



College of
Physiotherapists of
Manitoba

In Touch

March 2026



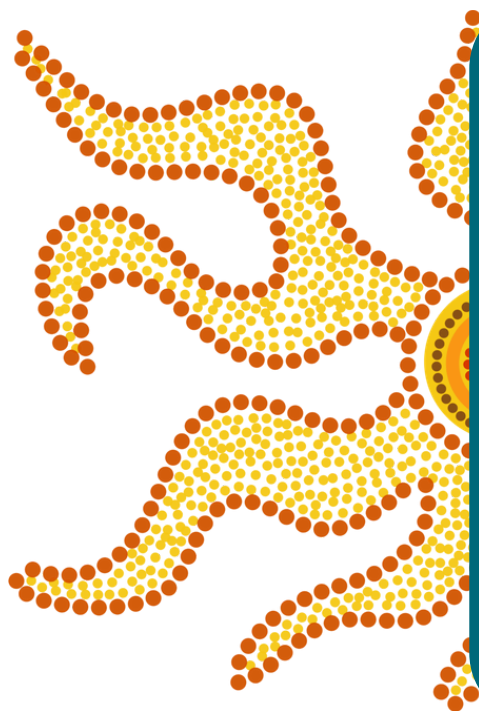
Message from the Registrar

Welcome to the March 2027 edition of In Touch! This issue includes Practice Guidance: Question of the Month which explores key information on cross-border virtual care (an increasingly relevant topic as physiotherapists navigate delivering safe competent care), current registration statistics, details for the upcoming AGM, and information from the Complaints Committee's annual report. We also include reminders about membership obligations and managing changes to registration status.

We hope you find this month's edition provides helpful guidance and a continued sense of connection to the regulatory work that supports safe physiotherapy care for the Manitoba public. Let's dive in!

Jennifer Billeck
Registrar/Executive Director

Land Acknowledgment



The College of Physiotherapists acknowledges that Manitoba is located on the Treaty Territories and ancestral lands of the Anishinaabe, Anisininiw, Ininiw, Dakota, Dene, and Nehetho Nations. We also acknowledge that this land is the National Homeland of the Red River Métis.

We acknowledge that Winnipeg's water is sourced from Shoal Lake 40 First Nation. We respect the Spirit and Intent of Treaties and remain committed to working in partnership with First Nations, Inuit, and Red River Métis people in the spirit of truth, reconciliation and collaboration.

Practice Guidance: Question of the Month

If I start treatment with a patient in Manitoba, can I continue to provide care virtually if the return or travel to another province?

There are important standards and documents to consider when addressing this question.

Currently, the provision of virtual care cross borders is outlined in a Memorandum of Understanding between Canadian Physiotherapy Regulators. This MOU can be found on the College website in the section for Physiotherapists under [Resources](#).

The requirements for cross-border virtual care is also outlined in the Practice Direction [Virtual Care](#).



The Practice Direction states:

Regarding the provision of virtual care across jurisdictional borders, the physiotherapist:

O) Advises the client of where they are licensed, their options for reporting complaints and concerns, and how to contact the regulatory organization in the event of an issue, concern or complaint.

P) Is aware of and complies with licensing requirements in the jurisdiction where the client is located, in addition to the physiotherapist's primary or home jurisdiction.

In most cases, if a Manitoba patient is temporarily going to be out of province, say on vacation, the regulator in that province may not require you to be licensed. However, this will depend on factors such as the length of time the patient is out of Manitoba. This would differ if you saw a patient from Ontario in hospital in Manitoba and they are now returning home and you would like to provide follow up care. As each situation is different, the best course of action is to contact the physiotherapy regulator in the province where you plan to provide virtual care to see if you will need to be registered there.

Practice Guidance: Question of the Month

Continued

As outlined in Appendix A of the Virtual Care Guide for Manitoba Physiotherapists, your registration covers the services delivered by you when you and your client are in Manitoba. You need to confirm with the other jurisdiction if you require full registration, a courtesy or temporary registration, or other, when your client is located in a different province, territory or country. You will also want to ensure that the liability insurance you hold will cover you for the other jurisdiction/country.

It goes on to suggest that when communicating with the other jurisdiction's regulator, physiotherapists are advised to be transparent and provide detailed information regarding:

- The number of clients they intend to treat via virtual care into the other jurisdiction.
- The nature and extent of any pre-existing therapeutic relationships between the physiotherapist and the client.
- The purpose of the virtual interaction (e.g., follow up of a client previously seen in person, provision of a unique service offering not available within the client's jurisdiction)

It is important to remember that the MOU outlines the circumstances in which care may be delivered via virtual care/Telerehab cross-border. This includes:

1. Where care began in one jurisdiction with the physiotherapist and they will offer follow up care in another jurisdiction
2. Where the patient would not otherwise be able to access care in their jurisdiction

Cross border virtual care is not allowed where there is appropriate and suitable in-person or virtual care available in the patient's home province.

In the end, it is best to contact the physiotherapy regulator in the province where you plan to provide virtual care to see if the virtual service is appropriate and if you will require registration in the province where you will be providing virtual care.

Registration Statistics

As of March 1, 2026, CPM has 1,240 registrants:

- 986 Active Registrants
- 78 Exam Candidates
- 64 In-active Registrants
- 112 Student Registrants

Save the Date

Annual General Meeting



April 15, 2026 at 6 PM

Join us for the College of Physiotherapists of Manitoba (CPM) Annual General Meeting.

The Annual General Meeting will once again be held virtually to enable maximum participation and to be inclusive of registrants who live in rural and remote areas of our province.

Nominations for Council are closed now, and an election was not required. Nominees Kinsley Skulmoski and Kristyn Ball will be appointed to their second term at AGM.

New Videos Available on the Professional Development and Committee Portal

A Round Table Discussion regarding the Practice Directions Documentation and Privacy and Record Retention was held virtually on **March 4, 2026**. This session was recorded for registrants who were not able to attend the event. Thank you to all of the registrants who took time to attend this virtual session – it was great to see such a strong rural representation.

On Monday, March 9th, the College will be hosting a virtual Lunch and Learn regarding the proposed Bylaw changes that will be voted on at **AGM on April 15, 2026**. Following this live event, the video will be posted to the portal for registrants who were not able to attend. Viewing this session will allow registrants to make an informed decision when voting at AGM. You will find these recordings, and previous Lunch and Learn offerings, under the Lunch and Learn Videos tab on the main page of the portal.

Documentation (EMR continued)

Charting Templates

G. Must confirm that documentation entered into the treatment record accurately reflects the assessment, treatment, goals, advice, and client encounter that occurred.

i. Pre-printed forms (i.e., assessment forms) may be used and must include relevant information.

Risks

- not individualized
- Information included not relevant to patient

Solution - Ensure template is customizable.

A template with a set consent "footer" would not hold up well in the Complaints process.

17:14 / 36:12

CPM Round Table Discussion – Documentation and Privacy and Record Retention

Continuing Competency Updates

Submitted by Rhona McWilliam, PT Continuing Competency Coordinator

The Continuing Competency Program (CCP) at the College of Physiotherapists of Manitoba (CPM) was established to maintain competence of the members and to enhance the profession of Physiotherapy in Manitoba, in the interest of public protection. CPM's current CCP framework consists of three components: Practice Reflections, Practice Audits, and Practice Support. However, Council has approved a pilot of a new framework which is being conducted in the first half of 2026. The new Continuing Competency Program framework will be released later in 2026 once the outcome of the pilot has been reviewed by Council.

Highlights of the CCP for 2025 include the following:

Practice Reflection:

- 175 active registrants were randomly selected to submit their Practice Reflection submission.
- 148 active registrants (88.6%) completed the Practice Reflection Submission Process.

Practice Audits:

- 33 active registrants were randomly selected for practice audits.
 - 15 (45.5%) of registrants audited received a rating 1; provided evidence of consistently meeting all practice standards of the College.
 - 10 (30.3%) of registrants audited received a rating 2; displayed knowledge of all relevant professional standards with no safety concerns noted, however, one area of practice was identified where a standard was not consistently met.
 - 8 (24.2%) of registrants audited received a rating 3; demonstrated two or more professional standards where the expectations were not applied to practice, and/or, one of more areas were identified as a risk or a safety/quality concern for patients, requiring ongoing learning and improvement activity; these individuals were subsequently provided practice support.
- Practice Audit results indicated that the CPM Practice Directions consistently not met by registrants were Informed Consent; Documentation; Assessment, Diagnosis and Treatment; Privacy and Record Retention; and Titles, Credentials and Specialty Designations. Registrants are often reminded that Physiotherapist or PT should come immediately after their name, and before their professional credentials.

Continuing Competency Updates

Submitted by Rhona McWilliam, PT Continuing Competency Coordinator

Continued

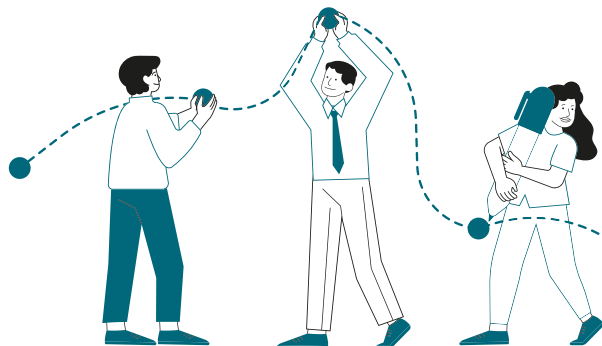
More Information on the Pilot:

A Competency Screening Interview (CSI) pilot is now in progress. The CSI is a behaviour-based interview which aims to identify which registrants require a more in-depth assessment of their practice (Practice Audit). Twenty-two registrants volunteered to participate in the pilot. An additional 18 registrants will be randomly selected to achieve our goal of 40 participants. Thank you to our volunteers.

The CSI is less intensive than the Practice Audit and will allow the College to assess a larger percentage of registrants' competency annually. The CSI includes 3 sections: Self-Chart Review (clinical only); Practice Reflection; and Behavioural-Based questions. Behavioural-based questions aim to determine how relevant Practice Directions are applied in real-life patient scenarios or experiences.

We are aiming to complete these interviews by the end of June; outcomes and updates will follow.

Please visit the CPM website for more information on CPM Practice Directions and Policies. If you have questions about the Continuing Competency Program, please reach out to the Coordinator of the Continuing Competency Program for more information at ccc.cpm@manitobaphysio.com.



Complaints Committee Annual Report – 2025

Submitted by: Darcy Reynolds, Complaints Coordinator

The Complaints Committee is a standing committee of the College of Physiotherapists of Manitoba (CPM).

In 2025, the Committee held six meetings and received 32 new complaints. This reflects a continued increase in complaint volumes over the past few years, a trend that is also being experienced by other regulatory colleges across Canada.

The Complaints Committee reviews all complaints and makes decisions in accordance with the requirements of The Physiotherapists Act. Committee decisions are made independently and without involvement from the Registrar, Deputy Registrar, or CPM staff. The College acknowledges and appreciates the diligence and commitment of Complaints Committee members in carefully reviewing each matter and making decisions based on the available facts and evidence.

When required, the Committee is supported by College investigators. In 2025, the Complaints Committee initiated seven new investigations arising from complaints received during the year

Summary of Complaints

COMPLAINT: A complaint was received regarding an Exam Candidate after an email containing personal health information was sent to a personal email account without clarification or a disclaimer.

Outcome: The Committee reviewed the complaint, the Exam Candidate's response, and information from the employer. The Committee determined that the matter had been appropriately addressed in accordance with PHIA requirements, and no further action was required.

COMPLAINT: A complaint was brought forward by family members of a patient alleging that two registrants provided false medical information, acted unprofessionally, and failed to provide appropriate care.

Outcome: Following review of the complaint and the registrants' responses, the Committee ordered an investigation. An investigation did not produce evidence to support the allegations, and the Committee dismissed the complaint.

Summary of Complaints

Continued

COMPLAINT: A complaint was received regarding a registrant's failure to respond to College correspondence related to selection for the Continuing Competency Program, as required under CPM By-laws.

Outcome: The Committee reviewed the complaint and the registrant's response. The Committee expressed concern regarding the delay in communication. While the matter was not referred for discipline, the registrant was reminded of their obligation to communicate with the College in a timely and appropriate manner.

COMPLAINT: A complaint alleged that a registrant placed the complainant's health at risk by failing to appropriately consider the complainant's medical history and requiring the use of a medical mask during pool-based exercise during a period in which Covid 19 public health restrictions were in effect. Additional allegations included the provision of false information to insurance providers, unprofessional conduct, and a lack of appropriate care. Several other matters raised in the complaint were determined to be outside the jurisdiction of the Committee.

Outcome: Following a review of the complaint and the registrant's responses, the Committee directed that an investigation be conducted. The investigation was thorough and extensive and did not identify any evidence to substantiate the allegations. As a result, the Committee dismissed the complaint in its entirety.

COMPLAINT: A complaint alleged that a registrant acted unprofessionally by disparaging a colleague, recommending services at a clinic owned by a personal acquaintance, providing advice beyond scope of practice, and failing to provide appropriate care.

Outcome: Following a review of the complaint and the registrant's responses, the Committee directed that an investigation be conducted. Following the investigation, the Committee determined there was insufficient evidence to support the allegations and dismissed the complaint.

Summary of Complaints

Continued

COMPLAINT: Complaint alleging that a registrant accessed personal health information and breached patient confidentiality by contacting a former client. Additionally, it was alleged that the physiotherapist engaged in misleading advertising by publicly representing themselves as a specialist without holding recognized credentials.

Outcome: An investigation was conducted. The Committee noted concerns regarding privacy safeguards and advertising practices, the registrant entered into an agreement that included remedial education and submission of a written self-reflection.

COMPLAINT: Complaint alleging registrant performed an acupuncture treatment and failed to return to the client and left the clinic. The patient remained unattended in the treatment room for an extended period. The client was later discovered by another therapist, who subsequently removed the needles.

DECISION: Following a review of the complaint and the registrant's responses, the Committee directed that an investigation be conducted. After reviewing the investigation report The Committee identified significant concerns related to patient safety, informed consent, documentation, reassessment, and incident reporting. The registrant agreed to complete remedial education, undergo chart audits, and contribute to investigation costs. Implementation of the agreement continues into 2026.

COMPLAINT: Complaint received alleging an Exam Candidate was listed as a "Physiotherapist" on the clinic's website' contrary to College regulations, which prohibit use of the title prior to full registration

DECISION: The concerns raised in the complaint were appropriately addressed and the Committee determined no further action was required.

COMPLAINT: Complaint alleged an Exam Candidate was listed on their Clinic's website as a "Physiotherapist" and referred to themselves as a "specialist," contrary to College regulations. The listing also indicated the provision of acupuncture, which is outside the scope of practice for exam candidates.

Outcome: The Exam Candidate denied performing acupuncture, and no evidence supported that allegation. The Committee did determine that the Exam Candidate breached the Practice Directions on Titles, Credentials and Specialty Designations, and on Advertising and Marketing. The Exam Candidate completed remedial training and had their professional online presence reviewed to ensure compliance with College standards.

Summary of Complaints

Continued

COMPLAINT: A complaint was made by members of a patient's family, alleged poor care and communication, including dismissive interactions and insufficient explanations. The registrant also sent patient charts to the College via personal email without request of the College or consent of the patient involved.

Outcome: The Committee found the registrant's communication defensive and unprofessional and identified privacy concerns under PHIA and the Privacy and Record Retention Practice Direction. A remedial education program addressing communication, collaboration, respectful engagement, confidentiality, and PHIA compliance is ongoing in 2026.

COMPLAINT: Complaint alleged concerns regarding an Exam Candidate, including incomplete assessment, incomplete documentation, difficulty establishing a physiotherapy diagnosis, and unsafe practice.

Outcome: The Committee required the registrant to enter into a practice agreement that included completion of a remedial education program to address the identified issues, including assessment, recognition of serious pathology and clinical reasoning frameworks.

COMPLAINT: A complaint was put forward against Two (2) registrants alleging the Registrants failed to respond to an email about a phishing concern, and was accused of not properly securing the complainants PHI.

Outcome: The Committee determined that the incident was appropriately managed in accordance with PHIA requirements. The privacy breach was contained, no additional personal health information was affected, and the clinic's records systems met applicable privacy and security standards. Any delay in responding to correspondence was considered an administrative matter. The complaint was dismissed.

COMPLAINT: A complaint was received alleging unprofessional conduct. The concerns included criticism of another health-care professional, practicing beyond scope by interpreting diagnostic imaging, providing inaccurate information, and pressuring the complainant to attend the registrant's private clinic rather than referring to neurosurgery as requested.

Outcome: The Committee reviewed the complaint and the registrant's response. The registrant provided a detailed explanation of the care provided, which was appropriate to the clinical setting, and that suitable recommendations were made. The Committee dismissed the complaint.

Summary of Complaints

Continued

COMPLAINT: A complaint was filed regarding a registrant who provided unsolicited advice in a public forum. The complainant reported that the advice was harmful and disregarded their physical and mental health.

DECISION: The Committee reviewed the complaint and the registrant's response. The registrant acknowledged that, despite meaning to be supportive, their actions caused harm. They recognized the impact of their conduct, expressed regret, and committed to avoiding similar conduct in the future. The Committee was satisfied that the registrant understands the effect of their actions and determined that no further action was required.

COMPLAINT: eleven (11) complaints alleging failure to comply with professional liability insurance requirements. Registrants on the Active Practice roster must maintain professional liability insurance, and Registrants on a leave of absence, such as a maternity leave, must be on the Inactive Practice register.

DECISION: Two (2) registrants provided evidence confirming continues insurance coverage with the apparent lapse due to an administrative error by their insurance provider. The committee dismissed these complaints. Nine (9) registrants were censured for practicing without liability insurance and/or remaining on the Active Practice roster without the required coverage. The censures were published in the CPM Newsletter, and the registrants were identified by name

COMPLAINT: Five (5) complaints were received alleging that registrants performed acupuncture as part of their Physiotherapy practice without being entered on the acupuncture roster, as outlined in the Practice Direction on Acupuncture and Dry Needling.

DECISION: All five (5) registrants were censured for failing to comply with Acupuncture and Dry Needle Therapy Practice Direction. The censures were published in a CPM Newsletter and the registrants were identified by name

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. 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.)

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](#).