



College of Traditional Chinese Medicine
Practitioners and Acupuncturists of Ontario

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

Council Meeting Public Agenda

Wednesday, September 17, 2025

Excerpt from the Regulated Health Professions Act, 1991

***Schedule 2
Health Professions Procedural Code***

Duty of College

- 2.1 It is the duty of the College to work in consultation with the Minister to ensure, as a matter of public interest, that the people of Ontario have access to adequate numbers of qualified, skilled and competent regulated health professionals. 2008, c. 18, s. 1.

Objects of College

3. (1) The College has the following objects:
1. To regulate the practice of the profession and to govern the members in accordance with the health profession Act, this Code and the Regulated Health Professions Act, 1991 and the regulations and by-laws.
 2. To develop, establish and maintain standards of qualification for persons to be issued certificates of registration.
 3. To develop, establish and maintain programs and standards of practice to assure the quality of the practice of the profession.
 4. To develop, establish and maintain standards of knowledge and skill and programs to promote continuing evaluation, competence and improvement among the members.
 - 4.1 To develop, in collaboration and consultation with other Colleges, standards of knowledge, skill and judgment relating to the performance of controlled acts common among health professions to enhance interprofessional collaboration, while respecting the unique character of individual health professions and their members.
 5. To develop, establish and maintain standards of professional ethics for the members.
 6. To develop, establish and maintain programs to assist individuals to exercise their rights under this Code and the Regulated Health Professions Act, 1991.
 7. To administer the health profession Act, this Code and the Regulated Health Professions Act, 1991 as it relates to the profession and to perform the other duties and exercise the other powers that are imposed or conferred on the College.
 8. To promote and enhance relations between the College and its members, other health profession colleges, key stakeholders, and the public.
 9. To promote inter-professional collaboration with other health profession colleges.
 10. To develop, establish, and maintain standards and programs to promote the ability of members to respond to changes in practice environments, advances in technology and other emerging issues.

Duty

11. Any other objects relating to human health care that the Council considers desirable. 1991, c. 18, Sched. 2, s. 3 (1); 2007, c. 10, Sched. M, s. 18; 2009, c. 26, s. 24 (11).
- (2) In carrying out its objects, the College has a duty to serve and protect the public interest. 1991, c. 18, Sched. 2, s. 3 (2).

SCHEDULE 1 TO THE BY-LAWS

Code of Conduct for Members of the Council and All Committees

1. This Schedule applies to members of the Council and of all committees of the College.
2. Council and Committee Members must, at all times, maintain high standards of integrity, honesty and loyalty when discharging their College duties. They must act in the best interest of the College. They shall:
 - a. be familiar and comply with the provisions of the RHPA, its regulations and the Code, the Act, its regulations, and the By-Laws and policies of the College;
 - b. promote the public interest in his/her contributions and in all discussions and decision making;
 - c. direct all activities toward fulfilling the College's objects as specified in legislation;
 - d. diligently take part in committee work and actively serve on committees as appointed by the Council;
 - e. regularly attend meetings on time and participate constructively in discussions;
 - f. offer opinions and express views on matters before the College, Council and committee, when appropriate;
 - g. participate in all deliberations in a respectful and courteous manner, recognizing the diverse background, skills and experience of members on Council and committees;
 - h. uphold the decisions made by a majority of Council and committees, regardless of the level of prior individual disagreement;
 - i. place the interests of the College, Council and committee above all other interests;
 - j. avoid and, where that is not possible, declare any appearance of or actual conflicts of interest;
 - k. refrain from including or referencing Council or committee positions held at the College in any personal or business promotional materials, advertisements and business cards.
 - l. preserve confidentiality of all information before Council or committee unless disclosure has been authorized by Council or otherwise exempted under s. 36(1) of the RHPA;
 - m. refrain from communicating to Members, including other Council or Committee Members, on statutory committees regarding registration, complaints, reports, investigations, disciplinary or fitness to practice proceedings which could be perceived as an attempt to influence a statutory decision or a breach of confidentiality, unless he or she is a member of the panel or, where there is no panel, of the statutory committee dealing with the matter;
 - n. respect the boundaries of staff whose role is not to report to or work for individual Council or Committee Members;
 - o. be respectful of others and not engage in behaviour that might reasonably be perceived as verbal, physical or sexual abuse or harassment; and
 - p. regularly evaluate his or her individual performance, and that of the collective to assure continuous improvement.

PROVISION 11.16 OF THE BY-LAWS - Language of Meetings

Meetings of the Council and Committees shall be conducted in English.

SCHEDULE 2 TO THE BY-LAWS

Rules of Order of the Council

1. In this Schedule, "Member" means a Member of the Council.
2. Each agenda topic will be introduced briefly by the person or committee representative raising it. Members may ask questions of clarification, then the person introducing the matter shall make a motion and another Member must second the motion before it can be debated.
3. When any Member wishes to speak, he or she shall so indicate by raising his or her hand and shall address the presiding officer and confine himself or herself to the matter under discussion.
4. Staff persons and consultants with expertise in a matter may be permitted by the presiding officer to answer specific questions about the matter.
5. Observers at a Council meeting are not allowed to speak to a matter that is under debate.
6. A Member may not speak again on the debate of a matter until every other Member of Council who wishes to speak to it has been given an opportunity to do so. The only exception is that the person introducing the matter or a staff person may answer questions about the matter. Members will not speak to a matter more than twice without the permission of the chair.
7. No Member may speak longer than five minutes upon any motion except with the permission of Council.
8. When a motion is under debate, no other motion can be made except to amend it, to postpone it, to put the motion to a vote, to adjourn the debate or the Council meeting or to refer the motion to a committee.
9. A motion to amend the motion then under debate shall be disposed of first. Only one motion to amend the motion under debate can be made at a time.
10. When it appears to the presiding officer that the debate in a matter has concluded, when Council has passed a motion to vote on the motion or when the time allocated to the debate of the matter has concluded, the presiding officer shall put the motion to a vote.
11. When a matter is being voted on, no Member shall enter or leave the Council room, and no further debate is permitted.
12. No Member is entitled to vote upon any motion in which he or she has a conflict of interest, and the vote of any Member so interested will be disallowed.
13. Any motion decided by the Council shall not be re-introduced during the same session except by a two-thirds vote of the Council then present.
14. Whenever the presiding officer is of the opinion that a motion offered to the Council is contrary to these rules or the By-Laws, he or she shall rule the motion out of order and give his or her reasons for doing so.
15. The presiding officer shall preserve order and decorum, and shall decide questions of order, subject to an appeal to the Council without debate.
16. The above rules may be relaxed by the chair if it appears that greater informality is beneficial in the particular circumstances unless the Council requires strict adherence.
17. Members are not permitted to discuss a matter with observers while it is being debated.

18. Members shall turn off cell phones during Council meetings and, except during a break in the meeting, shall not use a cell phone, blackberry or other electronic device. Laptops shall only be used during Council meetings to review materials related to the matter under debate (e.g., electronic copies of background documents) and to make personal notes of the debate.
19. Members are to be silent while others are speaking.
20. In all cases not provided for in these rules or by other rules of Council, the current edition of Robert's Rules of Order shall be followed so far as they may be applicable.
21. These rules shall apply, with necessary modifications, to meetings conducted by teleconference or any other electronic means permitted by the By-Laws, including audio or teleconference.

SCHEDULE 3 TO THE BY-LAWS - Code of Ethics for Registered Members

Code of Ethics for Registered Members

All registered members of the College shall strive to attain the ideals identified in the College's Code of Ethics. The College's Code of Ethics for registered members is as follows:

1. General Responsibility

- Practise within the scope of TCM practice and abide by the laws of the jurisdiction;
- Maintain high competence (i.e., skills, knowledge and judgment) at all times;
- Practise professionally, honestly and with integrity;
- Respect the authority of the College and uphold the principles of self-regulation;
- Place the health and care of patients above personal gain.

2. Responsibility to Patients

- Recognize that the primary duty of a practitioner is the health and well-being of their patients;
- Respect a patient's value, needs, dignity and choices;
- Provide care to patients regardless of their race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, age, marital status, family status or disability;
- Listen and explain to patients the available treatment options, and their goal, risks, effectiveness and cost. Provide the best treatment plan to the patient after the patient understands his or her options;
- Provide timely and quality care that is consistent with the standards of the profession;
- Provide the best care to patients, recognizing one's own limitations and referring patients to other practitioners, or other health care providers when the level of care needed is beyond one's competence;
- Being honest and fair when charging fees for services and any products or prescriptions;
- Protect patients from unsafe, incompetent and unethical care;
- Respect the physical, emotional or financial integrity of patients;
- Protect the privacy and confidentiality of the health information of patients.

3. Responsibility to Oneself and the Profession

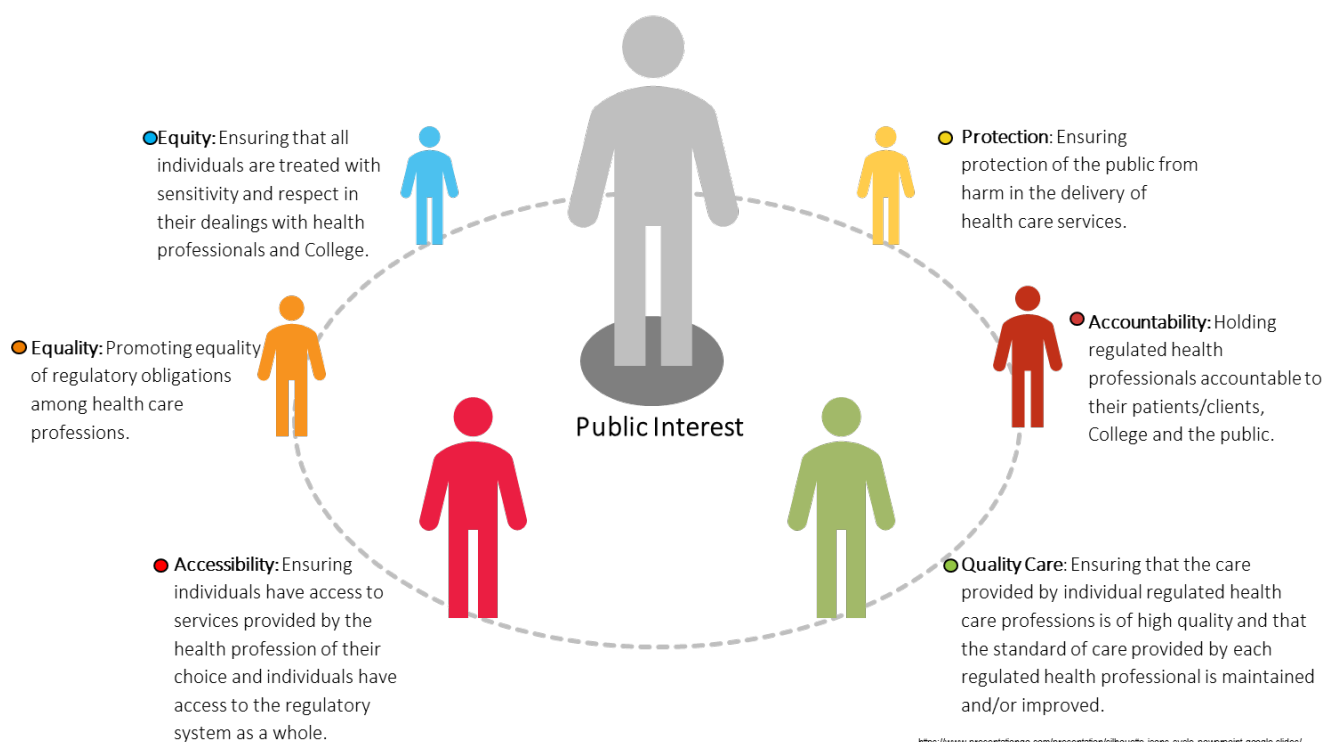
- Acknowledge the limitation of one's knowledge, skills and judgment;
- State one's qualification and experience honestly and fairly;
- Continually upgrade one's knowledge, skills and judgment to improve one's services to patients;
- Respect other health professionals and members of the TCM profession;
- Refrain from passing judgment on the services of another health professional or another member of the TCM profession, except when required in the interest of the patient and after obtaining appropriate information;
- Collaborate with other members of the TCM profession and with other health professionals in the interest of the patient and the public;
- Be transparent and timely in providing information to patients, or a third party when requested or authorized by the patient or by law;
- Contribute to the ongoing development of TCM practices and pass on one's knowledge and skills to others;
- Uphold the honour and dignity of the TCM profession.

4. Responsibility to the Public

- Contribute to improving the standards of health care in general;
- Contribute in matters of public health, health education, environmental protection and legislation issues that affect the quality of care to the public;
- Offer help in emergency situations, if appropriate;
- Promote and enhance inter-professional collaboration;
- Represent the profession well.

PUBLIC INTEREST

in the context of the College Performance Measurement Framework



Decision Making Tool for Council

It is the mandate of the College to regulate the profession of traditional Chinese medicine and acupuncture in the public interest. As such, all decision made by Council must uphold the public interest. Below are a series of considerations for Council members to help guide their decision-making process. Council members should consider each question prior to making any policy decision.

1. The proposed policy is related to the practice of traditional Chinese medicine and acupuncture.
2. The proposed policy falls within the College's statutory mandate in that it reflects a government directive or the duty, object of the College.
3. The proposed policy is related to the public interest.
4. The proposed policy is supported by the College's strategic plan, mission or goals.
5. The proposed policy impacts on: a) health care system, b) patients, c) College resources, d) College reputation, e) legal, f) stakeholders, or g) members?
6. The proposed policy is consistent with current College policies/positions and best practices amongst regulatory colleges.
7. The policy is being proposed to address a particular issue or concern.
8. There are consequences for NOT supporting this policy at this time.
9. After having considered all other alternatives the policy is the most effective solution at this time.

BRIEFING ON MEETING PROCEDURE

Guideline for Observers Attending a Virtual Council Meeting

Council meetings are open to the public. However, the public may be excluded from any Council meeting or part of a meeting pursuant to section 7 of the *Health Professions Procedural Code*.

Individuals attending as observers are requested to:

- Turn off or mute all electronic devices;
- Refrain from recording of proceedings by any means, including the taking of photographs, video recordings, voice recordings or via any other means;
- Ensure that your audio is on mute for the duration of the virtual meeting;
- Avoid using any of the virtual meeting features such as chat, reactions, etc.;
- Stop streaming video so that only Council members are visible to the Council;
- Refrain from disruptive behaviour;
- Refrain from addressing or speaking to the Council while the meeting is in process;
- Refrain from lobbying of Council members during the meeting, even during breaks;
- Respect that observers are not allowed to participate in debate of any matter before the Council, or ask any questions of the Council;
- Respect the authority of the presiding officer.

The College reserves the right to remove any observer from a Council meeting if these guidelines are not met. Once removed, you are prohibited from returning to the meeting.

In the event that the Council goes in-camera pursuant to Paragraph (d) of Section 7(2) of the Code, all observers will be returned to the “waiting room/lobby” until the Council completes its in-camera discussions. When Council returns, observers who remain in the waiting room/lobby will be returned to the meeting.

Robert's Rules of Order – Quick Reference

1. All those who wish to speak to an item **MUST** go through the Chair.
2. The Chair will keep a list of who wishes to speak. The Chair will call on you to speak.
3. Please raise your hand to let the Chair know you wish to speak.
4. To speak more than once to the same item, you need to wait till everyone else has had a chance to speak.
5. You may ask only one question at a time.
6. Voting is done by a show of hands. If a secret ballot is necessary (i.e. elections) paper ballots are used. For teleconference meetings, members are asked to voice their vote.
7. Each item to be decided will have a **MOTION**. A motion will be moved and seconded prior to discussion.
8. Should an amendment be made to the motion, the amended motion will be the item to be discussed and voted upon.
9. An amendment to a motion may be done as a “friendly” amendment, meaning the person who made the motion agrees with the change. And once again, the amended motion is the one that is voted upon.
10. Once the Chair calls an end to the discussion, a vote will be taken on the motion or amended motion.
11. Council members will be asked to vote:
 - a. in favour of the motion;
 - b. opposed to the motion; or
 - c. abstain from voting.(Abstentions do not affect the outcome of the vote)
12. A simple majority is required to pass a motion. (50% plus 1)
13. All votes will be noted by the minute taker.



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

AGENDA

Council Meeting

Wednesday, September 17, 2025

9:00 a.m. – 4:20 p.m.

via Webex

| Item | Open Session / In-Camera | Time | Speaker | Action | Section No. |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|-----------------------|---------------------------|-------------|-------------|
| 1. Welcome and Call to Order a) Declarations of Conflicts of Interest b) Briefing on Meeting Procedure | Open Session | 9:00 a.m. (5 min.) | D. Worrad <i>Chair</i> | Information | |
| 2. Adoption of the Agenda | Open Session | 9:05 a.m. (5 min.) | D. Worrad <i>Chair</i> | Motion | Section 2 |
| 3. Consent Agenda a. Draft Minutes of June 24, 2025, Council Meeting b. Executive Committee Report c. Registration Committee Report d. Inquiries, Complaints and Reports Committee Report e. Quality Assurance Committee Report f. Patient Relations Committee Report g. Discipline Committee Report h. Fitness to Practise Committee Report i. Dr. Title Working Group Report j. Acupuncture Working Group k. Nominations Committee A consent agenda is a single item on an agenda that encompasses all the things the Council would normally approve with little comment. All those items combine to become one item for approval on the agenda to be called the consent agenda. As a single item on the agenda, the consent agenda is voted on with a single vote - to approve the consent agenda. This means that there is no discussion on the items, that are listed in the consent agenda. However, if a person wishes to speak about any component of the consent agenda, they will alert the Chair. The component will be removed from the consent agenda and discussed at some point in the meeting. The remaining components of the consent agenda can then be approved. | Open Session | 9:10 a.m. (5 min.) | D. Worrad <i>Chair</i> | Motion | Section 3 |

| Item | Open Session / In-Camera | Time | Speaker | Action | Section No. |
|--------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|--------------------------|-------------------------------------------------------------------------------------------------------------------|-------------|---------------|
| 4. President's Remarks | Open Session | 9:15 a.m. (10 mins.) | J. Pritchard-Sobhani <i>President</i> | Information | Verbal Report |
| 5. Registrar's Report a) Approval of Annual Report | Open Session | 9:25 a.m. (10 mins.) | S. Cassman <i>Registrar & CEO</i> | Information | Verbal Report |
| 6. Presentation of the 2024-25 Fiscal Year Audited Financial Report | Open Session | 9:35 a.m. (35 mins.) | F. Zou, CPA, CA L. Bell, CPA, CA, <i>Partner, Hillborn, LLP</i> | Information | Section 6 |
| 7. Approval of Audited 2024-25 Fiscal Year Financial Package a) Approval of Audit Report b) Appointment of Auditors 2025-2026 | Open Session | 10:10 a.m. (10 mins) | D. Worrada <i>Chair</i> | Motion | Section 7 |
| 8. Finance – 1st Quarter Statement of Operations for Fiscal Year 2025-26 | Open Session | 10:20 a.m. (15 mins) | F. Ortale <i>Director IT, Finance & Corporate Services</i> | Information | Section 8 |
| BREAK | | 10:35 a.m. (15 mins.) | | | |
| 9. Committee Appointments a) Heidi Machel | Closed Session | 10:50 p.m. (10 mins) | S. Cassman <i>Registrar & CEO</i> | Motion | Section 9 |
| 10. Litigation Policy | Open Session | 11:00 am (30 mins) | R. Chu <i>Deputy Registrar and Director of Professional Conduct</i> | Motion | Section 10 |
| 11. Terms of Reference Update a) Registration Committee | Open Session | 11:30 am (30 mins) | S. Cassman <i>Registrar & CEO</i> | Motion | Section 11 |
| LUNCH | | 12:00 p.m. (60 min.) | | | |
| 12. Election Update a) District 4 b) District 5 | Open Session | 1:00 p.m. (15 mins) | S. Cassman <i>Registrar & CEO</i> | Information | Section 12 |
| 13. Request for Proposal - College Database | Open Session | 1:15 p.m. (20 mins) | S. Cassman <i>Registrar & CEO</i> F. Ortale <i>Director IT, Finance & Corporate Services</i> | Information | Section 13 |

| Item | Open Session / In-Camera | Time | Speaker | Action | Section No. |
|---------------------------------------------------------|--------------------------|-------------------------|------------------------------------------|-------------|-------------|
| 14. NA | Open Session | 1:35 p.m. (60 mins) | S. Cassman <i>Registrar & CEO</i> | Motion | Section 14 |
| BREAK | | 2:35 p.m. (15 mins.) | | | |
| 15. NA | Open Session | 2:50 p.m. (60 mins) | S. Cassman <i>Registrar & CEO</i> | Motion | Section 15 |
| 16. Risk Management Report | Open Session | 3:50 p.m. (10 mins.) | S. Cassman <i>Registrar & CEO</i> | Information | Section 16 |
| 17. Other Business | Open Session | 4:00 p.m. (10 min.) | S. Cassman <i>Registrar & CEO</i> | Information | Section 17 |
| 18. June 24, 2025, Meeting Evaluation Review | Open Session | 4:10 p.m. (5 min.) | D. Worrada <i>Chair</i> | Information | Section 18 |
| 19. Next Meeting Dates and Meeting Effectiveness Survey | Open Session | 4:15 p.m. (5 min.) | D. Worrada <i>Chair</i> | Information | Section 19 |
| 20. Adjournment | Open Session | 4:20 p.m. (5 min.) | D. Worrada <i>Chair</i> | Motion | Section 20 |

FOR INFORMATION SEE COUNCIL RESOURCES

- a. Fiscal Year Council Meeting Minutes
- b. Grey Areas – Legal Issues Affecting Regulators



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

CONSENT AGENDA

Council Meeting

Wednesday, September 17, 2025

9:00 a.m. – 2:00 p.m.

55 Commerce Valley Dr. West, Thornhill, ON, L3T 7V9

| Item | Open/ In-Camera | Time | Speaker | Action | Page No. |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|-----------------------|----------------------------|--------|----------|
| 1. Consent Agenda | Open Session | 9:20 a.m. (5 mins) | D. Worrada <i>Chair</i> | Motion | Page 2 |
| a) Draft Minutes of June 24, 2025 Council Meeting | | | | | Page 12 |
| b) Executive Committee Report | | | | | Page 13 |
| c) Registration Committee Report | | | | | Page 17 |
| d) Inquiries, Complaints and Reports Committee Report | | | | | Page 19 |
| e) Quality Assurance Committee Report | | | | | Page 21 |
| f) Patient Relations Committee Report | | | | | Page 22 |
| g) Discipline Committee Report | | | | | Page 24 |
| h) Fitness to Practise Committee Report | | | | | Page 25 |
| i) Dr. Title Working Group Report | | | | | Page 26 |
| j) Acupuncture Working Group | | | | | Page 27 |
| k) Nominations Committee | | | | | |
| <i>A consent agenda is a single item on an agenda that encompasses all the things the Council would normally approve with little comment. All those items combine to become one item for approval on the agenda to be called the consent agenda. As a single item on the agenda, the consent agenda is voted on with a single vote - to approve the consent agenda. This means that there is no discussion on the items, that are listed in the consent agenda. For item "i", only substantive decisions that the Executive Committee made on behalf of Council were included and ergo need to be ratified.</i> | | | | | |
| <i>However, if a person wishes to speak about any component of the consent agenda, they will alert the Chair. The component will be removed from the consent agenda and discussed at some point in the meeting. The remaining components of the consent agenda can then be approved.</i> | | | | | |



COLLEGE OF TRADITIONAL CHINESE MEDICINE PRACTITIONERS AND ACUPUNCTURISTS OF ONTARIO

MEETING OF COUNCIL

MINUTES

June 24, 2025 from 9:01 a.m. to 12:20 p.m.
55 Commerce Valley Road West, Suite 705, Thornhill, ON

IN ATTENDANCE

External Chair

Deborah Worrada

Council

Joanne Pritchard-Sobhani

Xianmin Yu

Kimberley Bishop

Meiying Chen

Iftikhar Choudry

Judy Cohen

Terry Hui

Fanny Ip

Christine Lang

Deborah Sinnatamby

Jin Qi (Jackie) Zeng

President / Professional Member (virtual)

Vice-President / Professional Member

Public Member (virtual)

Professional Member (as of 9:12 a.m.)

Public Member (as of 9:12 a.m.)

Public Member

Professional Member

Professional member

Professional Member

Public Member

Professional Member

Regrets

Kathy Feng

Heidi Machel

Professional Member

Public Member

Absent

Kevin Ho

Public Member

Staff

Sean Cassman

Francesco Ortale

Ryan Chu

Mary Kennedy

Mohan Cappuccino

Jennifer Nghiem

Temi Adewumi

Registrar and CEO

Director, IT, Finance and Corporate Services

Manager of Professional Conduct

Manager of Quality Practice

Manager of Registration and Examinations

Policy Analyst

Recorder

Council Meeting

College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario

June 24, 2025

Observers

Vivian Pang (MOH)
Nathalie Xian Yan
Mary Wu

1. WELCOME AND CALL TO ORDER

After calling the meeting to order at 9:01 a.m., Ms. Worrada welcomed participants to the June 24, 2025 Council meeting of the College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario.

Council members were referred to the excerpt of *Schedule 2 of the Health Professions Procedural Code*, *Schedule 1 to 3 of the By-Laws* and the *Decision-Making Tool*.

2. DECLARATIONS OF CONFLICT OF INTEREST AND REMINDER OF CONFIDENTIALITY

Ms. Worrada asked if any Council members had any conflicts of interest with regard to the matters being considered at the day's meeting. There were no conflicts declared.

3. BRIEFING ON MEETING PROCEDURE

Ms. Worrada provided an overview of the meeting procedure.

4. ADOPTION OF THE AGENDA

The agenda of the June 24, 2025 meeting of Council was adopted as presented.

MOTION: T. Hui - J. Zeng

THAT the Agenda of the June 24, 2025 Meeting of the Council of the College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario be adopted as presented.

CARRIED

5. CONSENT AGENDA

- a) Draft Minutes of March 19, 2025, Council Meeting
- b) Executive Committee Report
- c) Registration Committee Report
- d) Inquiries, Complaints and Reports Committee Report

Council Meeting

College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario
June 24, 2025

- e) Quality Assurance Committee Report
- f) Patient Relations Committee Report
- g) Discipline Committee Report
- h) Fitness to Practise Committee Report
- i) Dr. Title Working Group Report
- j) Acupuncture Working Group Report

MOTION: C. Lang - F. Ip

THAT the Consent Agenda of the June 24, 2025 Meeting of the College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario, be approved as presented.

CARRIED

6. PRESIDENT'S REMARKS

The President welcomed all participants. A special welcome was extended to Ms. Heidi Machel, the new public member. Thanks were also extended to the Ministry of Health for assigning a new member to the College, and ensuring the College remains constituted.

The townhall held on June 23 was the first held in person since the pandemic. Such events are critical to the College's role as a regulator, to provide explanations and build trust with members. It was also a chance for members to present their concerns and increase their understanding of regulations. Council members and staff were thanked for their work.

An overview was provided of work with the government relations firm, CARB's transition to the new Executive Director and improvement of exam delivery, and work on regulations in Phase 3 of the Doctor title.

Council, non-Council members and staff were thanked for their continued dedication in working to regulate the College, an achievement only possible by working together as a team.

Council's observations on the townhall

Council members were invited to provide their observations on the townhall. The organization of the event was praised, as well as the opportunity for members to have face to face conversations with those who work in the College. Support was expressed for similar events.

In response to a query, most questions received were about the Doctor title, changes to QA and record keeping. Members also expressed concerns about other professions being allowed to perform acupuncture at a lower standard.

Council Meeting

College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario

June 24, 2025

7. REGISTRAR'S REPORT

Mr. Cassman welcomed all participants and thanked all for their support at the townhall.

Ms. Machel's appointment as a public member was noted.

Attendees expressed their appreciation for the townhall, and how the College is enforcing its mandate. Council and staff, in particular, Ms. Krol, were thanked for their roles at the townhall. 375 members registered and topics discussed included nomination competencies, the school approval project, QA updates and work on the Doctor title.

Updates were provided on projects within the strategic plan. These include work on Phase 3 of the Doctor title, meetings by the Acupuncture Standards Committee, increasing the numbers for peer and practice assessments, governance and work by the Nominations Committee.

Council, non-Council members and staff were thanked for their support in the past quarter.

6. FINANCE – 4TH QUARTER STATEMENT OF OPERATIONS

Mr. Ortale presented the College's 4th quarter financial statement for the 2024/2025 fiscal year, which covers revenue and expenses from April 2024 to March 2025.

Cash: The College's cash position as of March 31 is \$9.9 million.

Revenue:

- The College's revenue is at \$4.9 million (97.93%) of the projected revenue. The bulk of the revenue is from annual renewal being on target. This represents a 20% increase in new registration, with 300 candidates across all quarters. This also corresponds to a 26.64% increase in admin fees.
- The Pan-Canadian exam is at 103.42%, with 400 candidates overall. The amount of funds collected in government funding for the Chinese exam is \$142,000.
- Safety and Jurisprudence fees are 50% above of the projection, representing approximately 320 candidates split between the two programs.
- Other income is at 40% above projection, comprising of mostly bank interest.

Expenses:

- Overall, expenses are at 85.83%. Mr. Ortale outlined the various components, most of which are below budget or on target. The College is maintaining a net income of

Council Meeting

College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario

June 24, 2025

\$300,000.

- Common factors for the Council/Committees' budget include per diems.
- ICRC is at 96%. There was an increase in formal complaints, with most the funds allocated to investigation and legal fees. The Discipline Committee exceeded its budget by 56%, due to a highly complex case.
- Professional services are at 96%. Fees in this item included expert consultation for the executive search firm, the outplacement firm for the previous Registrar and mentorship for the incoming Registrar. Accounting fees are at 109%, due to issues regarding software and a cost of living increase.
- Government relations are on target at 100.87%.
- The Pan-Canadian exam is at 106.89%. The Safety and Jurisprudence are above projection at 125.35%. The increase in revenue corresponds to an increase in expenses. Application fees remain with the College.
- Program approval is on target at 97%.
- Administrative expenses are at 92%. IT is below target at 62.42%. However, some of IT's components exceeded the budget, due to a cost of living increase.
- Operations: This item is at 82.25%. It includes costs for the payment gateway which is linked to annual renewal.

Discussion

- In response to queries about the decrease in government funding, the amount presented to the Ministry reflected actual costs, due to savings in translation. Moving forward, the College will not ask for funding for the Chinese Pan-Canadian exam.
- The President commended the changes CARB has made regarding translations. Council members were assured that the Chinese exam will continue to be provided to members. The College will absorb costs with British Columbia, which also uses the exam.

9. UPDATE ON GOVERNMENT RELATIONS

- a) Meeting with Ministry for Seniors and Accessibility
- b) Letter to P.E.I.
- c) Labour Mobility Consultation Letter
- d) Expanding "as a Right" Labour Mobility

Council Meeting

College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario

June 24, 2025

Meeting with Ministry for Seniors and Accessibility

Mr. Cassman reported that the College sent congratulatory letters to newly appointed ministers, on the advice of the government relations firm. A letter was sent to Minister Raymond Cho, Minister for Seniors and Accessibility, as well as Minister Graham McGregor, Minister of Citizenship and Multiculturalism. Both ministries overlap with the needs of TCM professionals.

The College received a response from Mr. Cho's office, and a meeting was held with the Minister's senior staff and Mr. Cassman, Mr. Chu, Ms. Nghiem and Jake Roseman, from Hill + Knowlton.

Discussion was held on the role of the College as a regulator, and current initiatives such as the Doctor title and Provisional class. The meeting was an opportunity to discuss the programs and for the Ministry to obtain direct answers from the College.

The College will also take up the Minister's office on their offer to set up a meeting between Minister Cho and Ms. Pritchard-Sobhani.

The College will create an engagement strategy for the next few months with the government relations firm. An update will be provided at the next Council meeting.

Letter to P.E.I.

Mr. Cassman reported that the College received notification that P.E.I. had issued a consultation for an amendment to their Health Act to include acupuncture. This would create an oversight body to regulate acupuncture. The submission included registration and transition requirements.

The President and Registrar sent a letter on April 15 in response to the proposed regulation, especially regarding labour mobility. While this College has a General class into which applicants from P.E.I. could transfer, there are concerns as P.E.I. did not outline the specifics of their educational qualifications.

While P.E.I. uses the Pan-Canadian examination, the materials did not include information about a provisional class in which applicants could fully demonstrate competencies.

The College is hoping to see a more defined version in the future, especially in terms of the province's educational requirements.

Labour Mobility Consultation Letter

Mr. Cassman reported that the College was informed in April of the government's decision to expand "as of right" to four professions: physicians, nurses, respiratory therapists, and medical laboratory technologists.

Council Meeting

College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario

June 24, 2025

If such applicants transfer via labour mobility, they can start practising as soon as they inform their respective colleges. Such professionals are also expected to work in long-term care homes or hospitals.

The government intends to expand “as of right” to more professions and to remove the restrictions on practice. This would also be expanded to professionals from the United States with mutual recognition agreements included.

As of now, the TCM profession is not included. However, as removing practice restrictions removes oversight, a response has been provided to the government regarding public safety concerns.

It was also noted that a lack of TCM regulation across Canada was one of the reasons for why the TCM profession was not included.

HPRO has also sent a letter mirroring the College’s concerns.

Expanding “as a Right” Labour Mobility

Mr. Cassman reported that the Ministry of Labour, Skills and Training is considering similar as of right rules. This will include 40 other colleges. A consultation has been sent out by the Ministry.

The government relations firm has advised that the provisional class is an example of how to address this issue. The Ministry is also considering as of right for certain professions from the US, but full implementation has not occurred yet.

10. ELECTIONS

- a) Election of District 4
- b) Election of District 5

Mr. Cassman reported that the decision was made at the March Council meeting to move the elections date forward. Nominations are now open from June 5 to July 4.

There are two seats in District 4 and one seat in District 5, both for three year terms.

A pre-orientation session was held for both districts in March. Mr. Cassman has been keeping in touch with the attendees in hopes of receiving nominations from those districts, especially District 5 which has been vacant for three years.

The Nominations Committee will review applications after July 4 to decide if applicants meet the competencies. Interviews will be held with each applicant and members who do not meet the criteria will be given information on future elections.

In response to a query, non-Council members are encouraged to run for election.

Council Meeting

College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario

June 24, 2025

11. UPDATE ON THE COLLEGE'S CRM (Customer Relationship Management Software)

An overview was provided of how the CRM supports all the College's functions, and that the underlying software supporting the database is now out of date. As the software gets older, it presents a risk to the College.

Staff are proposing the creation of an RFP to look for a replacement. As there is no urgency, more time can be taken to review different options.

Council was informed of the need for a major financial outlay for this project.

In response to queries, Mr. Ortale outlined several potential software companies, potential costs, as well as options for technical support and storage. It was also noted that the College's needs have changed in the 10 years since the original CRM was implemented. The new CRM will require customization for such projects as an online portal or QA portal.

Council members agreed with the proposal, noting the risks, and significant knowledge provided by Mr. Ortale and staff.

In response to a query, membership dues will not be increased, as the College maintains a reserve fund. In addition, membership growth means additional revenue coming into the College.

The Council directed that staff obtain an RFP to replace the College's CRM. Updates will be provided to Council, with the possibility of funds being included in next year's budget.

12. PUBLIC APPOINTMENTS

a) Committee Appointments

Mr. Cassman reported on Ms. Machel's appointment as a public member for a period of one year. Ms. Machel has completed her orientation and signed a conflict of interest statement. There was also agreement that any assignment to committees will occur in the fall, given the slower pace of the summer months.

Discussion ensued on the one year appointment. It was observed that the Public Appointments Secretariat (PAS) had acknowledged the urgency of appointing a public member due to the projects such as the Doctor title. In addition, other colleges are facing the same issue regarding appointment terms.

Mr. Ho's order of council has not been revoked and is being maintained for constitutional purposes.

MOTION: I. Choudry - J. Cohen

Council Meeting

College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario

June 24, 2025

THAT the Council of the College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario approves the appointment of Heidi Machel to the Discipline Committee and the Fitness to Practice Committee.

CARRIED

13. PER DIEM POLICY REVIEW

Mr. Cassman reported that Council members are being asked to provide feedback on the per diem process, which applies only to professional members.

Council members were also asked to send in their per diem forms monthly.

Discussion ensued on how to make the process of filling out the forms less cumbersome. While staff can help by standardizing information on the forms, it was also noted that information about prep time is the Council member's responsibility.

14. RISK MANAGEMENT FRAMEWORK

Mr. Cassman reported that there were no changes in this quarter as a new public member has been appointed.

The College will continue to work with the PAS to ensure new appointments and re-appointments occur.

An extended discussion on risks will be held at the December meeting. As of now there are no changes to recommend.

15. OTHER BUSINESS

There was no other business.

16. MEETING EVALUATION FOR MARCH 19, 2025

Four responses were received. Council members were encouraged to send in their input to improve Council meetings.

Staff were asked to send reminders to ask Council members to access Onboard to fill out the survey.

17. NEXT MEETING DATES & COUNCIL MEETING EFFECTIVENESS SURVEY LINK

The next meeting is scheduled for September 17, 2025. Confirmation will be provided on the meeting being held in person at the College office.

18. ADJOURNMENT

The meeting was adjourned at 12:20 p.m.

MOTION: J. Cohen - M. Chen

THAT the meeting of the Council of the College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario of June 24, 2025 be adjourned until the next meeting or at the call of the President.

CARRIED



FOR: Information

SUBJECT: Executive Committee Report

Executive Committee Members

| | |
|--------------------------|------------------------------------|
| Joanne Pritchard-Sobhani | Professional Member/President |
| Xianmin Yu | Professional Member/Vice-President |
| Judy Cohen | Public Member |
| Deborah Sinnatamby | Public Member |
| Jin Qi (Jackie) Zeng | Professional Member |

Since the last Council meeting held on May 14th, 2025, the Executive Committee met on August 14th, 2025.

FOR INFORMATION

1) Finance Update for Q1

The Financial Statements for the 1st 2025-26 Fiscal year was presented to the Executive Committee by the College. The Committee had the opportunity to ask questions regarding several aspects of the report prior to it being submitted to Council for review and approval.

A draft of the 2024-2025 fiscal year audit report was presented to the Executive Committee by the College appointed auditors. The Committee had the opportunity to seek clarity from the auditors regarding several aspects of the report prior to it being submitted to Council for review and approval.

2) Doctor Title

The Committee received an update on the progress of the Doctor Title Project. More on this can be found in the Doctor Title Working Group report.

3) 2025 Elections

The Committee received a report notifying that seven nominations were approved for the 2025 Council elections, two for District 5 and five for District 4. As this was the first election using the competency framework, successes and challenges were discussed for going forward.

4) Government Relations

The Registrar reported that several communications with various levels of Government had taken place, and this communication is an important step in developing government relations.

5) Committee Appointments

The Executive Committee was advised that the College has been appointed a new Public Council member, and they recommended to Council to appoint her to the Quality Assurance Committee and Patient Relations Committee.

This report is current as of September 2, 2025, in anticipation of the Council meeting scheduled for September 17, 2025.



FOR: Information

SUBJECT: Registration Committee Report

Registration Committee Members

| | |
|------------------------------|---------------------|
| Terry Hui (Chair) | Professional Member |
| Judy Cohen | Public Member |
| Kevin Ho | Public Member |
| Kimberley Bishop | Public Member |
| Akari Yokokawa (Non-Council) | Professional Member |
| Brendan Cheung (Non-Council) | Professional Member |
| Fanny Ip | Professional Member |
| Joanne Pritchard-Sobhani | Professional Member |
| Ming C. Cha (Non-Council) | Professional Member |
| Xianmin Yu | Professional Member |

Since the last report, the Registration Committee met on the following dates:

- July 3, 2025 - RC and Panel 2 Meeting
- August 28, 2025 - RC and Panel 1 Meeting

All meetings were held via Microsoft Teams.

This report is current to August 29, 2025, unless otherwise noted, in anticipation of the Council meeting scheduled for September 17, 2025.

FOR INFORMATION

1. PAN-CANADIAN EXAMINATIONS

Spring 2025 Pan Canadian Examination

- The Spring examinations were held on the following dates:
 - TCM Practitioners examination - April 28 and 29, 2025
 - Acupuncturists examination – May 1 and 2, 2025
- A total of 199 candidates from Ontario participated in the examinations. The table below provides a breakdown of the number of candidates and pass rates for each examination, both for Ontario and across Canada.



- There were 81 candidates who completed the exam in Chinese, including 11 who used the new toggle feature on the exam platform to change from one language to another.

| Spring 2025 PCE Results | | | | |
|-------------------------|------------|--------------|------------|--------------|
| | Ontario | | National | |
| | Candidates | Passing rate | Candidates | Passing Rate |
| R. TCMP Examination | 61 | 83.6% | 82 | 85.4% |
| R. Ac Examination | 138 | 82.6% | 305 | 81.6% |

Fall 2025 Pan Canadian Examinations

The next examinations will be held on the following dates:

- Traditional Chinese Medicine Practitioners examination - October 27 and 28, 2025
- Acupuncturists examination - October 30 and 31, 2025

The application was available on the College website starting on June 2, 2025, and the deadline to submit the application was on July 15, 2025. The examinations are scheduled to take place in person at venues across Canada.

The College received a total of 290 online applications for the Fall 2025 administration, including 195 candidates for the Acupuncturists examination and 95 candidates for Practitioners examination.

2. PROGRAM APPROVAL PROJECT

The consultant FICS has been re-engaged to help finalize and implement the College's education program approval process. Preparations are underway to finalize the remaining steps and prepare a communication plan ahead of launch later this year.

3. APPEAL TO HEALTH PROFESSIONS APPEAL AND REVIEW BOARD (HPARB)

Currently, there is one appeal to the Health Professionals Appeal and Review Board in progress.

4. QUARTERLY REGISTRATION STATISTICS FOR MOH

The Q1 report required by the Ministry, with data about application processing times, was submitted in advance of the August 31 deadline.



5. REGISTRATION COMMITTEE PANEL UPDATES (From June 5, 2025 to August 28, 2025)

| | Decisions made by the Registration Committee | | | | |
|------------------------------|----------------------------------------------|--------------------|-----------------------|----------|----------|
| | Approved | Approved with TCLs | Request for More Info | Rejected | Total |
| Fourth Exam Attempt Proposal | 1 | 0 | 0 | 0 | 1 |
| General Class application | 0 | 3 | 0 | 1 | 4 |
| Transfer from Inactive Class | 1 | 1 | 0 | 0 | 2 |
| Totals | 2 | 4 | 0 | 1 | 7 |

The Registration Committee Panels reviewed a total of 7 cases at its last two meetings - 2 cases at the July 3, 2025, meeting and 5 cases at the August 28, 2025, meeting.

6. MEMBERSHIP STATISTICS

Registration by District

| | District 1 | District 2 | District 3 | District 4 | District 5 | Practicing outside ON/Unknown | Total |
|----------------------|------------|------------|-------------|------------|------------|-------------------------------|-------------|
| General | 209 | 176 | 1722 | 555 | 85 | 177 | 2924 |
| Inactive | 17 | 10 | 101 | 21 | 4 | 45 | 198 |
| Student | 0 | 0 | 5 | 0 | 0 | 2 | 7 |
| Total Members | 226 | 186 | 1828 | 576 | 89 | 224 | 3129 |

Registration Updates

| | 28-Feb-24 | 21-May-24 | 3-Sep-24 | 13-Nov-24 | 26-Feb-25 | 04-Jun-25 | 29-Aug-25 |
|------------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| General R. Ac | 1408 | 1355 | 1404 | 1437 | 1472 | 1454 | 1494 |
| General R. TCMP | 1396 | 1379 | 1410 | 1423 | 1443 | 1409 | 1430 |
| Student R. Ac | 3 | 5 | 4 | 4 | 2 | 2 | 3 |
| Student R. TCMP | 2 | 2 | 2 | 1 | 2 | 3 | 4 |
| Inactive R. Ac | 87 | 90 | 88 | 85 | 88 | 96 | 96 |
| Inactive R. TCMP | 79 | 87 | 89 | 88 | 88 | 100 | 102 |
| Current Members | 2975 | 2918 | 2997 | 3038 | 3095 | 3064 | 3129 |
| Resigned | 602 | 681 | 685 | 693 | 715 | 800 | 804 |
| Revoked | 84 | 84 | 85 | 85 | 85 | 85 | 85 |
| Suspended | 187 | 226 | 217 | 216 | 212 | 243 | 239 |



Changes since previous report

| | 17-Nov-23 to 28-Feb-24 | 29-Feb-24 to 21-May-24 | 22-May-24 to 3-Sep-24 | 3-Sep-24 to 13-Nov-24 | 13-Nov-24 to 26-Feb-25 | 27-Feb-25 to 04-Jun-25 | June 5, 2025, to August 29, 2025 |
|-----------------|------------------------------|------------------------------|-----------------------------|-----------------------------|------------------------------|------------------------------|-------------------------------------------|
| Current members | 50 | -57 | 79 | 41 | 57 | -31 | 65 |
| Resignations | 22 | 79 | 4 | 8 | 22 | 85 | 4 |
| Revocation | 1 | 0 | 1 | 0 | 0 | 0 | 0 |
| Suspensions | -16 | 39 | -9 | -1 | -4 | 31 | -4 |

Members practising with terms, conditions and limitations: 220

Jurisprudence Course Tests (From June 5, 2025 to August 29, 2025)

| Passed | Failed | Total |
|--------|--------|-------|
| 79 | 5 | 84 |

Safety Program Tests (From June 5, 2025 to August 29, 2025)

| Passed | Failed | Total |
|--------|--------|-------|
| 91 | 3 | 94 |

This report is current as of August 29, 2025, in anticipation of the Council meeting scheduled for September 17, 2025.



FOR: Information

SUBJECT: Inquiries, Complaints and Reports Committee Report

Inquiries, Complaints and Reports Committee Members

| | |
|----------------------|---------------------------------|
| Xianmin Yu | Professional Member, Chair |
| Meiying Chen | Professional Member |
| Bo (Kathy) Feng | Professional Member |
| Christine Lang | Professional Member |
| Jin Qi (Jackie) Zeng | Professional Member |
| Fanny Ip | Professional Member |
| Matthew Colavecchia | Non-Council Professional Member |
| Melody Hon | Non-Council Professional Member |
| Hui Liu | Non-Council Professional Member |
| Kimberly Bishop | Public Member |
| Judy Cohen | Public Member |
| Iftikhar Choudry | Public Member |
| Kevin Ho | Public Member |
| Deborah Sinnatamby | Public Member |

The Inquiries, Complaints and Reports Committee (the “ICRC”) is divided into three main panels to accommodate the number of ongoing matters, and to accommodate the selection of panel members, should the need arise for a discipline hearing. Since the last quarterly report, the ICRC met three times on June 5, 2025, June 9, 2025, and August 25, 2025.

New Cases and Nature of Concerns

Note: Some cases may have more than one concern

| Complaints | Nature of Concerns | | Registrar Report Investigations | Nature of Concerns | |
|------------|--------------------|----------------------------------|---------------------------------|--------------------|----------------------------------|
| 3 | 1 | Advertising | 1 | | Advertising |
| | | Billing and Fees | | | Billing and Fees |
| | 2 | Communication | | | Communication |
| | 1 | Competence / Patient Care | | | Competence / Patient Care |
| | | Fraud | | | Fraud |
| | | Professional Conduct & Behaviour | | | Professional Conduct & Behaviour |
| | 1 | Record Keeping | | | Record Keeping |



| | | | | | |
|--|--|----------------------------------------------------|--|---|----------------------------------------------------|
| | | Sexual Abuse / Harassment / Boundary Violations | | 1 | Sexual Abuse / Harassment / Boundary Violations |
| | | Unauthorized Practice | | | Unauthorized Practice |

Completed Cases and Outcomes*

Note: Some decisions have more than one outcome

| Complaints | Outcomes | | Registrar Reports Investigations | | |
|------------|----------|----------------------|-------------------------------------|---|----------------------|
| 1 | | Take no action | 3 | 2 | Take no action |
| | 1 | Advice | | 1 | Advice |
| | | Written Caution | | | Written Caution |
| | | Oral Caution | | | Oral Caution |
| | | SCERP | | | SCERP |
| | | Refer to Discipline | | | Refer to Discipline |
| | | Undertaking/Withdraw | | | Undertaking/Withdraw |

Complaints cases before the Health Professions Appeal and Review Board

| New Cases | Pending Cases |
|-----------|---------------|
| - | 1 |

Pending Cases

| Complaints | Registrar Report Investigations | Incapacity Inquiries | Total # Cases |
|------------|---------------------------------|----------------------|---------------|
| 15 | 27 | | 42 |

This report is current as of August 26, 2025, in anticipation of the Council meeting scheduled for September 17, 2025.



FOR: Information

SUBJECT: Quality Assurance Committee Report

Quality Assurance Committee Members

| | |
|------------------------|---------------------------------|
| Christine Lang (Chair) | Professional Member |
| Kimberley Bishop | Public Member |
| Evelyn Cho | Non-Council Professional Member |
| Iftikhar Choudry | Public Member |
| Jin Qi Zeng | Professional Member |
| Terry Hui | Professional Member |
| Bo Feng | Professional Member |
| Meiying Chen | Professional Member |

Since the last quarterly report, the Quality Assurance Committee (QAC) met in Panels on July 14, 2025, and August 27, 2025.

FOR INFORMATION

1. Quality Practice Programs

a) 2024 Peer and Practice Assessment

| Status | Total |
|------------------------------------------------------------------------------------------------------------------------|-------|
| Total Assessments <ul style="list-style-type: none">Random Selection (67)Registrar Referral (3) | 70 |
| Assessed (pending review of submission(s) and follow-up) | 19 |
| Completed | 32 |
| Awaiting Assessments | |
| To be Scheduled | 11 |
| Deferral | 1 |
| Not Currently in Practice | |
| Inactive status / Resigned | 7 |



b) 2025 Peer and Practice Assessment (PPA)
Assessment period April 1, 2025 to March 31, 2026

| Status | Total |
|-----------------------------------------------------------------------------------------------------------------------------|-------|
| Total Assessments <ul style="list-style-type: none">• Random Selection (150)• Registrar Referral (1) | 151 |
| Assessed (pending review of submission(s) and follow-up) | 34 |
| Completed | 10 |
| Awaiting Assessments | |
| Scheduled | 49 |
| To be Scheduled | 40 |
| Deferral | 0 |
| Not Currently in Practice | |
| Inactive status / Resigned | 18 |

PPA Changes

In January 2025, changes were made to the PPA process to include an information session to all members chosen to undergo an assessment and a process in which following the assessment and prior to QA Committee review an opportunity to make changes to their practice and report back to QA Committee.

It was noted that this has resulted in 76 percent decrease in the QA Committee requiring further action from members following the review of assessment reports.

Workplan

The Quality Practice team continues to work on projects to meet deliverables of the QA Committee Workplan.

This report is current to September 2, 2025, in anticipation of the Council meeting scheduled for September 7, 2025.



FOR: Information

SUBJECT: Patient Relations Committee Report

Patient Relations Committee Members

| | |
|--------------------------|---------------------------------|
| Iftikhar Choudry (Chair) | Public Member |
| Meiying Chen | Professional Member |
| Deborah Sinnatamby | Public Member |
| Nisha Thadani | Non-Council Professional Member |
| Akari Yokokawa | Non-Council Professional Member |
| Judy Cohen | Public Member |

Since the last quarterly report, the Patient Relations Committee (PRC) met on one occasion. On July 16, 2025, met to review an application for funding for therapy and counselling. The application was reviewed and approved based on current funding for therapy and counselling application approval criteria.

FOR INFORMATION

This report is current to September 2, 2025, in anticipation of the Council meeting scheduled for September 17, 2025.



FOR: Information

SUBJECT: Discipline Committee Report

Discipline Committee Members

| | |
|--------------------------|---------------------------------|
| Christine Lang | Professional Member, Chair |
| Meiying Chen | Professional Member |
| Bo (Kathy) Feng | Professional Member |
| Terry Hui | Professional Member |
| Fanny Ip | Professional Member |
| Joanne Pritchard-Sobhani | Professional Member |
| Xianmin Yu | Professional Member |
| Jin Qi (Jackie) Zeng | Professional Member |
| Evelyn Cho | Non-Council Professional Member |
| Matthew Colavecchia | Non-Council Professional Member |
| Hui Liu | Non-Council Professional Member |
| Akari Yokokawa | Non-Council Professional Member |
| Kimberley Bishop | Public Member |
| Iftikhar Choudry | Public Member |
| Judy Cohen | Public Member |
| Kevin Ho | Public Member |
| Deborah Sinnatamby | Public Member |

The Discipline Committee released one discipline decision in this quarter.

- [Mohmed Shoeb M. Chikhlikar](#)

As of August 25, 2025, there are five open cases which have been referred to the Discipline Committee by the Inquiries, Complaints and Reports Committee (ICRC).

| | Member Name | Status |
|---|----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Mohmed Shoeb M. Chikhlikar | PHC was completed on April 11 & May 17, 2024. A contested hearing proceeded on: <ul style="list-style-type: none">- December 16-18, 2024.- January 6, 2025.- February 4, 2025 & February 10-12, 2025.- March 3, 2025. Penalty hearing is scheduled to occur on November 21, 2025. |



| | | |
|---|----------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2 | Nathalie Xian Yi Yan | Pre-hearing was completed on April 15, 2025. Hearing dates to be canvassed. |
| 3 | Chun Sheng Liu (1) | PHC was completed on January 23, 2025. Motion hearing was completed on July 7, 2025. Contested hearing is scheduled to occur on November 24, 25 and 27, 2025. |
| 4 | Chun Sheng Liu (2) | PHC was completed on January 23, 2025. Motion hearing was completed on July 7, 2025. Contested hearing is scheduled to occur on November 24, 25 and 27, 2025. |
| 5 | Mai Thi Tuyet Pham | Pre-hearing was completed on May 2, 2025. Contested hearing is scheduled to occur on December 9, 11 and 12, 2025. |

There is no discipline decision currently under appeal.

This report is current as of August 25, 2025, in anticipation of the Council meeting scheduled for September 17, 2025.



FOR: Information

SUBJECT: Fitness to Practise Committee Report

Fitness to Practise Committee Members

| | |
|--------------------------|-----------------------|
| Iftikhar Choudry | Public Member (Chair) |
| Meiying Chen | Professional Member |
| Bo (Kathy) Feng | Professional Member |
| Terry Hui | Professional Member |
| Fanny Ip | Professional Member |
| Christine Lang | Professional Member |
| Joanne Pritchard-Sobhani | Professional Member |
| Xianmin Yu | Professional Member |
| Jin Qi (Jackie) Zeng | Professional Member |
| Kimberley Bishop | Public Member |
| Judy Cohen | Public Member |
| Kevin Ho | Public Member |
| Deborah Sinnatamby | Public Member |

Pursuant to the College Bylaw, every member of Council is a member of the Fitness to Practise Committee.

The Fitness to Practise Committee did not meet since the last quarterly report.

This report is current as of August 25, 2025, in anticipation of the Council meeting scheduled for September 17, 2025.



FOR: Information

SUBJECT: Doctor Title Working Group Report

Doctor Title Working Group Members

| | |
|--------------------------|---------------------------------|
| Joanne Pritchard-Sobhani | Professional Member / Chair |
| Kimberley Bishop | Public Member |
| Iftikhar Choudry | Public Member |
| Judy Cohen | Public Member |
| Terry Hui | Professional Member |
| Xianmin Yu | Professional Member |
| Ming C. Cha | Non-Council Professional Member |

Since the last quarterly report, the Doctor Title Working Group met on August 8, 2025.

FOR INFORMATION

1. Committee Meeting

Phase 3 of the Doctor Title Project is well underway. The Working Group met on August 8, 2025, to discuss the first iteration of the regulatory language for the Doctor Class. Legal counsel prepared draft edits to the College's Registration Regulation to reflect the work done by the Working Group throughout phase two. The draft also included several questions that the Working Group deliberated on.

The decisions from the meeting will be reflected in the updated draft, which will be approved by the Working Group. It will then be shared with Council for their review and decision.

This report is current as of August 25, 2025, in anticipation of the Council meeting scheduled for September 17, 2025.



FOR: Information

SUBJECT: Acupuncture Standard Ad Hoc Committee Report

Acupuncture Ad Hoc Committee Members

| | |
|--------------------------|-----------------------------|
| Meiying Chen | Professional Member |
| Shuli Chen | Professional Member |
| Ming Cha | Professional Member |
| Julia Chuang | Professional Member |
| Joanne Pritchard-Sobhani | Professional Member |
| Jin Qi (Jackie) Zeng | Professional Member / Chair |
| Kevin Ho | Public Member (regrets) |
| Deborah Sinnatamby | Public Member |

Since the last quarterly report, the Acupuncture Standard Ad Hoc Committee met on July 23, 2025.

FOR INFORMATION

1. Committee Meeting

A meeting was held on July 23, 2025, to review and discuss a draft outline of the standard and the Committee workplan. Staff presented a table of contents and principles to guide the meeting discussion and content creation. The World Health Organization (WHO) Benchmark was used as a reference.

A draft outline of the first standard principle and updated workplan will be presented to the Committee at the next meeting for discussion.

This report is current as of August 20, 2025, in anticipation of the Council meeting scheduled for September 17, 2025.



FOR: Information

SUBJECT: Nominations Committee Report

Nominations Committee Members

| | |
|--------------------|-----------------------------|
| Terry Hui | Professional Member |
| Christine Lang | Professional Member / Chair |
| Iftikhar Choudry | Public Member |
| Kevin Ho | Public Member (regrets) |
| Deborah Sinnatamby | Public Member |

Since the last quarterly report, the Nominations Committee met on July 31, August 7 and 8, 2025.

FOR INFORMATION

1. Candidate Interviews

For the 2025 Council elections, the College has moved to a competency-based system where candidates must demonstrate that they meet the Council Competency Framework to be eligible for election. The Nominations Committee is responsible for determining the competencies of each nominee.

The Nominations Committee held online interviews on July 31, August 7 and 8, 2025, as part of the updated elections process. There was a total of 8 nominations that were received (6 in District 4 and 2 in District 5).

Seven candidates were eligible to stand for election, one was determined to be not eligible for election. All candidates were notified of results by August 14, 2025.

The Nominations Committee will review the process and determine if any adjustments or policies are necessary for future elections.

This report is current as of September 2, 2025, in anticipation of the Council meeting scheduled for September 17, 2025.



| | |
|---------------|---------------------------------|
| Meeting Date: | September 17, 2025 |
| Subject: | 2024 – 2025 Annual Report Draft |
| Reported By: | Sean Cassman |
| Action: | Motion |

Issue

College staff have drafted the annual report for the 2024 – 2025 fiscal year for the Council's review and feedback.

Public Interest Rationale

The College is mandated to regulate the profession in the public interest, and we must be able to demonstrate this for transparency and accountability. The annual report helps us by detailing the activities of the College over the previous year. This is used by the Ministry, along with the College Performance Measurement Framework (CPMF), to monitor the College's performance.

This document will be available to the public and members of the profession to help them better understand the College's work and to continually improve accountability, transparency and oversight.

Background

In line with the previous year, staff have made an effort to streamline the Annual Report and reduce duplicate work, by focusing on key highlights for the College. More detailed technical information will be covered in the CPMF report.

Some final touches on the design and functionality of the report are necessary; however, these will be minor changes.

Next Steps

Council considers a motion for the draft annual report. If approved by Council, the annual report will be posted on the College's website in October.



PRINCE EDWARD ISLAND
ÎLE-DU-PRINCE-ÉDOUARD

ACUPUNCTURIST REGULATIONS

PLEASE NOTE

This document, prepared by the *Legislative Counsel Office*, is an office consolidation of this regulation, current to July 21, 2025. It is intended for information and reference purposes only.

This document is *not* the official version of these regulations. The regulations and the amendments printed in the *Royal Gazette* should be consulted on the Prince Edward Island Government web site to determine the authoritative text of these regulations.

For more information concerning the history of these regulations, please see the *Table of Regulations* on the Prince Edward Island Government web site (www.princeedwardisland.ca).

If you find any errors or omissions in this consolidation, please contact:

Legislative Counsel Office
Tel: (902) 368-4292
Email: legislation@gov.pe.ca



ACUPUNCTURIST REGULATIONS

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REGULATED HEALTH PROFESSIONS ACT

CHAPTER R-10.1

ACUPUNCTURIST REGULATIONS

Pursuant to sections 2 and 96 of the *Regulated Health Professions Act* R.S.P.E.I. 1988, Cap. R-10.1, Council made the following regulations:

Interpretation and Administration

1. Definitions

In these regulations

- (a) “**acupuncture**” means, depending on the context,
 - (i) the health profession in which a person uses traditional Chinese medicine theory, treatment principles and modalities, including the practice described in subclause (ii), to promote, maintain, restore or improve health, to prevent disorder, imbalance or disease, or to alleviate pain, or
 - (ii) the practice of using needles to stimulate specific sites on the skin, mucous membranes or subcutaneous tissues of the human body for the purposes described in subclause (i), in accordance with traditional Chinese medicine theory and treatment principles;
- (b) “**acupuncturist**” means a person who is registered in the register for acupuncture;
- (c) “**College**” means the College of Acupuncture of Prince Edward Island established under section 3;
- (d) “**Council**” means the Council of the College;
- (e) “**refresher program**” means a refresher program in a regulated health profession consisting of a formal curriculum, a set of individualized assignments of studies and experiences, a set of continuing education credits, a practicum or a combination of these elements. (EC632/25)

2. Acupuncture designation

Acupuncture is designated as a regulated health profession. (EC632/25)

3. College established

The College of Acupuncture of Prince Edward Island is hereby established as the college for acupuncture. (EC632/25)

Registration

4. Parts of register

The register for acupuncture is divided into the following parts:

- (a) general registration;
- (b) special registration. (*EC632/25*)

5. General registration

- (1) The registrar shall register an applicant in the general registration part where
 - (a) the registrar is satisfied that the applicant meets all the requirements for registration set out in subsection 12(2) of the Act and these regulations and registers the applicant pursuant to subsection 12(3) of the Act; or
 - (b) the Council directs the registrar to register the applicant in the general registration part pursuant to subsection 12(6) of the Act or reinstate the registration of the applicant in the general registration part pursuant to subsection 24(4) of the Act.

Reinstatement period

- (2) For the purpose of subsection 24(1) of the Act, a former member may apply for reinstatement of registration in the general registration part within three years after a lapse in the registration. (*EC632/25*)

6. Education

- (1) For the purpose of clause 12(2)(c) of the Act, an applicant shall have successfully completed a post-secondary program in acupuncture, approved by the Council.

Examinations

- (2) For the purpose of clause 12(2)(d) of the Act, an applicant shall have successfully completed
 - (a) the Pan-Canadian Entry-level Examinations for Acupuncturists administered by the Canadian Alliance of Regulatory Bodies of Traditional Chinese Medicine Practitioners and Acupuncturists;
 - (b) the entry-level examinations administered by the National Certification Commission for Acupuncture and Oriental Medicine for national board certification in acupuncture; or
 - (c) other competency examinations approved by the Council.

Currency requirements

- (3) For the purposes of clause 12(2)(f), subclause 22(2)(a)(ii) and clause 24(4)(c) of the Act, an applicant shall have done one of the following within the four years immediately preceding the date of the application to demonstrate currency of professional knowledge and skills:
 - (a) successfully completed the educational requirement set out in subsection (1);
 - (b) actively practised acupuncture without any restrictions for at least 750 hours;
 - (c) successfully completed a refresher program in acupuncture satisfactory to the registrar.

Insurance requirements

- (4) For the purposes of clause 12(2)(j), subclause 22(2)(a)(v) and clauses 24(4)(f) and 25(3)(c) of the Act, an applicant or a member, as the case may be, is required to hold or be covered by professional liability insurance under a policy that provides coverage of not less than

\$2,000,000 per claim or occurrence and an aggregate limit of not less than \$2,000,000 excluding legal or court costs.

Other Requirements

- (5) For the purposes of clause 12(2)(k), subclause 22(2)(a)(v.1) and clause 24(4)(g) of the Act, an applicant shall hold current certification in cardiopulmonary resuscitation, level C (CPR-C). *(EC632/25)*

7. Special registration

- (1) Where the Council directs the registrar to register an applicant pursuant to subsection 13(3) of the Act, the registrar shall register the applicant in the special registration part.

No renewal or reinstatement

- (2) Registration in the special registration part may not be renewed or reinstated. *(EC632/25)*

Designations and Reserved Activities**8. Designation of members**

For the purpose of subsection 89(1) of the Act, the designations of a member of the regulated health profession of acupuncture include

- (a) acupuncturist; and
- (b) registered acupuncturist or R.Ac. *(EC632/25)*

9. Reserved activities

Subject to any terms or conditions imposed on the acupuncturist's registration, an acupuncturist is authorized to perform the following reserved activities:

- (a) diagnosing a disease, disorder or condition using traditional Chinese medicine theory, treatment principles and methodology, and communicating the diagnosis in circumstances in which it is reasonably foreseeable that it will be relied on in decisions respecting acupuncture treatment;
- (b) performing a procedure on tissue below the dermis or the surface of a mucous membrane while performing acupuncture. *(EC632/25)*

General**10. Name of corporation**

- (1) For the purpose of clause 15(2)(d) of the Act, the name of a corporation applying for a permit to carry on the business of providing the professional services of an acupuncturist shall be, in the opinion of the registrar, in good taste, dignified and professional.

Change of name

- (2) Before changing its name, a health profession corporation shall obtain written confirmation from the registrar that the proposed name meets the requirements of subsection (1). *(EC632/25)*

11. Exception, corporation other than a health profession corporation

The prohibition in subsection 90(1) of the Act does not apply in respect of a corporation other than a health profession corporation carrying on the business of providing the professional services of an acupuncturist. (EC632/25)

12. Transitional

- (1) A person who,
- (a) during the year preceding the date this section comes into force, practises acupuncture for at least five hours in the province; and
 - (b) immediately before this section comes into force, is a member of one of the following organizations:
 - (i) Association of Registered Acupuncturists of Prince Edward Island,
 - (ii) Maritime Association of Registered Acupuncturists,
 - (iii) The Chinese Medicine and Acupuncture Association of Canada,
- is deemed, on and after the date this section comes into force, to be registered in the general registration part of the register for acupuncture.

Expiry of registration

- (2) The registration of a person referred to in subsection (1) expires 90 days after the date this section comes into force, unless it is sooner revoked, and may be renewed in accordance with section 22 of the Act.

Exception on renewal

- (3) Subclauses 22(2)(a)(i) and (ii) of the Act do not apply to a person referred to in subsection (1) the first time the person applies to renew the person's registration. (EC632/25)

COLLEGE OF TRADITIONAL CHINESE MEDICINE PRACTITIONERS AND ACUPUNCTURISTS OF ONTARIO

Summary Statement of Financial Position

| March 31 | 2025 \$ | 2024 \$ |
|------------------------------------------|-------------------|------------|
| ASSETS | | |
| Current assets | | |
| Cash | 10,094,450 | 9,617,777 |
| Accounts receivable | 238,570 | 132,000 |
| Prepaid expenses | 45,297 | 43,780 |
| | 10,378,317 | 9,793,557 |
| Long-term assets | | |
| Capital assets | 80,849 | 136,134 |
| | 10,459,166 | 9,929,691 |
| LIABILITIES | | |
| Current liabilities | | |
| Accounts payable and accrued liabilities | 379,487 | 231,281 |
| Account payable - Minister of Health | 81,719 | 193,675 |
| Deferred membership dues | 3,902,373 | 3,694,357 |
| | 4,363,579 | 4,119,313 |
| Deferred lease inducements | 103,820 | 9,308 |
| | 4,467,399 | 4,128,621 |
| NET ASSETS | | |
| Operating Fund | 3,491,767 | 3,301,070 |
| Investigations and Hearings Reserve Fund | 1,000,000 | 1,000,000 |
| Sexual Abuse Therapy Fund | 200,000 | 200,000 |
| Strategic Initiatives Fund | 500,000 | 500,000 |
| Contingency Reserve Fund | 500,000 | 500,000 |
| Property and Technology Fund | 300,000 | 300,000 |
| | 5,991,767 | 5,801,070 |
| | 10,459,166 | 9,929,691 |

COLLEGE OF TRADITIONAL CHINESE MEDICINE PRACTITIONERS AND ACUPUNCTURISTS OF ONTARIO

Summary Statement of Operations

| Year ended March 31 | 2025 \$ | 2024 \$ |
|-----------------------------------------------------------------------|------------------|------------------|
| Revenues | | |
| Membership dues | 3,864,000 | 3,708,325 |
| Examination fees | 528,194 | 466,219 |
| Minister of Health Funding | 111,956 | 306,325 |
| Other | 348,694 | 406,917 |
| | <u>4,852,844</u> | <u>4,887,786</u> |
| Expenses | | |
| Salaries and employee benefits | 1,905,657 | 2,118,624 |
| Council and committees | 1,096,931 | 783,157 |
| Consulting and professional services | 243,709 | 319,329 |
| Special programs and project | 903,727 | 866,844 |
| Office and general operational costs | 448,412 | 527,463 |
| | <u>4,598,436</u> | <u>4,615,417</u> |
| Excess of revenues over expenses from operations before the following | 254,408 | 272,369 |
| Depreciation | <u>(63,711)</u> | <u>(91,197)</u> |
| Excess of revenues over expenses for the year | <u>190,697</u> | <u>181,172</u> |

The accompanying notes are an integral part of these financial statements

COLLEGE OF TRADITIONAL CHINESE MEDICINE PRACTITIONERS AND ACUPUNCTURISTS OF ONTARIO

Note to Financial Statements

March 31, 2025

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, 2025, 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.

UNAUDITED College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario
Statement of Operations

Q1 April - June 2025

| | | Q1 Actuals 2025-2026 | Annual Budget 2025-2026 | Actual to Budget % | Budget Remaining (balance of Year) |
|----------------|--------------------------------------|---------------------------------|------------------------------------|-------------------------------|-----------------------------------------------|
| GL Code | Revenue | | | | |
| 4101000 | Registration Fees | \$ 102,900.00 | \$ 202,200.00 | 50.89% | \$ 99,300.00 |
| 4102000 | Renewal Fees | \$ 3,690,774.99 | \$ 3,642,100.00 | 101.34% | \$ (48,674.99) |
| 4200000 | Administration Fees | \$ 39,425.00 | \$ 74,025.00 | 53.26% | \$ 34,600.00 |
| 4300000 | Pan Can Examination Fees | \$ 293,470.00 | \$ 520,320.00 | 56.40% | \$ 226,850.00 |
| 4400000 | Other Income-Government Funds | \$ - | \$ 20,000.00 | 0.00% | \$ 20,000.00 |
| 4500000 | Other Fees | \$ 19,200.00 | \$ 47,000.00 | 40.85% | \$ 27,800.00 |
| 4600000 | Other Income | \$ 65,124.71 | \$ 236,000.00 | 27.60% | \$ 170,875.29 |
| | Total Income | \$ 4,210,894.70 | \$ 4,741,645.00 | 88.81% | \$ 530,750.30 |
| GL Code | Expenses | | | | |
| | Council & Committees | \$ 142,115.84 | \$ 1,086,250.00 | 13.08% | \$ 944,134.16 |
| 6100000 | Council | \$ 5,226.52 | \$ 94,500.00 | 5.53% | \$ 89,273.48 |
| 6201000 | Executive Committee | \$ 537.63 | \$ 29,000.00 | 1.85% | \$ 28,462.37 |
| 6202000 | Registration Committee and Panel | \$ 11,268.26 | \$ 63,500.00 | 17.75% | \$ 52,231.74 |
| 6203000 | ICRC Committee | \$ 71,857.32 | \$ 362,000.00 | 19.85% | \$ 290,142.68 |
| 6204000 | Quality Assurance Committee | \$ 15,234.41 | \$ 132,000.00 | 11.54% | \$ 116,765.59 |
| 6205000 | Patient Relations Committee | \$ 970.00 | \$ 41,000.00 | 2.37% | \$ 40,030.00 |
| 6206000 | Discipline Committee | \$ 37,021.70 | \$ 360,000.00 | 10.28% | \$ 322,978.30 |
| 6207000 | Fitness to Practice Committee | \$ - | \$ 4,250.00 | 0.00% | \$ 4,250.00 |
| 6300000 | Professional Services | \$ 27,969.13 | \$ 244,500.00 | 11.44% | \$ 216,530.87 |
| 6301000 | Legal Fees | \$ 1,401.20 | \$ 74,000.00 | 1.89% | \$ 72,598.80 |
| 6302000 | Accounting Fee | \$ 2,126.03 | \$ 34,000.00 | 6.25% | \$ 31,873.97 |
| 6303000 | Expert Consultation | \$ - | \$ 26,500.00 | 0.00% | \$ 26,500.00 |
| 6304000 | Government Relations | \$ 24,441.90 | \$ 110,000.00 | 22.22% | \$ 85,558.10 |
| 6400000 | Special Programs/Projects | \$ 229,355.24 | \$ 881,000.00 | 26.03% | \$ 651,644.76 |
| 6401000 | Pan-Canadian Examinations | \$ 203,222.00 | \$ 410,000.00 | 49.57% | \$ 206,778.00 |
| 6402000 | Doctor Title | \$ 3,736.47 | \$ 187,000.00 | 2.00% | \$ 183,263.53 |
| 6403000 | Strategic Initiatives | \$ - | \$ 80,000.00 | 0.00% | \$ 80,000.00 |
| 6404000 | Program Approval | \$ - | \$ 75,000.00 | 0.00% | \$ 75,000.00 |
| 6405000 | Safety and Jurisprudence Test | \$ 6,521.80 | \$ 35,000.00 | 18.63% | \$ 28,478.20 |
| 6407000 | Acupuncture Working Group | \$ 1,127.50 | \$ 24,000.00 | 4.70% | \$ 22,872.50 |
| 6408000 | Learning Hub and QA Online | \$ - | \$ 50,000.00 | 0.00% | \$ 50,000.00 |
| 6800000 | Pan Can Chinese Language Examination | \$ 14,747.47 | \$ 20,000.00 | 73.74% | \$ 5,252.53 |
| 6500000 | Administrative Expenses | \$ 466,602.83 | \$ 2,021,008.00 | 23.09% | \$ 1,554,405.17 |
| 6500000 | Salaries and Benefits | \$ 466,602.83 | \$ 1,971,008.00 | 23.67% | \$ 1,504,405.17 |
| 6502000 | Casual Labour | \$ - | \$ 50,000.00 | 0.00% | \$ 50,000.00 |
| 6600000 | Information Technology | \$ 58,429.88 | \$ 316,500.00 | 18.46% | \$ 258,070.12 |
| 6602000 | Equipment Expenses | \$ 2,998.20 | \$ 12,000.00 | 24.99% | \$ 9,001.80 |
| 6603000 | Software Licenses & Development | \$ 21,712.30 | \$ 171,000.00 | 12.70% | \$ 149,287.70 |
| 6604000 | Maintenance and Support Contracts | \$ 15,971.16 | \$ 65,500.00 | 24.38% | \$ 49,528.84 |
| 6605000 | Online Services | \$ 15,293.86 | \$ 56,000.00 | 27.31% | \$ 40,706.14 |
| 6606000 | Network Security | \$ 2,454.36 | \$ 12,000.00 | 20.45% | \$ 9,545.64 |
| 6700000 | Operating Expenses | \$ 147,021.82 | \$ 570,550.00 | 25.77% | \$ 423,528.18 |
| 6701000 | General Operating Costs | \$ 72,554.60 | \$ 307,550.00 | 23.59% | \$ 234,995.40 |
| 6702000 | Payment Gateway | \$ 12,792.35 | \$ 170,000.00 | 7.52% | \$ 157,207.65 |
| 6703000 | Subscriptions and Conferences | \$ 25,468.87 | \$ 48,000.00 | 53.06% | \$ 22,531.13 |
| 6704000 | Communications and Publications | \$ 36,206.00 | \$ 45,000.00 | 80.46% | \$ 8,794.00 |
| 45 | Total Expenses | \$ 1,071,494.74 | \$ 5,119,808.00 | 20.93% | |
| 46 | Net Income | \$ 3,139,399.96 | \$ (378,163.00) | | |

| | |
|---------------|------------------------|
| Meeting Date: | September 17, 2025 |
| Issue: | Committee Appointments |
| Reported By: | Sean Cassman |
| Action: | Motion |

Issue

The Executive Committee has made recommendations on Committee appointments for Public Council member Heidi Machel.

Public Interest Rational

Public Appointments are crucial to the public protection mandate of the College as they provide a prospective from a public/patient mindset. In addition, without the necessary number of appointments, the College Council becomes unconstituted.

Background

Heidi Machel, the new Public Appointee, was appointed at the June 24, 2025, Council meeting, to the Discipline and Fitness to Practice Committees to comply with the by-laws. However, the new member had not had a chance to consider preferences for additional appointments.

Since then, Heidi has indicated preferences to the Executive Committee, and at the August 13, 2025, Executive Committee meeting, Heidi was recommended for appointments to the Quality Assurance Committee and Patient Relations Committee.

Next Steps

Council is asked to consider additional appointments for Heidi.

| | |
|---------------|-------------------------|
| Meeting Date: | September 17, 2025 |
| Issue: | Litigation Policy Draft |
| Reported By: | Ryan Chu |
| Action: | Motion |

Issue

As part of the College's risk management plan and governance processes, College staff and legal counsel developed a draft Litigation Policy.

Public Interest Rationale

The College must be able to carry out its responsibilities set out in legislation. For clarity and guidance, a policy is necessary if and/or when the College is made aware of a potential claim against Council or Committee members.

Background

Section 38 of the Regulated Health Professions Act, 1991 (RHPA) provides broad immunity for Council and Committee members ("College Representatives") for regulatory acts and decisions done in good faith. Despite this statutory protection, civil claims and proceedings may still be filed against College Representatives. This includes complaints filed with the Human Rights Tribunal of Ontario or the Canadian Human Rights Commission.

Following the recent Council effectiveness review, College staff felt it was important to formally document the steps and procedures that are taken when the College faces litigation and/or other complaints to a separate regulatory tribunal. The policy provides direction to any College representative (e.g. Council members, Committee members, staff) who is subject to a claim related to their role with the College. It also provides direction to the Registrar and Deputy Registrar for reporting claims to the Executive Committee.

The draft policy has been reviewed by legal counsel to ensure it complies with best practices for addressing litigation against the College. The Executive Committee reviewed the policy at its August 13, 2025 meeting and approved it for review by Council.

Next Steps

Staff is asking the Council to provide feedback on the draft policy.

Encl.: Draft Litigation Policy



| | | | |
|---------------|-------------------|--------------|---|
| NAME | Litigation Policy | | |
| TYPE | Administration | | |
| STATUS | Draft | VERSION | 1 |
| DATE APPROVED | | DATE REVISED | |

PURPOSE

To:

1. Provide clarity to Council members and Committee members when named in a civil claim or proceeding and set out their responsibilities; and
2. Set out reporting obligations between the Registrar & CEO and Deputy Registrar and the Executive Committee. This policy provides instructions for College Representatives when advised of a claim or complaint.

POLICY

Section 38 of the *Regulated Health Professions Act, 1991* (RHPA) provides broad immunity for Council members, and committee members (collectively referred to as “College Representatives”) for regulatory acts and decisions done in good faith. Despite this statutory protection, civil claims and proceedings (including complaints filed with the Human Rights Tribunal of Ontario or the Canadian human Rights Commission) may still be filed against College Representatives.

Subject to certain exceptions, section 21.01 of the By-Laws indemnifies College Representatives for costs, and expenses that are incurred as a result of a claim or proceeding made against them as a result of regulatory acts and decisions. The College maintains liability insurance to ensure that the requisite indemnification can be provided. College Representatives are required by the College to comply with the following once they are made aware that they are, or might be, the subject of a claim or proceeding:

1. Immediately (no more than 3 days after notification) notify the Registrar & CEO and Deputy Registrar in writing, and if available provide all documentation related to the claim/proceeding or potential claim/proceeding.
2. Fully co-operate with the Registrar & CEO and Deputy Registrar and legal counsel retained to assist representing the College Representative.

Once the Registrar & CEO and Deputy Registrar are made aware of the claim/proceeding, or potential claim/proceeding, they shall notify the insurer in accordance with the terms of the policy. The Registrar & CEO and Deputy Registrar shall notify the Executive Committee at the next regularly scheduled meeting of the Committee and shall keep the Executive Committee up to date thereafter. If urgent action is required by the Executive Committee, the Registrar & CEO and Deputy Registrar will notify the Council President as soon as possible.



| | |
|---------------|---------------------------|
| Meeting Date: | September 17, 2025 |
| Subject: | Terms of Reference Update |
| Reported By: | Sean Cassman |
| Action: | Motion |

Issue

The Registration Committee's Terms of Reference requires an update to account for the education program approval process.

Public Interest Rationale

Committee Terms of Reference's should set clear responsibilities each committee so that there is transparency for the work being done by the committee and Council can fulfil its committee oversight role. This helps Council be sure that committees are working towards the public interest mandate of the College.

Background

The Registration Committee is continuing work on the program approval project. The process that program reviewers will use to evaluate an education program has been established, making use of the criteria in the Standards and the approved Decision-Making Framework. Upon completing a formal program review and site visit, reviewers will submit a summary report, including the scoring results, along with a recommendation and rationale to either approve or not approve the program.

It is recommended that the Registration Committee be responsible for granting approval for education programs, for the following reasons:

- Education is a significant component of the requirements in the registration regulation, which the Committee is responsible for upholding. The Committee is therefore accustomed to dealing with education-related themes in the matters that it considers.
- The Committee has been involved in developing the program approval project from the beginning and has a clear understanding of the process.
- Meeting frequency is sufficient and is scheduled in advance over the course of each year. Will be more streamlined than working approvals into Council meetings or setting special Council meetings just for approvals.
- Using an existing committee is simpler than striking a new one.
- Council could be considered in an appeals process and so should remain independent of the initial decision-making process.



To formally set the program approval process as a responsibility of the Registration Committee, an update to the Committee Terms of Reference is necessary. A copy including the update is included in the package.

Next Steps

Council considers a motion for the updated Terms of Reference.



| | | | |
|---------------|---------------------------------------------|--------------|----------------------------------------------------|
| NAME | Terms of Reference – Registration Committee | | |
| TYPE | Council | | |
| DATE APPROVED | June 20, 2019 | DATE REVISED | <u>10 September 2025</u> 29 August 2025 |

Purpose

The Registration Committee (the “Committee”) is mandated to ensure protection of the public interest by providing strategic direction to the College and to the Registrar with regards to the registration processes of the College.

Accountability

The Committee is a statutory committee of the College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario and is established pursuant to section 10(1)(2) of the *Health Professions Procedural Code*, being Schedule 2 to the *Regulated Health Professions Act, 1991* (the “Code”).

Each member of the Committee must sign a binding Confidentiality Agreement at the time of each appointment indicating their agreement to maintain the confidentiality, security and integrity of all materials during and after their term on the Committee.

Members must declare any conflict of interests prior to the discussion of individual files or at any time a conflict of interest or the potential for one arises.

Council will ensure that members of the Committee receive training in their role to carry out the responsibilities of the Committee. In addition, Council will ensure that members receive such legislated training and other training deemed necessary for the effective discharge of their responsibilities.

Limitations

The Committee shall only exercise the authority, and fulfill the duties and responsibilities authorized under the *Regulated Health Professions Act, 1991*, the *Traditional Chinese Medicine Act, 2006* (the “Act”) and the Regulations made under these Act.

Duties and Responsibilities

The Committee shall be responsible for the following activities:

- Oversee on behalf of the Council, the College’s review of its registration practices to ensure they are transparent, objective, impartial and fair;
- Advise the Council, on the Registration Requirements of the College, including education, examinations and qualifications criteria;
- Develop policies and procedures necessary to administer the Registration program;
- Meeting in the form of panels to make decisions regarding applications for registration referred to it by the Registrar in accordance with the Code, the Registration Regulation, and College policy;

- Consider applications for registration referred to it by the Registrar where:
 - The Registrar is of the view that the applicant may not qualify for registration;
 - The Registrar believes that a term, condition, or limitation should be imposed on the applicant's Certificate of Registration; or
 - The Registrar intends to refuse the application;
- Consider applications to remove or modify a term, condition or limitation that was imposed as a result of a Registration Proceeding;
- Consider applications and applicants' submissions and make orders with respect to the disposition of the application in accordance with the Code;
- Oversee the College's participation in hearings or reviews of the Registration Committee's decisions before the Health Professions Appeal and Review Board;
- Prepare a fair registration practices report annually or at such other times as the Fairness Commissioner may specify;
- Oversee the implementation of registration practices audit every three years or as required by the Fairness Commissioner;
- Provide other reports and information to the Fairness Commissioner as required; and
- Develop amendments to the Registration Regulation, for approval by Council and the Ministry of Health and Long-Term Care.
- Oversee the College's Program Approval Process, including developing policies and procedures necessary to administer the Program Approval Process.
- Make decisions on applications for program approval from education institutions.

Composition of Committee

Members of the Committee shall be appointed by Council and shall include:

- i) At least two (2) professional members who are members of the Council;
- ii) At least one (1) public member who is a member of the Council; and
- iii) One (1) or more professional members who are not members of Council, if Council so wishes.

Panels of the Committee shall be appointed by the Chair and shall be comprised of at least three (3) members of the Committee, at least one (1) of whom shall be a public member of the Council. The Chair of Committee shall, at the time of appointing a Panel, designate one (1) member of the panel as the Chair of the Panel.

Term of Office

The Committee shall be appointed annually.

Meetings

Meetings shall, whenever possible, be held at a place and on a date set in advance and shall occur at regular intervals and at such frequency as necessary for the Committee to conduct its business.

Quorum

Pursuant to section 12.10 of the By-laws of the College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario, quorum for meetings of the Committee shall be three (3) members of the Committee.

Selection of the Chair

The Chair shall be appointed by the Committee.

In the event that the Chair is unable or unwilling to preside at the meeting, the Chair shall designate an acting Chair from among the Committee members to preside at the meeting. If the Chair is unable to delegate his or her chairing duties, the Committee shall then select an acting Chair to preside at the meeting from among its members.

Voting

Whenever possible, decision-making at the Committee level shall be conducted using a consensus model. When necessary, formal voting will be used.

Unless specifically provided for otherwise under the Code or the By-laws, every motion that properly comes before a Committee shall be decided by a simple majority of the votes cast at the meeting by the Committee members present.

The Chair, as a member of the Committee, may vote.

In the event of a tie vote, the motion is defeated.

Reporting

The Committee shall provide a report of its activities at every Council meeting on activities that have been undertaken since the last report. The Committee prepares an annual report of its activities at the end of each fiscal year.

Conflict of Interest

All Committee members have a duty to carry out their responsibilities in a manner that serves and protects the interest of the public. As such, they must not engage in any activities or in decision-making concerning any matters where they have a direct or indirect personal or financial interest. All Committee members have a duty to uphold and further the intent of the Act to regulate the professional practice of traditional Chinese medicine practitioners and acupuncturists in Ontario, and not to represent the views of advocacy or special interest groups.

Comprehensive information regarding conflict of interest obligations is included in the by-laws.

Committee Records

The Committee Chair shall ensure that accurate minutes of all Committee meetings and proceedings are recorded and approved.

Confidentiality

Members of the Committee will have access to highly sensitive and confidential information which they must keep in the strictest confidence. It is understood that the duty of confidentiality for members of this Committee are especially stringent. Members of the Committee shall not discuss with anyone any

information that the Committee considers, even in a general nature, except for the purposes of providing the annual report to Council.

Evaluation

The Committee terms of reference will be reviewed annually and amended where necessary, for example in response to statutory, regulatory, or policy amendments. Any amendments to the terms must be approved by Council.



| | |
|---------------|--------------------|
| Meeting Date: | September 17, 2025 |
| Issue: | Elections |
| Reported By: | Sean Cassman |
| Action: | Information |

Issue

College staff have continued to make progress on implementing the new election process.

Public Interest Rational

Council elections help ensure that Council is constituted with the appropriate number of Council members, which allows the College to function. Professional Council members, making decisions in the public interest, help the College achieve its mandate of public protection.

Background

The Nominations Committee conducted interviews with nominees on July 31, August 7, and August 8 (2 in District 5 and 6 in District 4), utilizing their new assessment rubrics to aid in their discussions and decision making. There were questions that required clarification from the candidates, which were noted for review and amendments by the Committee for future elections.

Of the 8 nominees, 7 were determined to have met the Council competency framework. 1 was determined to have not met the framework. All nominees were notified of results by August 14, 2025.

Following this year's nomination process, the Nominations Committee will review the process and determine if any adjustments are necessary. Staff will report to Council on the process, and work on any policies that are needed to ensure continuity and consistency in the nomination process.

Next Steps

Members who are eligible to vote will receive voting instructions via email on September 19, 2025.

Staff will continue working with the Nominations Committee to complete the nominations process for the 2025 Council elections, taking place in October.

| | |
|---------------|-----------------------------------------|
| Meeting Date: | September 17, 2025 |
| Issue: | Request for Proposal – College Database |
| Reported By: | Sean Cassman and Francesco Ortale |
| Action: | Information and Discussion |

Issue

College staff are presenting a draft request for proposal (RFP) following discussions at the previous Council meeting.

Public Interest Rational

The College CRM is a necessary database that enables us to carry out our regulatory functions. Without a working database, the College would not be able to effectively fulfill our public protection mandate.

Background

At the previous Council meeting, the College's database was discussed, and it was noted that the current CRM being used is out of date and no longer supported. This will cause an increasing risk to the College as time goes on. To begin addressing this, staff sought direction from Council to put out an RFP seeking a company to help implement and updated database. Staff are now bringing the draft RFP to Council for feedback. It should be noted that a non-exhaustive list of functionalities is included in section 3.1.3. While not everything needs to be listed in the RFP, staff have included a list of the critical items that would be expected. It is also set as an expectation that staff will have access to modify and customize features independently once the database is implemented.

Next Steps

College staff will circulate the RFP for an initial 60 days; however, this may be extended if the College has not received sufficient options in this timeframe. Options will be brought to Council for decision once available.



Request for Proposal

MS Dynamics CRM system upgrade and expansion project

College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario

Version **V4.1**

Modified Date: **8 September 2025**



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Part 1 – Introduction

1.1 Invitation to Vendors

This Request for Proposals ("RFP") is an invitation to prospective Vendors to submit proposals for the Customer Relationship Management System (CRMS) upgrade as described in Part 2 - The Deliverables (the "Deliverables"). This RFP is issued by the College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario (The College) represented by the Registrar.

1.2 Type of Contract for Deliverables

The selected Vendor will need to sign an agreement with the College for the delivery of the specified services. The College intends to enter into a Form of Agreement with only one (1) legal entity. The agreement will be for a maximum of 1 year, during which the proponent is expected to complete the project. This will be followed by up to 5 years of providing maintenance and administration services as outlined in the Deliverables.

1.3 Definitions

Unless otherwise specified in this RFP, capitalized words and phrases have the meaning set out in a Form of Agreement.

| | |
|-------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| "Ministry" means | The Ontario Ministry of Health |
| "College" means | The College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario. |
| "College contact" means | Sean Cassman, Registrar & CEO Email: sean.cassman@ctcmpao.on.ca Francesco Ortale, Director of IT, Finance and Corporate Services. Email: francesco.ortale@ctcmpao.on.ca |
| "RHPA" means | Regulated Health Professions Act (1991) |
| "CRMS" means | Customer Relations Management System |
| "Users" means | The members, volunteers and employees of the College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario. |



Part 2 – The Deliverables

2.0 Background

The College is the governing body established by the government of Ontario, under the *Regulated Health Professions Act, 1991* and the *Traditional Chinese Medicine Act, 2006*, to regulate the profession of traditional Chinese medicine. The law in Ontario requires that every practitioner be a registered member of the College. The College's mandate is to serve and protect the public.

2.1 Customer Relationship Management System

The purpose of the CRMS Project is to enable the College to upgrade or replace its existing MS Dynamics 2015 CRM on-premises system with MS Dynamics CRM 365 or another CRM system that fully meets the College's specific requirements, including integration with its website and systems to support its functions and operations.

The College is issuing this RFP to find a vendor experienced in CRM development (within well-known CRM Systems) that can provide a suitable pre-existing software solution, along with necessary modifications and programming to ensure a successful migration and to meet additional functionality needs.

2.2 Overview of Project Stages

Stage 1: Systems Design

- **Project planning, systems analysis, and requirements definition:** Define the project scope, risks, and requirements to translate project goals into specific functions and operations of the intended applications. Analyze the information needs of end-users across four different client groups: the College, the members, the potential applicants, and the public.
- **Systems design:** The Vendor is expected at this stage to provide a detailed plan to include descriptions of the desired features and operations, business rules, process diagrams, and other documentation.

Stage 2: Development, Implementation and data migration

- **Systems development:** The Vendor will customize pre-existing software and develop components to satisfy the desired functions and operations as planned in the Systems Design phase.
- **Integration and testing:** The Vendor is required to establish a testing environment which will enable user testing to check for errors, bugs and interoperability.
- **Acceptance, installation, deployment:** The final stage of initial development, where the software is integrated into the College's existing systems and put into operation for actual business.

Stage 3: Maintenance and Training

- **Maintenance:** The College will require ongoing support from the Vendor during the life of the contract. Specifically, to implement and respond to changes as required by the College.



- **Training:** Provide the College with full functionality systems training and manual.
- **Handover:** The College will evaluate its experience with the CRMS administration and maintenance during the period of this contract and will develop a long-term plan for ongoing administration for the period after the initial service agreement.

2.3 Prohibited Communications, Confidential Information

2.3.1 Prohibited Vendor Communications

Vendors shall not engage in any Conflict-of-Interest communications and should take note of the Conflict-of-Interest declaration as set out in the Form of Offer.

2.3.2 Vendor(s) Not to Communicate with Media

A Vendor may not at any time directly or indirectly communicate with the media in relation to this RFP or any contract awarded pursuant to this RFP without first obtaining the written permission of the College Contact.

2.3.3 Confidential Information of the College

All information provided by or obtained from the College in any form in connection with this RFP, either before or after the issuance of this RFP:

- a) is the sole property of the College and must be treated as confidential.
- b) is not to be used for any purpose other than replying to this RFP and the performance of any subsequent Contract.
- c) must not be disclosed without prior written authorization from the College, as set out under section 36 of the RHPA; and
- d) shall be returned by the Vendor(s) to the College immediately upon the request of the College.



Part 3 – Systems Development Requirements for the upgrade/replacement of CRM and website

3.1 Assignment/Project Requirements

3.1.1 Background and current functionality

The college's website is currently integrated with its Customer Relationship Management System (CRM) to offer interactive features. This integration enables members of the profession to register, complete their annual renewals, apply for various opportunities, pay any outstanding fees, and update their demographic information. This also involves several key programs, including inquiries, complaints, reports, discipline, and quality assurance — all of which require “back office” support. The systems and data may be hosted internally and separately by the Vendor, with appropriate security measures in place.

As other health regulatory Colleges in Ontario have recognized, this requires the development of a strong and efficient CRMS that manages all the “back office” operations mentioned earlier, while also serving as the main communication tool and public face for the College.

3.1.2 Integrated Database Management System Requirements

The College understands that completing the CRMS development project will likely take several months and should be phased. The initial six months should deliver existing functionality to support registration and essential business functions, while other features follow and may run in parallel to maintain the current MS Dynamics CRM system's operational status.

3.1.3 Description of Common Functionality for CRM

The list below outlines some of the existing and new individual features identified for the College. The expectation is that authorized staff can customise or modify many of these features as necessary, without needing to submit a Change Request to the provider.

Membership Management – Public and Protected Information

Registration and Application Management

- Allow applicants to create a secure online account where they can perform various functions, including logging into the website to complete applications and pay fees, having separate screens for recording education/training, clinical experience, supervision hours, attaching documents, generating correspondence, and tracking the progress of their applications.
- Generate a unique user ID for new accounts, allowing for different criteria to be established for IDs depending on account type, if desired.
- Notifications are auto-generated and sent to the applicant and recorded to confirm registration or advise of other important events. Notifications are also to be generated internally when certain activities are performed by external users (e.g., uploading a new document, applying for an examination, or registering).



- Some web-based forms will need to be saved as PDF documents upon completion (for example: applications).
- Allow staff to store documents within applicant and member accounts, with the ability to restrict visibility as needed.

Membership Management System

- Allow College Staff to input data about members and manage the membership efficiently and effectively.
- Retain existing unique ID for existing members/applicants (CTCMPAO Number)

Online Profile Management

- Allow members to log on to the website using a unique username and password to edit some parts of their own membership information, as defined by the College.

Public Register

- Up-to-date information about members of the College.
- Integration with the College website should ensure that a change to the membership database will change corresponding fields in the public registry.
- Enable the public to search for members by name, location, business name and areas of practice.

Communications

Customer Contact Management

- Tracking of contact with stakeholders (including but not necessarily limited to members) via notations in profiles or other files, accessible only to authorized staff using pull-down menus based on role constraints.

E-mail Broadcast system

- e-mail broadcasts to individuals, groups or all members and stakeholders.
- Tracking of email communications, with linkages to member profile (including renewal reminders, notice of meetings and elections, official receipts of fees and special notices).

Live broadcast

- Real-time webcast capability for public meetings, courses or other College events.

Website Feedback

- Inquiries, surveys and other feedback.

Content Management System

- Capability for College staff to develop and render edits to the website without Information Technology (IT) support.



Transactions

Online Registration Renewal

- Allow members of the College to renew their registration online.

Online Applications and Courses

- Allow members of the College to complete existing applications and outstanding fees transactions when applicable.

Online Payment Processing

- Online payment processing for renewal of fees, application submissions, materials, and other transactions.

Providing Receipts

- Generate descriptive receipts for online transactions.

Accounting

- Tracking of all payments made manually or online, including annual fees, purchases and other payments.
- Linked to the overall accounting system for the College. This module may include all accounting features based on generally accepted accounting principles (receivables, payables, production of receipts for fee payments, statements and reports).

Operations Management for College and Committees

Inquiries, Reports, Complaints, Discipline and Fitness to Practice

- Assign numbers to inquiries, complaints, reports, discipline and fitness-to-practice files and associate them with a member's profile.
- Automated deadline tracking and reminders for letters and documentation related to the inquiries, complaints, reports, and discipline processes.
- Record discipline findings and publish them online and in the public registry.
- Firewall files of Inquiries, Complaints and Reports Committee, Discipline Committee, Quality Practice, and Fitness-to-Practice, with access for authorized staff only.
- Assign Committee members to various statutory and non-statutory committees, limiting online committee access to authorized information and designated pages.
- Enable instant communication within committees.
- Allow for the creation of non-member profiles such as unauthorized practitioners, investigators, etc.)

Terms, Conditions and/or Limitations

- Tag member profile with any terms, conditions, or limitations placed on a license to practice.
- Track undertakings by members to meet requirements for terms, conditions, or limitations to be lifted.
- Automatically notify members or staff of deadlines to meet requirements.
- Update member profile when terms, conditions or limitations are lifted or extended.



Reports

- Generate pre-formatted reports from the database, such as applications, summaries, member profiles, and renewals.
- Ability to create user-friendly, unique reports
- Analysis of members' personal information to generate reports of membership demographic information (age, gender, location, origin of training, etc.)
- Ability to add new data fields as needed for reporting purposes.

Elections

- Online voting by members and posting of election results by the districts of the College.
- Online information and nomination process for candidates.
- Candidate biographies, photos and other election information access.

Quality Practice

- Capability to host a professional development portfolio for each member, allowing College input for completed courses/exams, volunteer service, etc.
- Ability to assign numbers to QA files and pull information associated with a member's profile.
- Online quality assurance reporting by members, with firewall access by authorized staff only and QA members.
- Tracking deadlines and compliance with QA outcomes by members and automated reminder communications.
- Mechanism for choosing members for random (or stratified random) selection, specific criteria as identified by the QA Committee or criteria for excluding members previously assessed
- Assign Committee members to online committee access only to authorized information and designated pages.
- Capability to enable members to complete the Self-assessment online, with the ability to host self-testing questions without these being stored.
- Automated deadline tracking and reminders to staff, to produce form letters for the Quality Assurance Committee.

Patient Relations

- Assign file numbers to patient relations funding requests.
- Automated deadline tracking and reminders to staff, to produce form letters for the Patient Relations Committee.

Event Management

- Conduct online registration, including the processing of payment, for events to be delivered in the future.

Surveys and Polls

- Polling of members and the public via the website, on important items such as changes to by-law and regulation based on PIPEDA research requirements and generally accepted research principles.
- Tabulation and reporting of polling results.



Records and Task Management

- Maintenance and tracking of electronic records for the College.
- College management and staff assign and track tasks and measure performance against deadlines.

e-Learning and Examinations/Assessment

Online Exams/Assessment

- Administer computer-based examinations/assessments for registration and certifications, either from stations on-site or from remote member-based locations.

Tracking

- Record results onto the member's profile and special codes or flags automatically put on in response to pre-determined criteria such as payment and renewal deadlines, reporting deadlines.

Online courses

- Access to webinars and/or online courses via links to the course provider's website.

3.2 System Conditions and Parameters

The following business decisions describe some of the conditions which must be met by the CRM and website:

System Platform

- A Security Manual should be created with clearly defined access levels. Since the databases will contain members' personal information, possibly including health data of complainants, and information about some members, it is crucial to implement strong security measures and firewalls to protect the privacy of both members and complainants within the guidelines outlined in the RHPA.
- Appropriate backup procedures and programmatic redundancies will be necessary to prevent data loss.
- Access to the databases will be tiered, starting with basic member access and advancing to College-assigned authority for content management. A secure login will be required for database access, requesting personal information such as name and personal identification number or password.

System Users

- A variety of users will access the system with different needs. Assume that users will be non-technical and require a system that is easy to access and navigate. The CRM need to be role-based, since specific information must be visible only to specific roles:
 - All staff will be granted a level of access to the system that matches their duties and responsibilities. Only designated staff will have access to all system areas with administrative rights. System administrators should be able to modify existing information and add new data.
 - Membership will access the system through the new College's website and require secure, personalised access to apply for or renew membership, create and modify



individual profiles, make transaction payments, etc. Note: There will be approximately 3,000 members.

- Council and Committee members and staff will use the system to access files for meetings.
- Members of the public will access the member database to review the public registry, which will be a subset of information contained in the member's database. The public register must be accessible directly from the website.
- Each member file will contain information accessible only to staff, some information accessible to both staff and members, and some information that is publicly available as the public registry.

Data Migration

- A data migration strategy and a comprehensive plan for transferring data from the existing system to the new one, encompassing stages such as planning, preparation, implementation, testing, and maintenance. The objective is to ensure data integrity, minimize business disruption, and achieve project objectives.

Cost effective

- The system must be cost-effective, easy to manage and should enable College staff to make certain changes without having to incur development costs.

Scalable

- The system should be scalable to enable the addition of various functions through software integration and support the growth of the database.

Flexible

- New connections between different functions will be needed to deliver custom reports.
- The system should enable integration with other commonly used software, such as Microsoft packages and accounting software.

Maintenance and Service

The Vendor will sign an agreement with the College, where the Vendor must provide ongoing maintenance and service as outlined in the Form of Agreement, which must include the following provisions:

- The College requires an agreement of up to 5 years during which the Vendor will provide support and maintenance for the system, including a helpdesk or hotline for college members and staff to resolve issues.
- The College requires the Vendor to designate a lead person responsible for managing the College system, with whom the College staff can discuss plans.



- The College requires the Vendor to provide a framework for discussing changes to the system, including rates, and the type and levels of all Vendor staff assigned to the work.

Requirements Pertaining to the Accessibility for Ontarians with Disabilities Act

The College must comply with the Accessibility for Ontarians with Disabilities Act. Vendors invited to submit proposals are asked to inform the College if staff might face accessibility issues. Any special requirements disclosed by vendors will be considered and, where possible, accommodated in accordance with the Act.

Contractor Security Screening

Considering the sensitive nature of this project and the information involved, the hired Vendor must specify what security clearances or provisions are currently in place for any staff who may access the College's data. The Vendor might be required to establish additional security clearances at their own expense if the College specifies a standard.

Software Launch and Implementation

To ensure a secure and seamless transition of the College's operations, vendors are required to include a process for software launch and implementation in their project plan. Vendors must include the following in the plan:

- Integration of the database with Colleges' websites and software.
- Complete data migration from existing systems to the new system.
- Provide sufficient training to all staff and advanced training for the College-designated super users.
- A helpline or one point of contact for all CRM queries and troubleshooting issues.
- Provide system testing and monitoring.

Handover

The College will review its experience with the CRM, including administration and maintenance, during the term of this contract. It will also develop a long-term plan for ongoing administration beyond the initial five-year service agreement.

Part 4- Price Breakdown

Please provide a detailed Price Breakdown of the product and services to be supplied, including a description of each component, the timeline, and the associated costs. If the Vendor offers a standard software migration package, kindly specify the price of this package and clearly identify the components included in the description section.

| | |
|---------------|----------------------|
| Meeting Date: | June 24, 2025 |
| Issue: | Risk Management Plan |
| Reported By: | Sean Cassman |
| Action: | Information |

Issue

The College is updating Council on the current risk management plan, which includes a high-level look at the risks facing the College.

Public Interest Rationale

The College must be able to carry out its responsibilities set out in legislation. To avoid situations where we are prevented from doing that, a risk management plan is necessary to predict and mitigate risks.

Changes to Risk Register

The Risk Register Summary has been attached to provide a high-level report of the 2025 Q2 risk assessment. A minor change has been made to the assessed risk related to public appointments. It was listed as an extreme risk and has been lowered to high risk. Recently, public appointments have been working to ensure we remain constituted, even if at a minimal level. It may warrant lowering of the risk level; however, with the recent appointment being a one-year appointment, and a current appointment expiring in September, no changes have been made at this time.

Next Steps

Staff will continue to monitor risks and maintain the risk management plan.

Encl.: Risk Register Summary



College of Traditional Chinese Medicine
Practitioners and Acupuncturists of Ontario
Ordre des praticiens en médecine traditionnelle
chinoise et des acupuncteurs de l'Ontario

COUNCIL

College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario Risk Management Plan

Risk Management Vision

The College is committed to building and fostering an enterprise risk management culture that clearly faces reality through systematic process of risk identification, assessment, and management and will affect this through its strategic planning process. The College's value of serving and protecting the public interest, providing quality service, accountability and transparency, teamwork and collaboration are the foundation of the organizational risk culture and will guide our actions.

Stakeholder Roles and Responsibilities

| Role | Risk Management Responsibility | Assignment |
|----------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------|
| Council | Responsible for approving Risk Tolerance Evaluation, reviewing Risk Management Plan and periodically reassessing success of Risk Management strategies. | Council Members |
| President | Responsible for leading Council in reviewing the Risk Management Plan, implementing certain procedures needed in specified emergency situations, ensuring action is taken as necessary to protect the separation of Council from operations. | Joanne Pritchard-Sobhani |
| Registrar and CEO | Responsible for ensuring comprehensive risk assessment within the organization, development and implementation of mitigation strategies, and ongoing evaluation of effectiveness of risk management by the organization. | Sean Cassman |
| Director, IT, Finance and Corporate Services | Responsible for identifying risk factors relating to financial management policies and procedures, adhering to sound financial risk management and mitigation policies and strategies. Champions organization-wide effort to protect the vital assets of the College and engage key stakeholders in risk management activities. | Francesco Ortale |
| Program Managers | Responsible for complying with obligations outlined in the Health Professional Procedural Code respecting procedure, timelines, transparency, objectivity and fairness. | Ryan Chu, Mary Kennedy, Mohan Cappuccino, Sean Cassman |

Risk Management Process and Activities

The College regularly undertakes risk management activities to protect the interests of the public, its members and the Government of Ontario to which it is accountable. Risk management involves complex processes of risk assessment, development and implementation of mitigation strategies and evaluation of effectiveness, change and opportunity. Effective risk management requires the active engagement of everyone actively engaged in the organization and may include consultation with external experts such as auditors. The College adheres to a Risk Management Policy which requires regular review, evaluation and reporting to Council.

Risk Analysis Matrix

College staff engage in a collective and joint process to identify types of risks that are likely to affect the achievement of business goals. For each risk, staff consider what could happen, how and why it could happen, and the consequences of said risk.

Staff systematically review the following to identify potential risks and to categorize potential risks using a risk occurrence matrix:

- each function performed within the College,
- records and reports generated or retained by the College.
- business processes, policies and procedures.
- resources of the College including knowledge of history, processes and legislative, operational and policy environment, staff, furnishings and equipment.

Types of Risk Identified:

1. Governance
2. Loss Confidence in CTCMPAO
3. Finance
4. Information Management
5. Facility/Site Safety and Security
6. Human Resources
7. Statutory Obligations
8. Exam

Risk Occurrence Matrix

| Likelihood (probability of occurring) Consequence/ Impact | | Rare | Unlikely | Possible | Likely | Almost Certain |
|-------------------------------------------------------------------------------------------------------------------|-------|--------------------------------------------------------------------|-----------------------------------------------------|-----------------------------------------------------|-------------------------------------------------------------------------------------|---------------------------------------------------------|
| | | The event may occur in exceptional circumstances. (0 – 5 %) | The event has happened at some time. (6-33%) | The event has happened periodically (34-65%) | The event has happened previously and could reasonably occur again. (66-79%) | The event is extremely likely to occur (80-100%) |
| | Level | 1 | 2 | 3 | 4 | 5 |
| Negligible | 1 | 1 | 2 | 3 | 4 | 5 |
| Low financial/reputation loss, small impact on operations | | | | | | |
| Minor | 2 | 2 | 4 | 6 | 8 | 10 |
| Some financial loss, moderate impact on business | | | | | | |
| Moderate | 3 | 3 | 6 | 9 | 12 | 15 |
| Moderate financial loss, moderate loss of reputation, moderate business interruption | | | | | | |
| Major | 4 | 4 | 8 | 12 | 16 | 20 |
| Major financial loss, several stakeholders raised concerns, major loss of reputation, major business interruption | | | | | | |
| Extreme | 5 | 5 | 10 | 15 | 20 | 25 |
| Complete cessation of business, extreme financial loss, irreparable loss of reputation | | | | | | |

| Risk Rating | Risk Priority | Description |
|-------------|---------------|----------------------------------------------------------------------------------------------------------------------|
| 1-4 | L | Low Risk: May require consideration in any future changes to the work area or processes, or can be fixed immediately |
| 5-9 | M | Medium Risk: May require corrective action, planning and budgeting process |

| | | |
|-------|---|---------------------------------------------------------------------------------------------------|
| 10-16 | H | High Risk: Requires immediate corrective action |
| 20-25 | E | Extreme Risk: Requires immediate prohibition of the work, process and immediate corrective action |

Risk Assessment

This step involved analysing the likelihood and consequences of each identified risk using the measures provided in the table above. The College considers two types of risk:

- Inherent risk – represents the current level risk that exists given the existing set of controls.
- Residual risk – represents the amount of risk that remains after additional controls are in place.

The staff looked at the existing controls for each risk and identified what we would do to control the risk. Then, using the chart, they rated the effectiveness of existing controls in preventing the risk from happening or minimising its impact should it occur.

- Likelihood is a qualitative description of probability and frequency, asking the question ‘what is the likelihood of the risk occurring?’
- Consequence was described as the outcome of the event, being a financial loss, loss of reputation, or business interruption, asking the question, ‘what is the consequence of the risk event?’
- The risk rating was the sum of the consequence rating times the likelihood rating.
- The risk priority chart provides an indication of urgency to how soon the staff needed to implement a strategy to address the risk.

Risk Register Summary

| Category | Risk Description | Risk Assessment | | Risk Outlook | Notes |
|-----------------------------------|-------------------------------------------------------------------------------------------------------------|------------------|---------|--------------|-------|
| | | Previous Quarter | Current | | |
| Governance | Not reaching quorum to constitute a Committee or Council becoming unconstituted | | | | |
| Governance | Council/Committees operating outside of mandate or becoming involved with operational matters | | | | |
| Governance | Council/Committees not adhering to Code of Conduct, Conflict of interest, bylaws and other Council policies | | | | |
| Governance | Retention of current Council and Committee members | | | | |
| Loss of Confidence in CTCMPAO | Applicant/member disengagement | | | | |
| Loss of Confidence in CTCMPAO | Perception of College as not being transparent and/or fair | | | | |
| Loss of Confidence in CTCMPAO | Insufficient support to external stakeholders | | | | |
| Financial | Insufficient financial resources impacting the ability of the College to meet its mandate | | | | |
| Financial | Poor financial management resulting in the College meeting its strategic initiatives | | | | |
| Financial | Risk of fraud and/or theft | | | | |
| Information Management | Information and computer systems are compromised | | | | |
| Information Management | Improper handling of digital data | | | | |
| Information Management | Breach of confidentiality | | | | |
| Information Management | Unintended destruction or loss of records | | | | |
| Facility/Site Safety and Security | Permanent damage to equipment and/or furnishings | | | | |
| Facility/Site Safety and Security | Computers, servers and other items of value are stolen | | | | |
| Human Resources | Disruption in work due to unexpected employee absence and/or resignation | | | | |

Commented [JN1]: Lower to high risk from extreme?

| | | | | | |
|-------------------------------------------|----------------------------------------------------------------------------------------------------------|-------------|-------------|-------------|--|
| Human Resources | Interpersonal conflicts | <div></div> | <div></div> | <div></div> | |
| Statutory Obligations (Patient Relations) | College is not taking appropriate measures to keep client/patients safe from sexual abuse | <div></div> | <div></div> | <div></div> | |
| Statutory Obligations (Registration) | Mitigating lack of oversight in TCM education | <div></div> | <div></div> | <div></div> | |
| Statutory Obligations (Registration) | College's registration process is not transparent, objective, impartial, and fair | <div></div> | <div></div> | <div></div> | |
| Statutory Obligations (QA) | QA Program is not effective for maintaining the continuing competency of members | <div></div> | <div></div> | <div></div> | |
| Statutory Obligations (All Departments) | Lack of tools helping members in understanding and meeting their statutory obligations | <div></div> | <div></div> | <div></div> | |
| Statutory Obligations (ICRC) | Complaints received are not resolved in a timely manner and/or backlog of Registrar's reports | <div></div> | <div></div> | <div></div> | |
| Statutory Obligations (ICRC/Discipline) | Fairness to member who receives a complaint or is going through discipline | <div></div> | <div></div> | <div></div> | |
| Statutory Obligations (CPMF) | Demonstrate to the Ministry that College is meeting statutory obligations in a clear and transparent way | <div></div> | <div></div> | <div></div> | |
| Exam | Exam security is breached | <div></div> | <div></div> | <div></div> | |
| Exam | Validity of the administration of the exam sitting is challenged | <div></div> | <div></div> | <div></div> | |
| Exam | Validity of examination is challenged | <div></div> | <div></div> | <div></div> | |

June 24, 2025 Council Meeting Survey

Survey Details



Open Date: 6/24/2025 12:28 PM EDT

Close Date: 7/24/2025 5:00 PM EDT

Survey Results



Question 1. The agenda and supporting materials were available in OnBoard Meetings one week prior to the meeting.

Graphical Results

| Selection | Percent | Count |
|------------------|----------------------------------------------------------------------------------------|----------|
| Yes |  92% | 11 |
| Most of the time | 0% | 0 |
| No | 0% | 0 |
| Write-In |  8% | 1 |
| | | Total 12 |

Question 2. The materials were presented in a clear, succinct, and timely manner to allow meeting preparation.



Graphical Results

| Selection | Percent | Count |
|------------------|------------------------------------------------------------------------------------------|----------|
| Yes |  92% | 11 |
| Most of the time | 0% | 0 |
| No | 0% | 0 |
| Write-In |  8% | 1 |
| | | Total 12 |

Question 3. The meeting agenda was well planned and allowed for adequate time to deal with the necessary committee business.



| |
|--------------------------------------------------------------------|
| Yes,I very much appreciated a shorter meeting after the town hall. |
| Yes,Excellent |
| Yes |
| Yes |

Graphical Results

| Selection | Percent | Count |
|------------------|----------------------------------------------------------------------------------------|----------|
| Yes |  85% | 11 |
| Most of the time | 0% | 0 |
| No | 0% | 0 |
| Write-In |  15% | 2 |
| | | Total 13 |



Question 4. The Chair managed the meeting well allowing each member an adequate opportunity to participate in discussion and decision-making.

Graphical Results

| Selection | Percent | Count |
|------------------|------------------------------------------------------------------------------------------|----------|
| Yes |  92% | 11 |
| Most of the time | 0% | 0 |
| No | 0% | 0 |
| Write-In |  8% | 1 |
| | | Total 12 |



5. The treatment of all persons was courteous, dignified and fair.

Graphical Results

| Selection | Percent | Count |
|------------------|----------------------------------------------------------------------------------------|-------|
| Yes |  92% | 11 |
| Most of the time | 0% | 0 |
| No | 0% | 0 |
| Write-In |  8% | 1 |
| Total 12 | | |


Question 6. I received sufficient information and training to participate in deliberations and decision-making.

Graphical Results

| Selection | Percent | Count |
|------------------|----------------------------------------------------------------------------------------|-------|
| Yes |  92% | 11 |
| Most of the time | 0% | 0 |
| No | 0% | 0 |
| Write-In |  8% | 1 |
| Total 12 | | |




Question 7. I was able to access the meeting book in OnBoard Meetings, and am able to use the annotation function without difficulty. If you feel you need more support or training in OnBoard, please leave a comment.

Graphical Results

| Selection | Percent | Count |
|------------------|-------------------------------------------------------------------------------------------|-------|
| Yes |  100% | 11 |
| Most of the time | 0% | 0 |
| No | 0% | 0 |
| Write-In | 0% | 0 |
| Total 11 | | |

Question 8. Webex Meetings and other communication devices (if any) worked well.


Graphical Results

| Selection | Percent | Count |
|------------------|----------------------------------------------------------------------------------------|----------|
| Yes |  75% | 9 |
| Most of the time |  17% | 2 |
| No | 0% | 0 |
| Write-In |  8% | 1 |
| | | Total 12 |

Question 9. Any additional comments?

| |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| well organized meeting. |
| The Chair does a wonderful job of Chairing the meeting. Having the meeting in person adds to the overall appreciation of the connection we have together. |
| Thank you for arranging breakfast and lunch for us! |
| Everything was excellent. |
| Very well prepared meeting. I would like to suggest to hold the Townhall Meeting at the end of a year in the future if it's possible. In addition, maybe also including ICRC updates. I think that might be helpful for our members to be aware of some situations. It can be part of professional learning. Thanks again for all our staffs and council members. |
| |

Graphical Results

| Selection | Percent | Count |
|-----------|-------------------------------------------------------------------------------------------|---------|
| Write-In |  100% | 7 |
| | | Total 7 |