

CMTNL Committee Mandates and Duties

Best Practices for all Committee Chairs

- Good communication with the registrar/board with quarterly reports
- Documentation of all events/incidents/decisions in reports
- Never use your personal email account to communicate with registrants/public
- Use templates whenever possible
- Have other board or committee members review emails/newsletters/ releases to look for professional tone and edits
- CC any member of the board who should be aware of your communication with an individual
- Do not answer questions or provide information that another committee or individual is responsible of for
- Use documents to support decisions and actions
- Be well organized, have a clear plan and set achievable goals
- Do not tolerate verbal abuse from public or registrants by reporting it to the board and allowing others to aide in documentation

CMTNL Committee Mandates and Duties

Complaints Authorization Committee

Mandate

- Aide the Registrar/board enforce ethical conduct
- Investigate complaints against registered massage therapists
- Resolution Management between Registrar, registered massage therapist and public

Duties

- Review complaints from the registrar in a non-biased manner
- Investigate and/or interview complaints
- Make recommendations to the Registrar in resolving a complaint based on the decision of the committee's decision
- Inform the Registrar when a complaint cannot be resolved and must be escalated
- Ensure timelines for complaint process
- Document all communications and decisions
- Give quarterly reports to the board
- Prepare an annual report and present in at the AGM

CMTNL Committee Mandates and Duties

Quality Assurance Committee

Mandate

- Aide the board set professional and educational standards
- Uphold the Continuing Education Units (CEU) policy
- Communicate with the registrants the CEU policy

Duties

- Review and approve CEU policy
- Review and approve continuing education courses and assign a value
- Review and approve CEU portfolios of the registrants
- Communicate effectively
- Document all communications and decisions
- Give quarterly reports to the board
- Prepare an annual report and present in at the AGM

CMTNL Committee Mandates and Duties

Finance Committee

Mandate

- Aide the board in overseeing the Colleges financial responsibilities and obligations

Duties

- Review the financial statements with the registrar
- Ensure the annual report includes an audit
- Review any expenses outside of normal operation costs
- Document all communications and decisions
- Give quarterly reports to the board
- Prepare an annual report and present in at the AGM

CMTNL Committee Mandates and Duties

Examination Committee

Mandate

- Regulate the profession
- Set professional and educational standards
- Consult with the government on the approval of schools and programs of massage therapy

Duties

- Oversee the running of the examinations by the examination quality assurance officer
- Approve yearly exam budget needs
- Review examination expenses
- Oversee and assist with exam disciplinary, complaints and incidents
- Document all communications and decisions
- Give quarterly reports to the board
- Prepare an annual report and present in at the AGM

CMTNL Committee Mandates and Duties

Communications Committee

Mandate

- Aide the board to protect and educate/inform the public
- Communicate professional and educational standards

Duties

- Communicate with registrants about updates, professional standards and ethical responsibilities
- Use different sources of communication to engage both the public and registrants
- Keep the public informed of the role of the college and professional standards of the profession
- Help the college remain transparent and informative
- Document all communications and decisions
- Give quarterly reports to the board
- Prepare an annual report and present in at the AGM