Transitioning Into Professional Practice

A Guide for New Registrants

College of Physiotherapists of Manitoba

VISION AND MANDATE

As the regulator for physiotherapists in Manitoba, we set standards and develop programs to ensure that physiotherapists practice in the best interest of the public.

Every patient should have access to safe, competent and ethical physiotherapy care.

Inspiring Confidence in the Profession

Helping Patients make informed decision about their care: We keep an up-to-date list of all physiotherapists in the province called the Public Register. The Public Register includes important details to help the public make informed decisions, including a physiotherapist's education, and professional conduct history.

Ensuring Quality Physiotherapy Care

We set the standards that physiotherapists must follow and make sure they are committed to their ongoing learning and development through the Continuing Competency Program.

Investigating Concerns and Taking Appropriate Action When Necessary

We consider all the complaints or concerns about physiotherapists. In some cases, we may take further action to help ensure the physiotherapist is practicing safely, ethically and in accordance with the standards.

VISION

A future where Manitobans receive quality care delivered by qualified, regulated practitioners

MANDATE

The College of Physiotherapists of Manitoba is mandated by *The Physiotherapists Act* to serve and protect the public interest. We assure public safety and confidence by fostering excellence, accountability, and ethical care through effective regulation, education, and collaboration.

INTRODUCTION

Congratulations on completing your program of studies in physiotherapy or as an Internationally Educated Physiotherapist and becoming qualified to practice physiotherapy in Canada. The College of Physiotherapists of Manitoba has developed this manual to provide important information about professional regulation during this transitional phase of your career as you begin to practice in Manitoba. As you know, you must be registered with the College of Physiotherapists of Manitoba (CPM or the College) in order to practice as a physiotherapist in Manitoba. CPM refers to registered physiotherapists as registrants. Each section of this manual is organized into topics of interest and relevance to new registrants of the College.

On behalf of Council and the Staff of the College, we wish you ongoing success in your career as a physiotherapist!

SECTION 1: GENERAL INFORMATION ON CPM

WHAT IS A COLLEGE?

In Manitoba, physiotherapists are one of many health professions that are regulated by a College. These health regulatory colleges are different than educational colleges or schools.

Health regulatory colleges are established to ensure that the people of Manitoba receive safe, quality and ethical care from health care providers.

WHAT DOES A COLLEGE DO?

Each College regulates the practice of a specific group of health care professionals in the interest of the public. This means that a College protects patient's rights to safe, competent and ethical care by supporting health care providers to maintain the standards of practice of the profession and also by holding them accountable for their conduct and practice. Colleges are given their regulatory powers by the Manitoba government through the Minister of Health and a piece of legislation (or law). Currently, physiotherapists are governed by *The Physiotherapists Act*. Within the next few years, it is anticipated that physiotherapists will be governed by a different piece of legislation called the *Regulated Health Professions Act*, which will eventually govern all health care professions.

The Physiotherapists Act (*The Act*) is a law that applies to all regulated physiotherapists. *The Act* outlines what CPM must do to register members, handle complaints against members and how to set standards for the profession. It includes the development of a Code of Ethics for the profession, the development of continuing competency programs for the profession, and the establishment of a scope of practice for the profession. *The Act* allows the College to develop Regulations about registration requirements and Practice Directions as well as By-Laws which guide the administration of CPM.

WHAT DOES THE COLLEGE OF PHYSIOTHERAPISTS OF MANITOBA DO?

CPM ensures that before anyone is registered, every applicant or potential physiotherapist meets the College's standards for entry into the profession. The College also ensures that the standards for professional conduct, practice, competence and ethics are met. The College sets rules and develops programs to ensure that physiotherapists practice in the best interests of their patients.

SELF-REGULATION:

In Manitoba, the regulation of physiotherapists follows a model of self-regulation. It is called self-regulation for two reasons:

1. Physiotherapists are involved in determining the rules that govern the profession (i.e. they are members of the decision-making body or Council)
2. Physiotherapists are accountable for their own behaviour (i.e. they are accountable to self-regulate) with the College providing assistance and oversight. Professional self-regulation is based on the premise that those within the profession are in the best position to determine, evaluate and enforce standards of practice of the profession.

Self-regulation is a privilege that is afforded to a number of professions through legislation. It is important to remember that this privilege can be taken away if the public or government loses trust in the accountability of the profession or the College.

WHAT ARE MY OBLIGATIONS AS A REGISTERED PHYSIOTHERAPIST?

Generally speaking, registered physiotherapists are expected to:

- Register and maintain their registration annually
- Practice within the scope of practice of the profession and within their own knowledge, skill and competence
- Know and adhere to the rules that apply to practice (e.g. the various laws, Acts, Regulations, By-Laws etc.)
- Adhere to CPM Practice Directions and the Code of Ethics
- Ensure their own continuing competence
- Use professional judgment
- Adopt a risk management approach
- Maintain appropriate boundaries and professionalism
- Participate in the CPM Continuing Competency Program
- Meet mandatory reporting requirements

These expectations are woven throughout this guide.

WHO CAN I CONTACT IF I HAVE QUESTIONS?

Please contact the College with any questions you may have about regulation, registration or the practice of physiotherapy. We will gladly respond or redirect your call if necessary.

The College of Physiotherapists of Manitoba is located at 210 Commerce Drive, Winnipeg, Manitoba, R3P 2W1. We can be contacted by calling 204-287-8502 or by e-mail: info@manitobaphysio.com.

ARE THERE OTHER PHYSIOTHERAPY ORGANIZATIONS OR RESOURCES?

As you enter professional practice, and throughout your career, there are other physiotherapy organizations with which you will likely have contact. Each organization has a different role from the College.

The other organizations are:

- CAPR. CAPR is a not-for-profit organization that provides standardized entry-to-practice assessment (evaluation services) on behalf of the Canadian physiotherapy regulators (excluding Quebec).
- Physiotherapists are regulated in each of Canada's ten provinces and also in the Yukon Territory. This means that to practice as a physiotherapist in another province or territory, you must be registered with the regulatory body or College in that province.
- The Canadian Physiotherapy Association (CPA) and its provincial branch, the Manitoba Physiotherapy Association (MPA).

SECTION 2: COLLEGE STRUCTURE AND FINANCES

COLLEGE STRUCTURE

The College is supported by four groups of people: Council, committees, staff and registrants. Each plays a very important role in the regulation of physiotherapist's practice.

COUNCIL

The work of the College is directed by a Council. Council is the governing body and is similar to a Board of Directors. However, it is *The Physiotherapists Act* (*The Act*) that directs what a College must do to regulate the practice of physiotherapists in Manitoba. *The Act* requires a balance of public and professional members on the College Council. This gives health care consumers a strong voice in the regulation of physiotherapists. The Council of CPM is composed of the following people:

- At least nine persons who are either members of the College or public representatives.
- At least one third of the members of Council must be public representatives.
- The government appoints at least one public member to Council. The role of all Council members is to protect the public.
- Council members are responsible for making decisions that best serve the public interest and improve the quality of physiotherapy care in the province.
- Council members are involved in establishing policies to ensure that the College is both effective and efficient in carrying out its mandate.
- The Council meets quarterly. Council meetings are open to the public, but space is limited. If you would like to attend a Council meeting, please contact the College at 204-287-8502. Minutes are approved at the next Council meeting, and a summary is available for viewing on the CPM website after Council approval.

COMMITTEES

The number and type of committees are determined by *The Physiotherapists Act* and are called statutory committees. These include the Board of Assessors, the Complaints Committee, and the Inquiry Committee. These committees make decisions on very specific matters, usually related to individual registrants, as outlined in *The Act*.

For example, committees make decisions such as whether an individual meets the requirements for registration (Board of Assessors); decide the outcome of a complaint against a member (Complaints Committee) or decide the outcome of a discipline hearing

(Inquiry Committee). In addition, CPM has non-statutory committees to assist in carrying out the work of the College. These include the Continuing Competence Committee, the Governance Committee, the Appointments Committee, the Legislative Committee and Special Projects Committee(s).

STAFF

The Council employs a Registrar to carry out the decisions of Council. The Registrar is also the Executive Director and provides leadership to the College. The Registrar is responsible, through the Council, for:

- Ensuring that Council has all the information it needs to facilitate decision-making and fulfill its governance role
- Ensuring public interest remains paramount in all College activities
- Ensuring that organizational performance is aligned with the Vision and Mandate, and the strategic direction of the College
- Using resources responsibly and ensuring the financial health of the College
- Building a high performing organization. The Deputy Registrar and staff assist the Registrar and the committees in carrying out the work of the Council as mandated by the legislation.

REGISTRANTS

Self-regulation is a partnership between the College and its registrants. As partners, we share the responsibility and accountability to self-regulate. The role of registrants includes not only providing safe, quality care but also accepting accountability for doing so. This means accepting accountability for your decisions and actions, practicing within the scope of practice of the profession and your individual sphere of competence, knowing and adhering to the Practice Directions, conduct and ethics, ensuring your own continuing competence and using your professional judgment.

COLLEGE FINANCES

The College is a not-for-profit organization funded entirely by registrant fees. Council has the overall responsibility to ensure funds are used wisely to protect the profession's investment in self-regulation and promote safe quality care. Council sets a fee structure that permits it to manage its ongoing operations, ensures appropriate financial reserves, and supports registrant programs. Council also establishes policies to ensure that College operations reflect the goals and safeguard the assets of the organization. The College takes seriously its commitment to use registrant dollars wisely to achieve impact and outcomes relevant to excellence in regulation.

SECTION 3: COLLEGE PROGRAMS

In order to meet its public interest mandate, the College has three primary programs: Entry to Practice, Continuing Competency Program, and Complaints and Inquiry.

ENTRY TO PRACTICE

The Entry to Practice requirements ensure that applicants have obtained the necessary professional competencies and meet the registration criteria which is determined through the legislation and by Council, prior to initial registration and then annually (to maintain registration). The competencies are described in the Essential Competency Profile for Physiotherapists in Canada and the requirements for registration are outlined in the Regulations.

CONTINUING COMPETENCY PROGRAM

In accordance with the *Regulated Health Professions Act*, CPM's Continuing Competency Program assures the government and public that licensed physiotherapists in Manitoba are competent to practice. Competence is defined as the knowledge, skills, judgment and attitudes needed by physiotherapists in order to provide on-going safe, quality care and where physiotherapists are actively engaged with their professional expectations. More information on can be found on the CPM website.

COMPLAINTS AND INQUIRY PROCESS

The Complaints and Inquiry process ensures that there is a fair and transparent process to receive, investigate and respond to complaints or inquiries about the conduct, capacity or competence of a physiotherapist. Information to assist registrants and members of the public in understanding the complaints and inquiry process can be found on the College's website under Complaints.

If you require further information, please contact the office directly.

SECTION 4: RULES THAT APPLY TO PRACTICE

There are many rules in place that help govern the practice of physiotherapists in Manitoba. Rules can take the form of Legislation, Regulations, By-Laws, Code of Ethics or Practice Directions.

LEGISLATION

Legislation is another word for law; but laws can also be called statutes and acts. Written laws are made by both federal and provincial governments and generally apply to a large group of people. Some of the more common laws that impact physiotherapists in Manitoba include:

- *The Physiotherapists Act*
- *The Personal Health Information Act*
- *The Child and Family Services Act*
- *The Workers Compensation Act*
- *The Public Health Act*
- *The Safer Workplace Act*
- *The Protection of Persons in Care Act*
- *The Accessibility Act*
- *The Apology Act*
- *The Protecting Children (Information Sharing) Act*
- *The Fair Registration Practices in Regulated Professions Act*
- *The Regulated Health Professions Act*

While the College is responsible for implementing the provisions of *The Physiotherapists Act*, the College will also attempt to assist registrants to understand and apply other laws as appropriate.

REGULATION

Many statutes such as *The Physiotherapists Act* authorize the making of further laws through Regulations and By-Laws. Regulations are made to establish the rules and details of procedures needed to administer a law. Regulations made under *The Physiotherapists Act* apply to registration issues and there is an Appendix A which addresses Standards of Practice.

BY-LAWS

By-Laws are made by the Council of the College and define the internal workings of the College. There are By-Laws that apply to the:

- Administration of College affairs (e.g. management of College property and finances)
- Council of the College (e.g. meetings and elections)
- Registrants of the College (e.g. the fees to be paid).

PRACTICE DIRECTIONS AND GUIDELINES

Practice Directions and Guidelines describe the College's expectations of registrants related to practice. They are all designed to apply broadly to all registrants. However, some standards will be more relevant to an individual's practice than others. Registrants are expected to meet those Practice Directions that are consistent within the context of their practice environment and role description.

Practice Directions adopted by the College often incorporate federal and provincial laws and regulations, national and provincial standards of practice, and ethical codes. A Practice Direction sets out an expected performance level against which actual performance can be compared. In other words, a Practice Direction is a criterion, or basis for comparison, that defines an expected level of performance. The development of a Practice Direction is informed through the current literature in the area, clinical evidence, the use of experts, national physiotherapy standards and the generally accepted practices of physiotherapists who work in similar practice contexts. The practice of physiotherapy is continually evolving. The Practice Directions must also evolve and change.

Whenever a Practice Direction is developed, revised or updated, registrant input and practice information is required. The most up to date versions are available on the College's website.

Practice Directions are established by consensus based on the values, priorities and practice of the profession. Once approved by the College Council, Practice Directions provide guidance to registrants about the expectations they must meet in their daily practice.

The College has Practice Directions for documentation, infection control, informed consent, and supervision to name a few. The complete list can be found on the College's website.

CODE OF ETHICS

In addition to following the laws, Regulations, By-Laws and Practice Directions, physiotherapists are also accountable to practice ethically. The College's Code of Ethics describes the values that guide physiotherapists in making ethical choices that are in the best interests of their patients. Registrants are expected to apply these values in all aspects of practice. The Code of Ethics can be found on the College's website.

REQUIREMENTS FOR ONGOING REGISTRATION

Each time an individual applies for registration (whether an initial application, annual renewal or a return after a period of not being active) the College will ensure that they meet the requirements to be registered. Once registered, there are some key requirements that must be met for ongoing registration. For example, the registrant will need to provide proof of holding professional liability insurance, proof of completion of the College Selected Activity and a criminal record check may be required.

PROFESSIONAL LIABILITY INSURANCE

Physiotherapists are required to hold professional liability insurance. This requirement is set out in the Regulations. Registrants working in publicly funded facilities may be covered under facility/hospital-based insurance plans. However, it is strongly recommended that registrants purchase their own individual insurance which provides coverage for gaps in the hospital insurance (e.g. coverage when a complaint is lodged to the College against a

registrant) and to ensure coverage when acting as a Physiotherapist outside of that work environment such as volunteer or contract work. Professional liability insurance is intended to protect patients and physiotherapists from issues that arise out of the practice of physiotherapy.

ENSURING PROFESSIONAL CONDUCT AND PRACTICE

On each renewal form, the College collects information about a registrant's conduct in a declaration. This includes any disciplinary issues related to registration or licensure in another profession or in a jurisdiction outside of Manitoba. Much of this information is provided by the registrant and registrants are required to sign a declaration as to the truthfulness of the information provided. This declaration should not be taken lightly for it is professional misconduct to provide false information to the College. The information provided will be considered as to whether it will have any effect on the registrant's ongoing registration in Manitoba.

CATEGORIES OF REGISTRATION

The College maintains different categories of registration: Active Practice, In-active Practice, Examination Candidate, Temporary and Student. The requirements for each category and the terms, conditions and limitations of the category are outlined in the Regulations and in the Registration and Licensing Directions. Information is also available on the College's website.

ANNUAL REGISTRATION RENEWAL

All registrants must renew their registration annually prior to January 31st if they wish to continue practicing. If they no longer wish to hold registration with the College, they must provide notification to the College.

The Registrar shall send notification of fees payable for the ensuing year at least 30 days prior to the 31st of January of each year. The renewal period ends on January 31st. Renewals that are received after January 31st are subject to a 20% late fee.

PRACTICE HOURS

Registrants are required to maintain a minimum number of practice hours in order to maintain an Active Practice registration. A new registrant of the College will be asked to account for their practice hours, five years after initial registration. The current practice hour requirement is 1200 practice hours within the immediately preceding five calendar years. For example, to determine eligibility for renewal in 2026, the College reviewed reported practice hours for the years 2021-2025.

Practice hours include hours of physiotherapy practice in a clinical setting(s) as well as hours of practice in areas such as consultation, research, administration, and academia. It is not necessary to have the job title of Physiotherapist/Physical Therapist; however, you may be required to submit your job description and role to the Board of Assessors for approval.

Physiotherapy practice includes employment or other activities resulting from the possession of physiotherapy credentials, experience and knowledge. There must be a connection with the physiotherapy profession. Registrants cannot claim hours related to vacations, sick leave, statutory holidays, leaves of absence and special leaves. Please refer to the Registration and Licensing Direction Practice Hours and the Practice Hours Guideline on the College website for more detailed information.

REGISTRATION NUMBER – APPROPRIATE USE/RESIGNING FROM THE COLLEGE

Upon initial registration, each registrant is issued a unique registration number that identifies them as a registered physiotherapist. Students are provided a registration number when they initially register with CPM. A registration number remains with each registrant as long as they practice in Manitoba. Registrants who resign from the College and return in future will be re-assigned the same registration number.

Registration numbers are often used by external agencies to facilitate billing. Registrants will want to use caution when sharing their registration number for billing purposes and should take steps to maintain knowledge of and control over how their registration number is used to ensure that it is not used inappropriately. When leaving a practice setting,

registrants will also want to ensure that their registration number is no longer used by the employer or practice setting for billing purposes.

Registrants who do not wish to renew their registration must provide written notification of their intent to resign their registration. Registrants who fail to either renew their registration or resign from the College will receive a letter indicating that they have two weeks to do so or their registration will be suspended for non-payment of fees. The suspension (once in place) remains in effect until the registrant officially resigns or pays the registration fee and late fees and is re-instated. All suspensions remain available to the public on the public register.

CHANGING PERSONAL INFORMATION AND CATEGORY OF REGISTRATION

Registrants may change their category of registration. For example, when a member goes on maternity leave or will not be practicing physiotherapy for 3 months or longer, they must transfer to the In-active Register. Please call the CPM office for information on how to change registers.

A member who changes place of employment, personal address, email address, telephone number, or name is required by By-Law to inform the College within 30 days of the change.

Name changes cannot be completed online but for Active (full, independent) registrants, all other changes can be made through the Member Portal on the College's website. Please note that Exam Candidates cannot make changes to their profile in the Member Portal and must contact CPM office for assistance. To change a name you may, fax, e-mail or mail a photocopy of a marriage certificate, official name change document or divorce decree as evidence of the name change. Please indicate how the new name should appear in College records. This must match the name that is used in practice.

OBLIGATIONS OF REGISTRATION

By-Law 3.3 outlines the rights, privileges and obligations for all members of the College. It is important to understand your obligations as a registrant of the College. This includes paying the fees outlines in By-Law 4, the right to attend College meetings, the obligation to notify the College of changes in personal information outlined in the paragraph above, the obligation to answer all correspondence from the College where a reply is requested within 15 days or the deadline specified in the correspondence and the obligation to practice in accordance with the Code of Ethics, Standards of Practice, Practice Directions and as specified in the Regulations.

It is important to review and understand these obligations. It is also beneficial to review the fees, costs and levies that are related to registration with the College. This includes registration and late fees outlined in the paragraphs above and the Registration Misconduct Levy.

PROFESSIONAL CORPORATIONS

Under the current *Physiotherapists Act*, physiotherapists are not permitted to incorporate their professional practice. If the business has a holding company which undertakes the business aspects of the practice (but not the provision of physiotherapy services) the holding company can be incorporated. It is anticipated that the ability to incorporate a physiotherapy practice will occur when the College comes under the new R*egulated Health Professions Act*.

OPENING A PHYSIOTHERAPY BUSINESS

You must be registered on the Active register to open a physiotherapy business. If you are considering starting your own physiotherapy practice, you will need to submit your business name (draft letterhead, business card and referral forms) to the College for approval. Please see the *Establishing a Physiotherapy Practice* document, on the CPM website under Resources, for information on starting your own private practice. If you have questions, contact the Registrar at CPM.

MANDATORY REPORTING

There are a number of situations where physiotherapists, employers and/or facility operators have a legal duty to report information to a health regulatory College. These reports are known as mandatory reports. Mandatory reports are not the same as complaints. The following are examples of situations in which physiotherapists; employers of physiotherapist and/or facility operators are required to make a mandatory report to CPM:

- Where they become aware that a patient has been sexually abused by a physiotherapist or other regulated health care provider
- Where they terminate the employment of a physiotherapist or other regulated health care provider for reasons of professional misconduct, incompetence or incapacity.
- Where a physiotherapist resigns while facing a progressive discipline process, remediation process or termination
- Where a facility operator or co-worker becomes aware that a physiotherapist or other regulated health care provider is or may be incompetent or incapacitated. It can be difficult to evaluate when to make these reports, determine who would make the report, establish where to send the report, determine how soon the report must be made and define what information should be included in the report. Information is available by calling the CPM office.

NON-PHYSIOTHERAPIST HOLDING THEMSELVES OUT AS PHYSIOTHERAPISTS

The College occasionally receives reports about non-physiotherapists who are or are perceived to be holding themselves out as physiotherapists. One of the roles of a regulatory college acting within its broad public interest mandate, is to expose those individuals who are holding themselves out as health professionals or who are causing confusion as to their status as health care providers. It is in the public interest to expose these individuals since they are not accountable to a professional regulatory body and therefore not bound by professional standards of practice or subject to disciplinary processes.

The College has the authority to take legal action against individuals who may be holding themselves out as physiotherapists or who are using a variation or an abbreviation of title or an equivalent in another language.

OPPORTUNITIES FOR INVOLVEMENT

The College encourages physiotherapists to participate in self-regulation. There are a number of ways to offer input into decisions and resources that impact physiotherapy practice.

For example, physiotherapists can:

- Participate in College information or education sessions
- Read the CPM newsletter
- Provide comments and input when requested
- Volunteer to be a member of a committee

After you have been registered on the Active Register for a minimum of 2 years, additional opportunities become available such as:

- Run for election to become a member of Council
- Become a supervisor
- Apply to become an auditor for the Continuing Competency Program
- Apply to become an evaluator for the Practice Based Competency Program

1. Get informed; stay informed - Visit the College website, learn what resources are available and check back regularly to see what is new.
2. Stay connected - Keep in touch with colleagues, discuss professional issues, share the load and the learning, drift and disengagement are risks for sole practitioners.
3. Know the limits and stay within them - There is some freedom to make decisions and there are few absolutes.
4. Adopt a Risk Management Approach - Consider and balance the risks and benefits; use an evidence informed approach; act in the best interests of patients; adopt the reasonable person concept and be prepared to justify your actions.
5. Consider the requirements under the Continuing Competency Program and how you, as an independent physiotherapist, maintain your competence and will maintain it throughout your career.
6. Accept accountability - As an independent practitioner, responsibility rests with you; be responsible and proactive - for yourself, your patients and support personnel.
7. Maintain boundaries and professionalism - Understand the concept of a therapeutic relationship and the power imbalance that exists between you and your patients; manage that relationship appropriately and with utmost respect; adhere to the College's Code of Ethics.
8. When in doubt **ASK** - Although you alone are accountable, you don't have to do it all alone; stay in touch with colleagues (not just physiotherapists), link with the association, contact the College (we're friendly!!).
9. Use your best Judgment - Things are rarely black and white; the ability to reason is the hallmark of a physiotherapist professional.

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