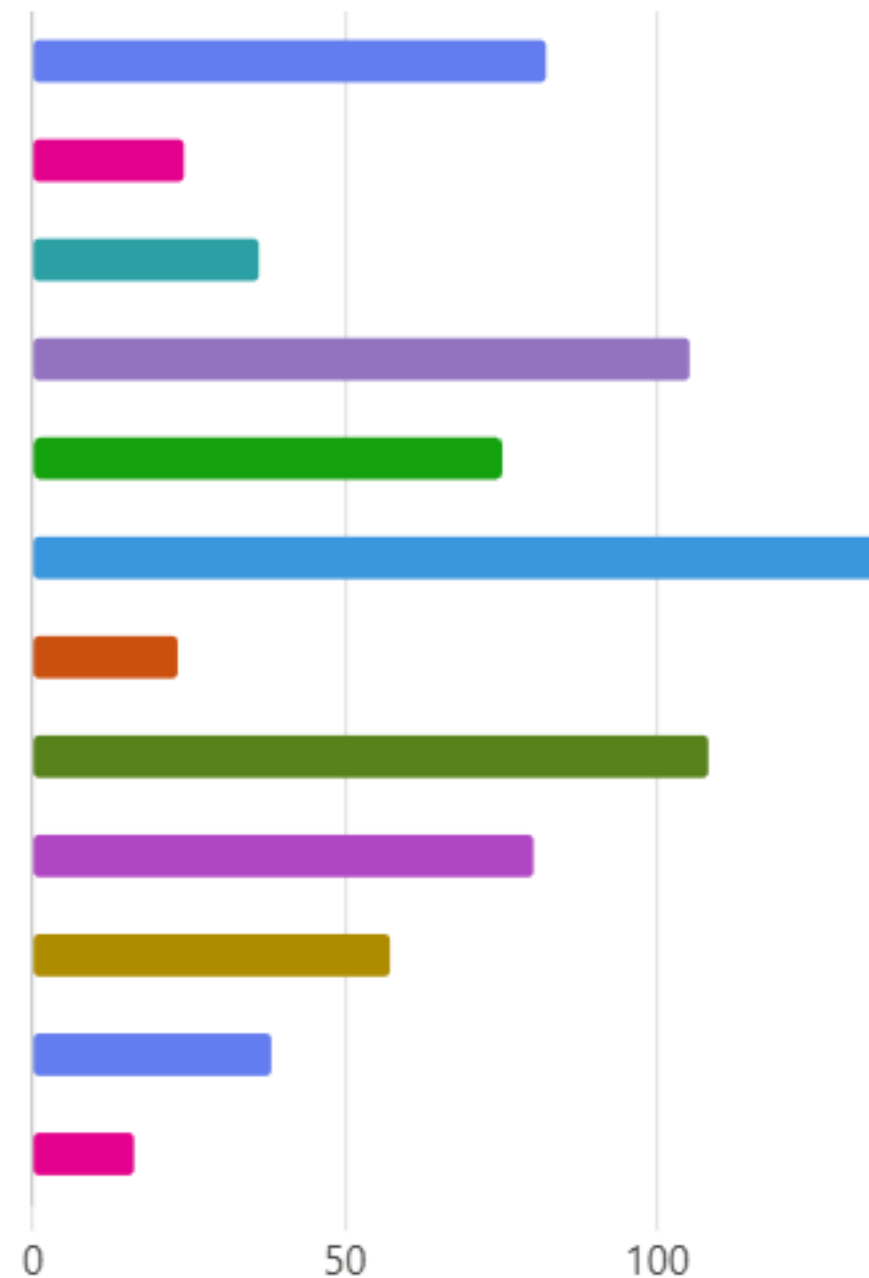


CATEGORY A MODALITIES

Which of the following **Category A** Modalities do you include within your current clinical practice?

Please check all that apply, and list any additional modalities not included within this list in the "other" option.

● Active Release	82
● Craniosacral Therapy	24
● Infant Massage	36
● Joint Mobilization	105
● Lymphatic Drainage	75
● Myofascial Release	137
● Nerve Mobilization	23
● Pregnancy Massage (Pre/Postnatal)	108
● Scar Tissue Massage	80
● Sport Massage	57
● None of the above	38
● Other	16



Myofascial Release (61%)

Pregnancy Massage (48%)

Joint Mobilization (47%)

Active Release (37%)

Scar Tissue Massage (36%)

Lymphatic Drainage (33%)

Sport Massage (25%)

Nerve Mobilization (10%)

None of the Above (17%)

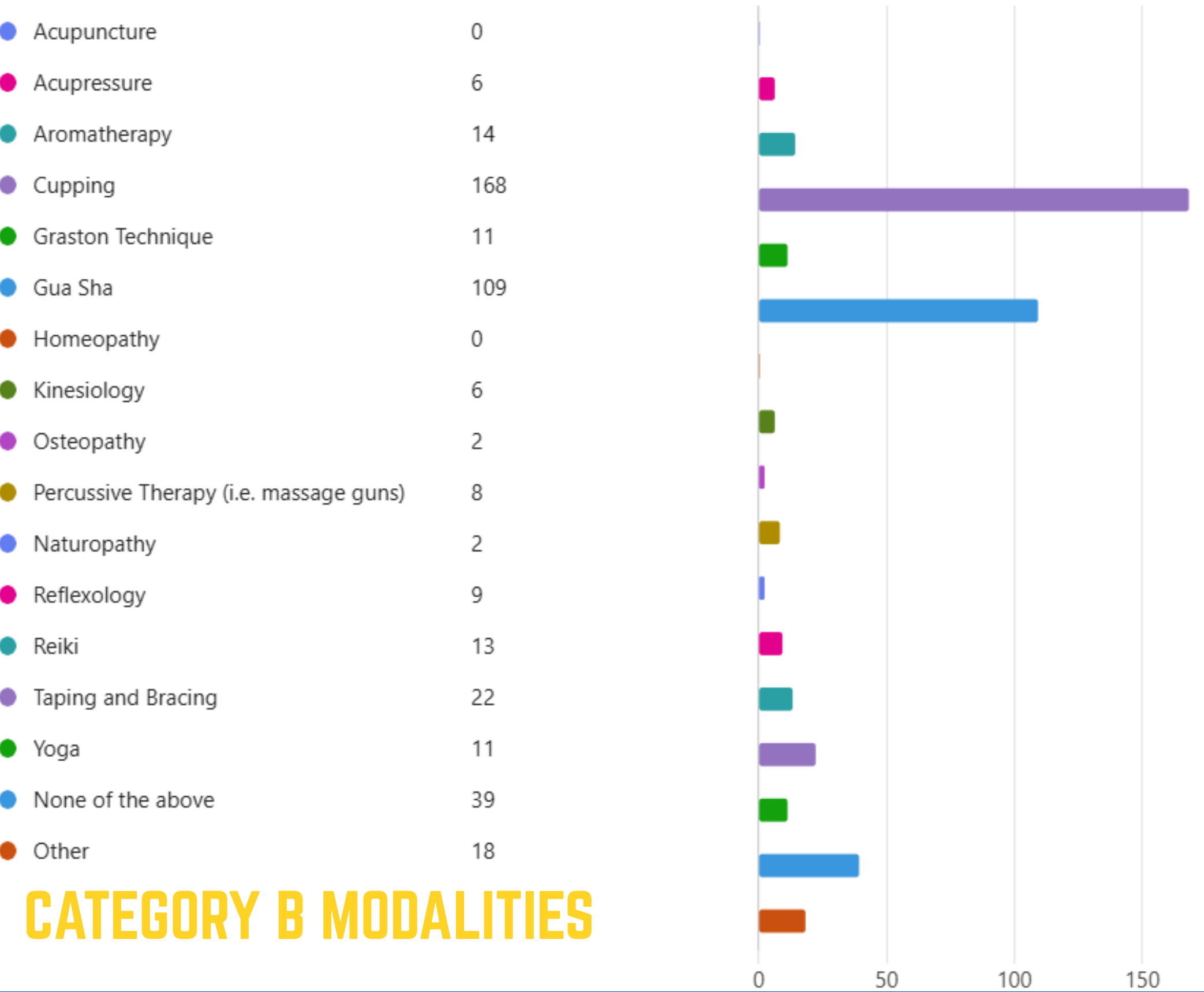
(less than 5yrs; more than 15yrs)

"Other" (7%)

- **Stretching**
- **Concussion Therapy**
- **TMJ/Intra-oral**

Which of the following **Category B** Modalities do you include within your current clinical practice?

Please check all that apply, and list any additional modalities not included within this list in the "other" option.



CATEGORY B MODALITIES



Cupping (75%)

Gua Sha (49%)

None of the Above (17%)

(less than 3yrs; more than 20yrs)

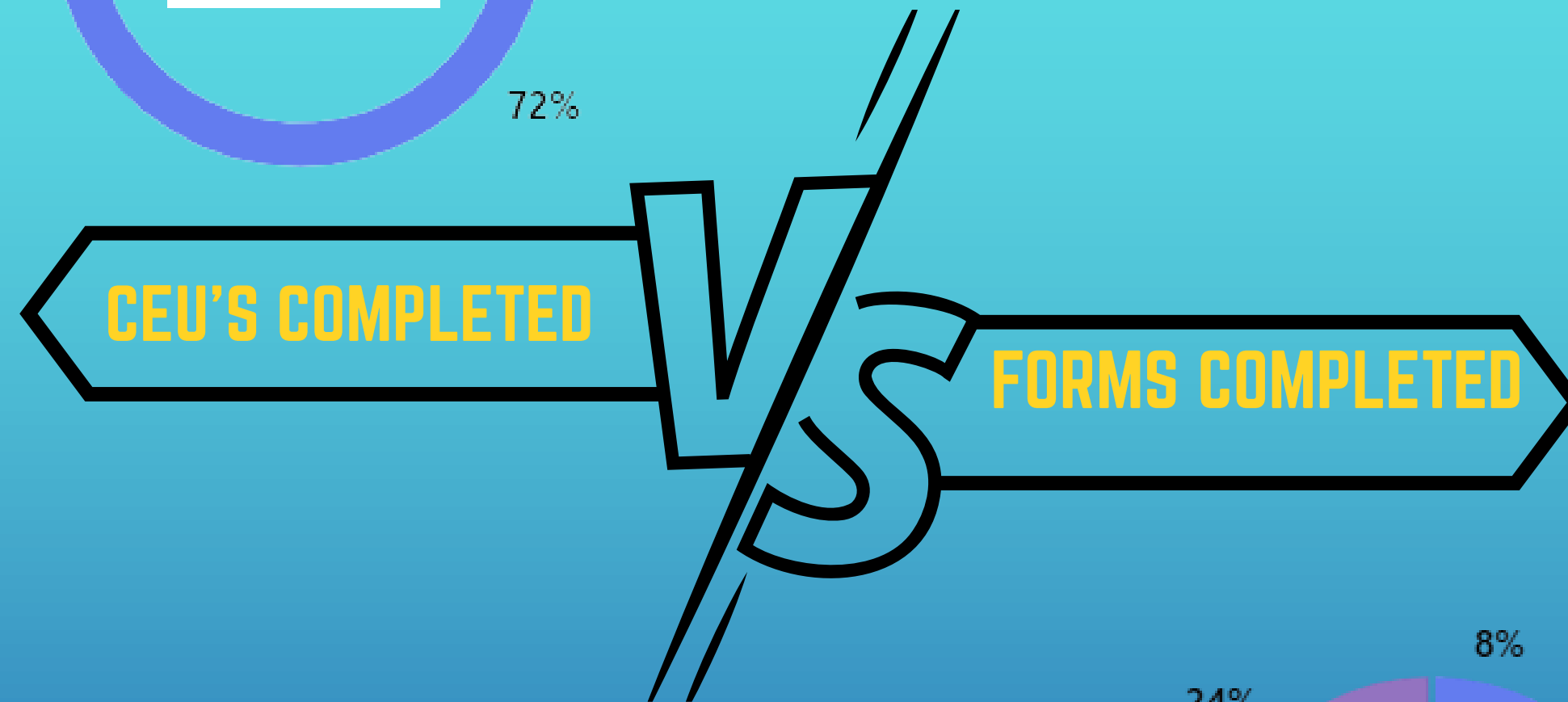
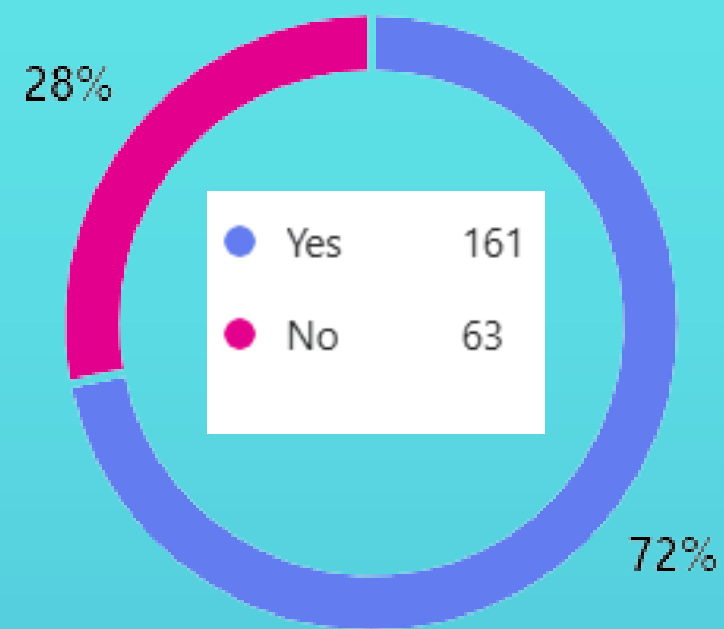
Taping and Bracing (10%)

Aromatherapy (6%)

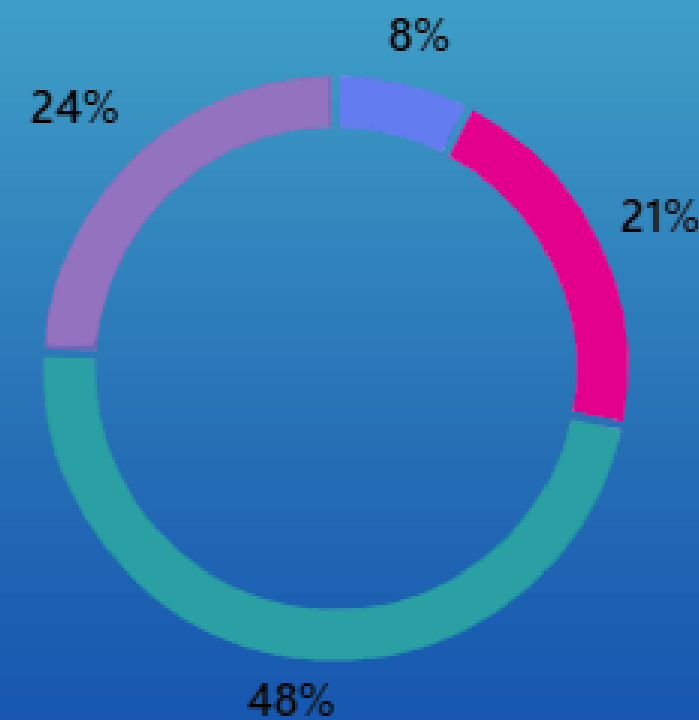
Reiki (6%)

“Other” (8%)

- Thai Yoga
- RAPID Neural Reset
- Personal Training
- Matrix Repatterning

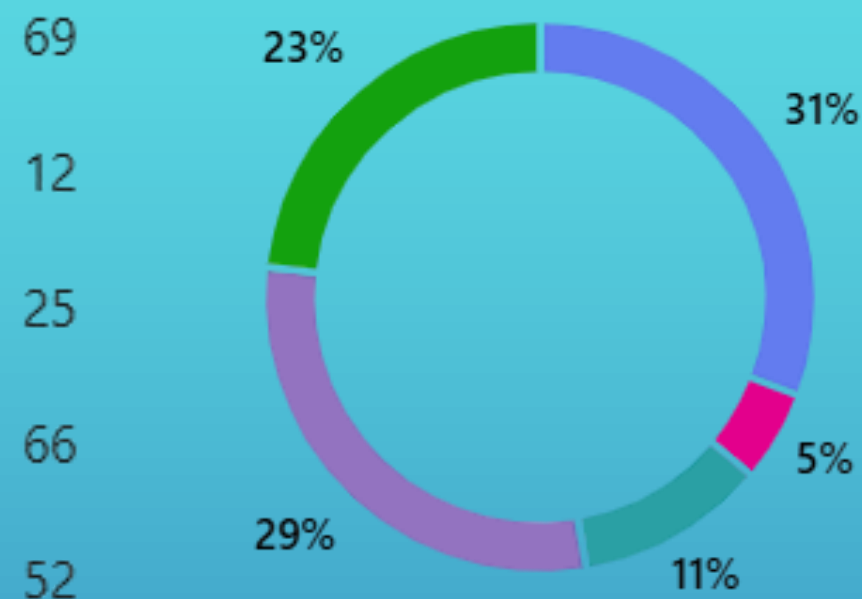


Yes, I have completed the corresponding CE Recording Form(s) and I have submitted it to the CE...	17
I have completed the corresponding CE Recording Form(s), but I have not sent it to the CE Committee...	46
No, I have not completed the corresponding CE Recording Form(s).	107
I have not completed any CE activities, so far, for this current cycle.	54



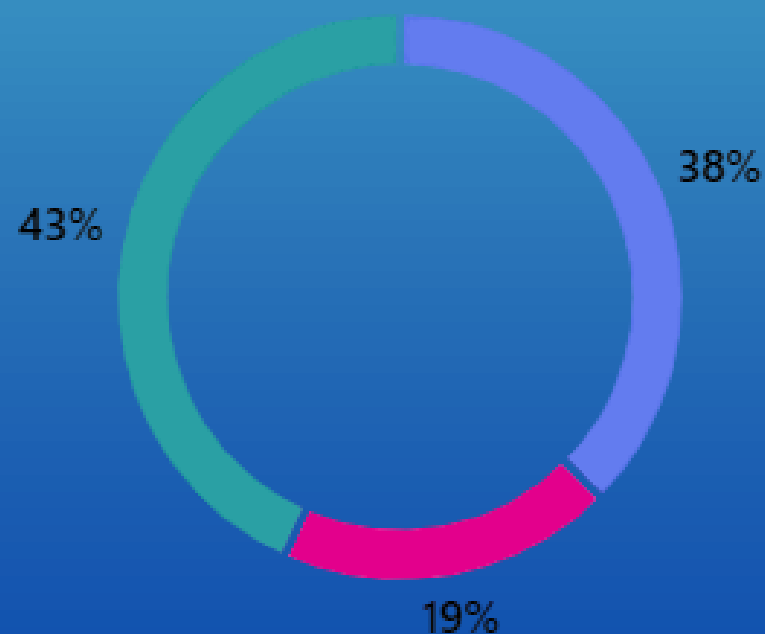
MODULE LEARNING PLAN (MLP)

- I plan to choose this option for 1 of the 3 years within the CE cycle.
- I plan to choose this option for 2 of the 3 years within the CE cycle.
- I plan to choose this option for all 3 years within the CE cycle.
- I have no interest in this option and prefer to choose my own CE activities for all 3 years within the cycle.
- I have questions and need more information before choosing this new option.



JURISPRUDENCE MODULE

- Yes 84
- No 43
- Maybe 97

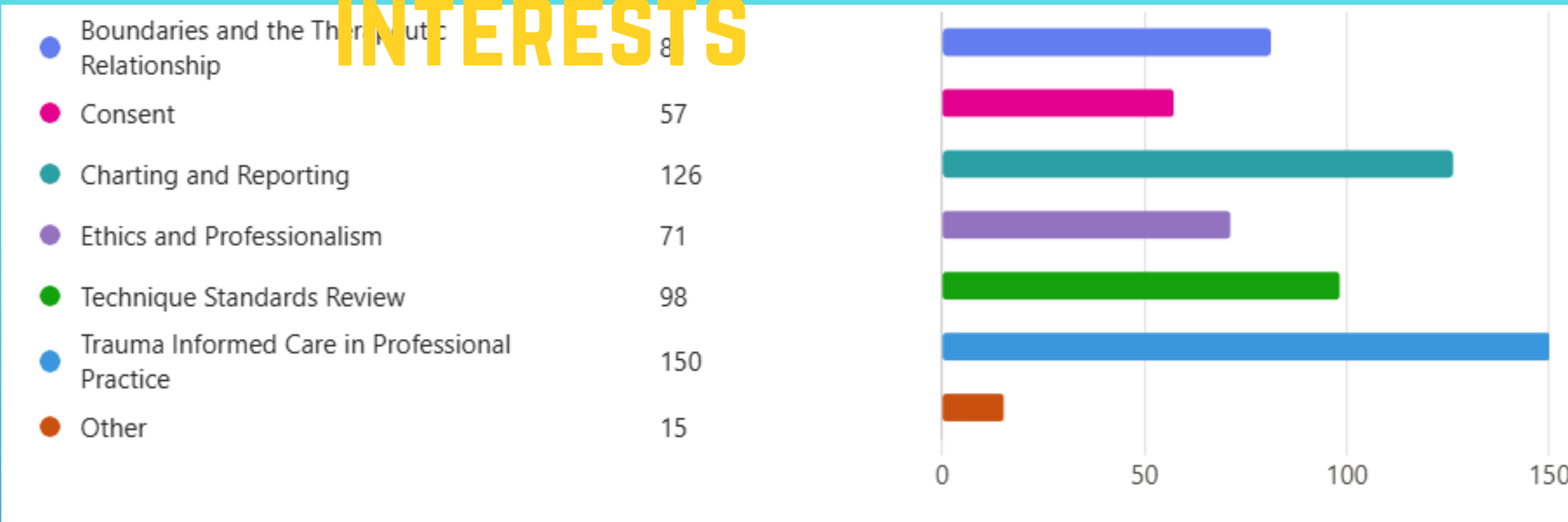


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FUTURE MODULE INTERESTS



Trauma Informed Care in Professional Practice (67%)
Charting and Reporting (56%)
Technique Standards Review (44%)
Boundaries and the Therapeutic Relationship (36%)
Ethics and Professionalism (32%)

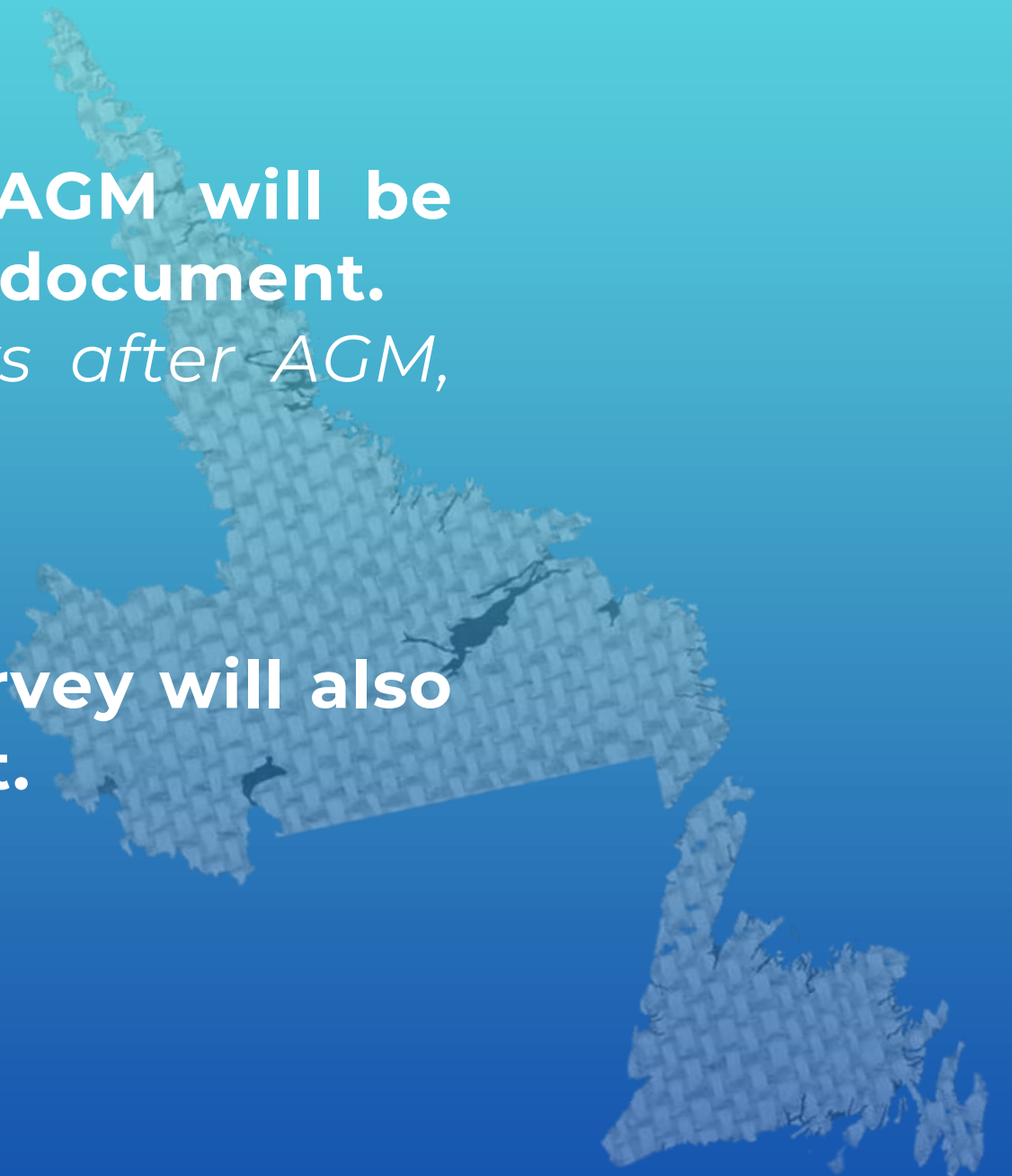
Consent (25%)
“Other” (7%)

- Advertising
- Evidence Informed/Science-based topics of Massage
- Research and Scientific Knowledge as it relates to Massage

Questions asked during today's AGM will be compiled and addressed via FAQs document.

(release date TBD; approx 30 days after AGM, along with AGM recording access)

Questions for the CMTNL from Survey will also be included in the FAQs document.



APPROVALS



2023/2024 AGM Meeting Minutes

- motioned by Debbie Legge
- seconded by Danica Benoit-Higgins



2024/2025 Annual Report

- motioned by Brittany Osmond
- seconded by Emily Lambe



Fred Earle, CA, to continue to complete CMTNL Audit

- motioned by Britany Osmond
- seconded by Denise MacDonald and Rhonda Isaacs



We all have something to give...

To give is to engage.

Engagement grows empowerment.

Empowerment builds growth.

A top-down view of four hands in light blue striped shirts building a house shape on a wooden table using colorful wooden blocks. The house has a triangular roof and a rectangular base. The interior is filled with various colored blocks. One hand is holding a pink block, and another is holding a blue block.

If we build it.

It will become.

The logo for CMTNL, featuring a blue wavy line above the letters CMTNL in a bold, blue, serif font.

CMTNL



WE WANT

YOU

Committee Volunteers Needed:

- **Complaints and Discipline Panel**
- **Communications (Social Media)**
- **Continuing Education**

If we build it.

**CMTNL**

It will become.



THANK YOU!



Why Choose a Registered Massage Therapist (RMT)?



Regulated Profession with High Standards to Ensure Qualified Healthcare Professionals

Massage Therapists in our province (NL) are required to:

- ✓ Complete 2,200+ hours of accredited education in anatomy, physiology, pathology, and clinical practice.
- ✓ Pass rigorous licensing exams to demonstrate competency.
- ✓ Register with a provincial regulatory college, CMTNL, that enforces standards of practice and ethical conduct

There are a number of factors to consider when choosing a Registered Massage Therapist (RMT). Your decision should be rooted in public safety, professional accountability, and quality of care.

CMTNL



Ongoing Continuing Competency Requirements

To maintain their license, RMTs must:

- ✓ Reflect on their practice and stay current with emerging research and techniques.
- ✓ Participate in continuing education (e.g. 30 CEUs every 3 years).

This commitment to lifelong learning ensures that RMTs provide up-to-date, high-quality care.



Practice Standards that Prioritize Safety

RMTs follow provincial standards of practice that include:

- ✓ Informed Consent and clear communication
- ✓ Infection control and hygiene protocols.
- ✓ Confidentiality and professional boundaries.
- ✓ Evidence-based treatment planning tailored to individual needs.

These standards are designed to protect the public and ensure safe, effective care.



Accountability and Public Protection

Regulatory colleges, such as the CMTNL;

- ✓ Investigate complaints and enforce disciplinary actions when necessary.
- ✓ Maintain public registries so patients can verify credentials.
- ✓ Require professional liability insurance for all RMTs

This system ensures that RMTs are accountable for their actions and that clients have recourse if standards are not met.



Insurance Coverage and Healthcare Integration

Many extended health plans only reimburse services provided by RMTs.

RMTs often work in collaboration with physicians, physiotherapists, and chiropractors as part of integrated care teams.

Their services are recognized as medically necessary for conditions like chronic pain, injury recovery, and stress management.