



FEBRUARY 2024

# IN TOUCH

## LETTER FROM THE EDITOR

*SUBMITTED BY: KRISTYN BALL, MEMBER OF COUNCIL*

Hello all,  
It's hard to believe that it's the middle of February. The mild weather has made the early winter months go by quickly. The days are noticeably getting longer and it won't be long until spring is upon us.  
In this edition of In Touch you will find resources on a variety of topics including: how to support vulnerable or at-risk clients, amendments to the Child and Family Services Act and potential impacts to practice, chronic pain, culturally safe practice and anti-Indigenous racism as well as supports for internationally educated physiotherapists.  
Additionally, you will find some responses from the College and Council on feedback received about the log in processes for the website and Council's current position on mandated mask usage.  
Finally, The College Staff and Council look forward to welcoming you to our Annual General Meeting, to be held virtually on April 17, 2024 – make sure to save the date!  
Happy reading everyone.

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## SAVE THE DATE

### ANNUAL GENERAL MEETING

**DATE:** WEDNESDAY, APRIL 17, 2024

**FORMAT:** PARTICIPATION BY ZOOM WEBINAR

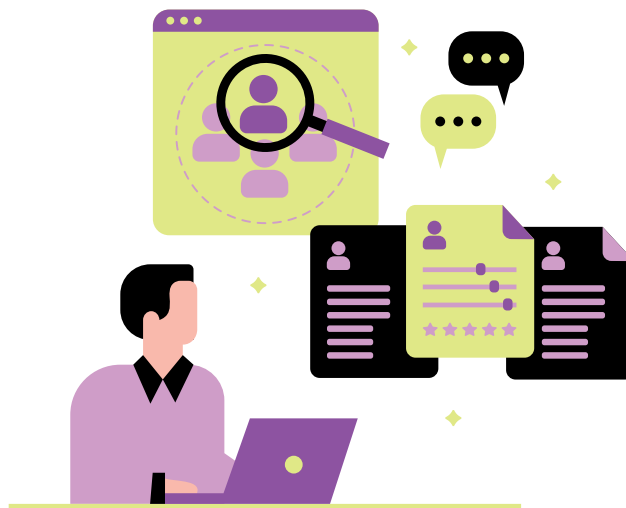
THE AGM THIS YEAR WILL INCLUDE A PRESENTATION ON UPDATES TO THE RHPA BY THE LEGISLATIVE COMMITTEE.

## THE CANADIAN ALLIANCE OF PHYSIOTHERAPY REGULATORS (CAPR) APPEAL RESOURCE GROUPS – CALL FOR MEMBERS

CAPR reviews the education and qualifications of individuals educated outside of Canada to determine whether they are substantially different from those of Canadian-educated physiotherapists. CAPR administers the Written Component of the Physiotherapy Competency Examination (PCE) for both Canadian- and internationally-educated physiotherapists to determine readiness for safe, effective, and independent physiotherapy practice.

CAPR has an appeal process available for credentialing and examination applicants who disagree with a decision that CAPR has made. Members of the Appeal Resource Group assist the Chief Executive Officer in the administration of the Appeals Policy. For more information on the application process including who can apply, roles and responsibilities of the position, time commitment, and how to apply please visit:

<https://alliancept.org/appeal-resource-group-call-for-members/>



## **NEW RESOURCES AVAILABLE IN THE PROFESSIONAL DEVELOPMENT AND COMMITTEE PORTAL**

In follow up to the eblast sent to registrants on December 22, 2023, there are two new General Resources available for physiotherapists in the Professional Development and Committee Portal which can be accessed here.

### **Child and Family Services Amendments**

As per the email from Fiona Jeffries, Executive Director, Policy and Standards with Manitoba Health, Seniors and Long-Term Care, "Amendments have been made to the provincial Child and Family Services Act to support the transition of services from provincial responsibility to that of an Indigenous Governing Body (IGB). These legislative amendments enable ongoing province-wide service coordination, prioritize the continued safety of the child and provide Indigenous Governing Bodies and their service providers with the necessary information and authority to serve their community members."

If physiotherapists have any questions regarding these changes and how this could impact their practice, you are encouraged to contact:

Fiona Jeffries, Executive Director, Policy and Standards with Manitoba Health, Seniors and Long-Term Care. Email: [Fiona.Jeffries@gov.mb.ca](mailto:Fiona.Jeffries@gov.mb.ca)  
For questions about the implementation of Indigenous jurisdiction over child welfare, please contact the Indigenous Jurisdiction Transition Office in the Manitoba Department of Families. Email: [IJTOADM@gov.mb.ca](mailto:IJTOADM@gov.mb.ca)

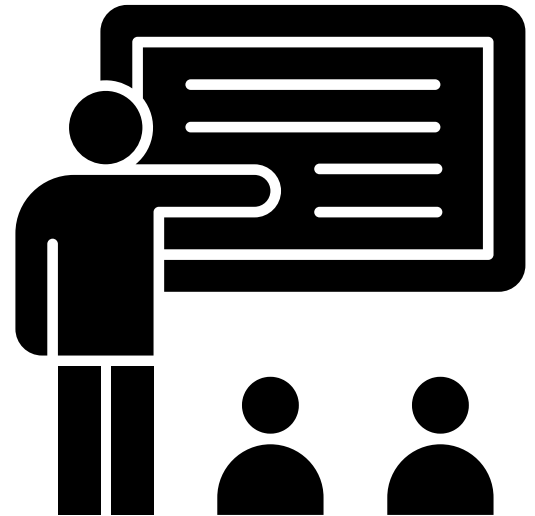
### **Clients at Risk**

This resource was developed to provide information on how to manage clients who disclose distressing information during their interactions with a physiotherapist. This information is meant as a general guide, and the College would encourage physiotherapists to further their education in this area. CPM would like to acknowledge the work of the College of Physiotherapists of Ontario, the College of Physical Therapists of British Columbia and the essential input from the College of Registered Psychiatric Nurses of Manitoba in developing this resource.

## RESOURCES FOR INTERNATIONALLY EDUCATED PHYSIOTHERAPISTS

There is an excellent resource available for internationally educated physiotherapists through the Rady Faculty of Health Sciences at the University of Manitoba. The Internationally Educated Health Professional Access Hub includes support specific to physiotherapists as well as information on settlement supports, English language supports, financial assistance and employment supports. The Access Hub can be found [here](#).

A new resource available through the HUB was developed to offer valuable online training for IEHP to introduce them to the Canadian healthcare system and the expectation that all health professionals have the knowledge and skills to function in a dynamic team-based environment. This program includes a pre-assessment as well as core modules to provide the required education and experience to increase internationally trained health professionals' confidence and skills in the Canadian healthcare environment. If you are interested, please contact [IEHPAccess@umanitoba.ca](mailto:IEHPAccess@umanitoba.ca) to register and receive additional information. Please also visit the CPM website for more information for Internationally Educated Professionals [here](#).



## PELVIC HEALTH UPDATE

The College continues to receive questions regarding the process for rostering for Pelvic Health – Internal Pelvic Interventions under the RHPA. Please refer to the Pelvic Health Communication posted in the Professional Development and Committee Portal and Practice Direction 4.22 *Internal Pelvic Interventions* for details regarding the educational requirements for the roster. Please note: The roster will not become effective until the change in legislation occurs. Currently, registrants do not need to submit any documentation regarding education to practice in this area.

Please monitor your email and the CPM website for any updates on the move under the RHPA as well as the process related to rostering.

## TRUE OR FALSE: DEBUNKING THE LEGISLATION

It can be challenging to decipher legislation at times, and there are often gray areas where legislation is concerned. If you have questions about the legislation or want advice regarding your practice, please feel free to reach out to the College at [info@manitobaphysio.com](mailto:info@manitobaphysio.com) and we are happy to support you.

Let's look at some common issues and see if you would consider this statement to be True or False:

### **Testimonials are not allowed on a clinic's social media or website.**

This statement is **False**. The updated Practice Direction on Advertising no longer prohibits the use of testimonials. However, soliciting testimonials or web reviews is a clear breach of the Practice Direction. It is important to consider how requesting a testimonial could impact your therapeutic relationship. You may not mean any harm, but the patient could feel obliged to provide the review and be concerned that if they refuse this could affect their care.

### **I have heard it is just easier to stay Active when I am going on maternity leave.**

This statement is **False**. As per Registration and Licensing Direction 3.18 Change in Registration Status, registrants who will no longer be practicing physiotherapy for an extended time must convert their registration status to Inactive. Registrants must notify the College when they are leaving practice to change the membership database and change the register. There is no fee to change from Active to Inactive, however no refunds will be issued. If a registrant did choose to remain Active as a business owner or with the intent to practice casually, they would need to meet the requirements of this register, including participating in the Continuing Competency Program and maintaining liability insurance. By staying on the Active register, a physiotherapist is declaring they plan to continue in clinical practice and liability insurance is required for this register. A common issue that arises is when a physiotherapist does not change to the Inactive register and has a lapse in liability insurance. The physiotherapist may not intend to practice, however by not changing to the Inactive register, which is required when taking an extended leave, they are not meeting the requirements of an Active license and may be forwarded as a complaint.

## HARASSMENT POLICY

The College of Physiotherapists of Manitoba Council has passed a new Harassment Policy. To outline Council's commitment to ensuring a safe and healthy workplace for staff, volunteers, and visitors they have approved this policy that clearly indicates a zero tolerance for workplace violence, verbal and nonverbal threats and related actions. Disrespectful behavior experienced during interactions involving registrants and the public which impacts any College staff or volunteers (committee or Council members) will not be condoned or tolerated. Registrants are encouraged to review this new policy on our website [here](#)



## **PATIENT SAFETY: CULTURAL SAFETY AND ANTI-INDIGENOUS RACISM | SPOTLIGHT SERIES**

Healthcare Excellence Canada hosted a webinar addressing how racism and culturally unsafe care affect the safety and quality of care for First Nations, Inuit, and Métis people and communities. The webinar is described below:

First Nations, Inuit and Métis people and communities continue to face racism in healthcare. What actions can we take to create culturally safe and equitable care? Hosted by: Beverley Pomeroy, Senior Program Lead, Healthcare Excellence Canada

Panelists include: Reagan Bartel, Director of Health for the Otipemisiwak Métis Government within Alberta Mme. Bobbi Paul-Alook, Secretary of Health and Seniors for the Otipemisiwak Métis Government within Alberta Alika Lafontaine, MD, FRCPC; Immediate past-President, Canadian Medical Association; Anesthesiologist, Alberta Health Services; Associate Clinical Professor, University of Alberta Lynn Kilabuk, former President of Larga Baffin Host Beverley Pomeroy, Senior Program Lead, Healthcare Excellence Canada.

The webinar can be viewed here - [Patient Safety: Cultural Safety and Anti-Indigenous Racism | Spotlight Series \(youtube.com\)](https://www.youtube.com/watch?v=...).

Click the link below to access more excellent resources through Healthcare Excellence Canada.



[Healthcare Excellence Canada](https://www.healthcareexcellence.ca/)

### **ADDITIONAL INDIGENOUS HEALTH EQUITY RESOURCES**

Another resource available to educate yourself on the prejudices and mistreatment that Indigenous patients face in healthcare is the *In Plain Sight Report* published by researchers in British Columbia. This report also offers recommendations to eliminate Indigenous-specific racism and promote health equity.

[In-Plain-Sight-Summary-Report.pdf \(gov.bc.ca\)](https://www2.gov.bc.ca/gov2/in-plain-sight-summary-report.pdf)

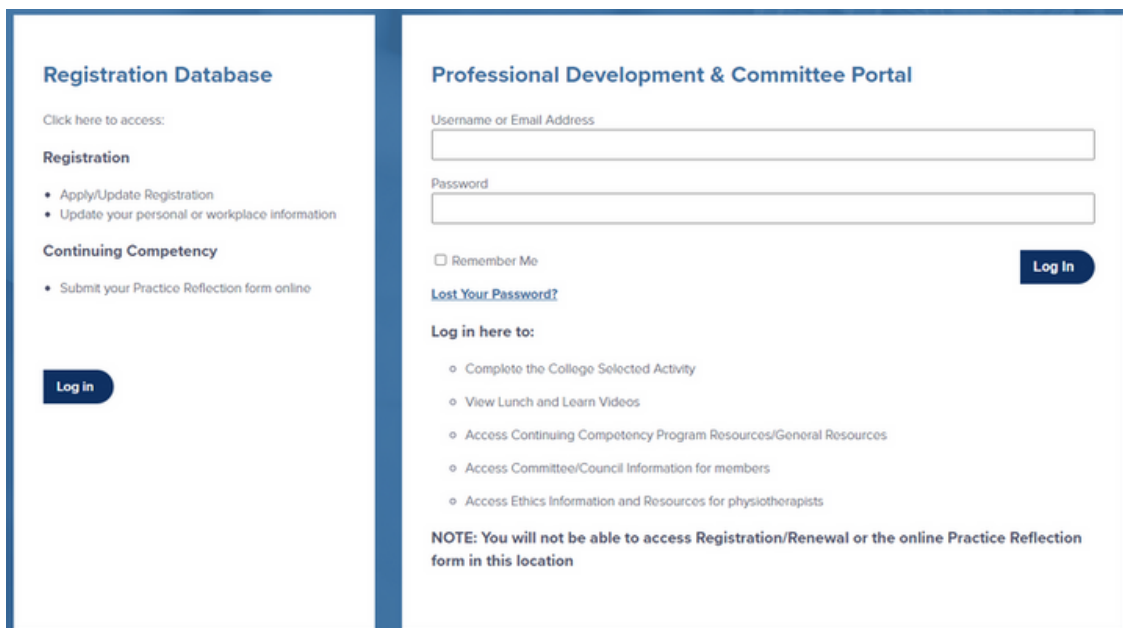
## COUNCIL NEWS

Council has reviewed their decision regarding aligning with the Shared Health Guideline mandating mask use with direct patient care for all physiotherapists in Manitoba at their November 2023, December 2023 and January 2024 meetings, and there have been no changes to date regarding their decision. Council is aware there have been no updates to the Shared Health guideline. Council will continue to monitor this situation and will send out updates to registrants when a change occurs.

### **WHERE DO I GO? A TALE OF TWO LOGINS**

The College has received communication regarding the need to login to two separate portals to access Registration/Renewal, Practice Reflection Submissions and the College Selected Activity. Unfortunately, our current website and registration database do not allow for a single sign in to access both databases. To clarify where a registrant should login, depending on their need, text has been added to the login page to assist you.

Currently, you may have set two separate usernames and passwords for these portals. We suggest you keep the login for these two portals in a safe location for ease of access or you could also consider setting your username and password to the same information for both. We have approached the website and database providers, but due to security reasons, they do continue to require separate logins. Thank you for your feedback, and we hope this added text clarifies where you should login in the future.



<h3>Registration Database</h3> <p>Click here to access:</p> <p><b>Registration</b></p> <ul style="list-style-type: none"><li>• Apply/Update Registration</li><li>• Update your personal or workplace information</li></ul> <p><b>Continuing Competency</b></p> <ul style="list-style-type: none"><li>• Submit your Practice Reflection form online</li></ul> <p><a href="#">Log In</a></p>	<h3>Professional Development &amp; Committee Portal</h3> <p>Username or Email Address</p> <input type="text"/> <p>Password</p> <input type="password"/> <p><input type="checkbox"/> Remember Me <a href="#">Log In</a></p> <p><a href="#">Lost Your Password?</a></p> <p><b>Log in here to:</b></p> <ul style="list-style-type: none"><li>◦ Complete the College Selected Activity</li><li>◦ View Lunch and Learn Videos</li><li>◦ Access Continuing Competency Program Resources/General Resources</li><li>◦ Access Committee/Council Information for members</li><li>◦ Access Ethics Information and Resources for physiotherapists</li></ul> <p><b>NOTE: You will not be able to access Registration/Renewal or the online Practice Reflection form in this location</b></p>
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## PATIENT RESOURCE – POWER OVER PAIN PORTAL

The University of Manitoba has reached out to the College to provide information to physiotherapists on the *Power over Pain portal* (<https://poweroverpain.ca/>), which is a free chronic pain resource funded by Health Canada's Substance Use and Addictions Program. Power Over Pain is a direct response to Health Canada's Action Plan for Pain in Canada. The goal of the platform is to provide access to free resources for Canadians living with chronic pain. Resources include articles, videos, podcasts, courses, workshops, and peer support.



If you would like to receive a printed material (poster/pamphlet) for this resource, please contact Jada Benedictson at [benedicj@myumanitoba.ca](mailto:benedicj@myumanitoba.ca)

## MENTAL HEALTH FIRST AID STANDARD (VIRTUAL)



MHFA is a nationally recognized certification course developed by the Mental Health Commission of Canada. The course aims to develop the skills of participants in providing help to a person experiencing a mental health and/or substance use problem or crisis. Just like physical first aid is provided until medical treatment can be obtained, MHFA is given until appropriate support is found or until the crisis is resolved.

[Mental Health First Aid - Certification & Training](#)





## ADVERTISING

### FREE SERVICES – IS THIS AN INCENTIVE?

The Practice Direction on Advertising clearly states that a physiotherapist meets the standard by not advertising free physiotherapy services. This includes offers of free consultations, screening appointments, assessments, or free trials of physiotherapy treatments.

### WHY NOT?

The Practice Direction clearly states that advertisement should not mislead the public. Without a complete assessment the need for treatment cannot be justified and it encourages people to attend for unnecessary services. If the purpose of this offer is to draw in potential clients, this conflicts with the Practice Direction.

### ARE THERE EXCEPTIONS?

The Practice Direction on Advertising states that free services may only be offered for the purposes of:

- Providing general education or health promotion
- Informing the public about physiotherapy services offered
- volunteering at a professionally appropriate event (i.e. a community sporting event/run).

It is important to note that when providing free services, the physiotherapist must comply with all related legislation. This would need to include a full assessment to determine a physiotherapy diagnosis with treatment planned to meet the physiotherapy and patient goals.

The ultimate outcome of advertising should be focused on the concept that patients can expect that the advertising, marketing and promotion of physiotherapy services and products is not deceptive or misleading and will enable them to make informed choices.





## ACTIVE VS. IN-ACTIVE REGISTER

If you are on a leave of absence or not practicing physiotherapy, you are not eligible to be on the Active Register. You must contact the College to switch to the In-active Register. If you are presently on the In-active Register and planning to return to work, you must contact the College in order to change your registration status to the Active Register prior to returning to work. Please give yourself, your employer(s), and the College sufficient time to process your documents. A list of required documents is available on the CPM website under Registration, [Active Practice - Transfer from Inactive.](#)



## CHANGE OF INFORMATION: OBLIGATIONS OF MEMBERSHIP

Please note that as per CPM By-Laws Article II: Members; VI. Obligations of Membership, all members shall:

**6.1** Notify the Registrar of change in name, mailing and email address, place of employment and membership status;

This can be completed in the following ways:

**1.** If you have any changes to your personal information, such as address, phone number, email, or employer - you may log into the CPM website Portal and submit these changes, or contact the CPM office at (204) 287-8502 or [info@manitobaphysio.com](mailto:info@manitobaphysio.com).

**2.** If you wish to change your name with the College, please submit a letter indicating:

- a.** the current name you have registered with the College
- b.** the name you wish to have registered with the College and the supporting documentation (i.e. a copy of your marriage or divorce certificate, name change document, etc.)