President’s Message

Given we all work in a competitive environment, where it is not only your massage techniques but also your ability to relate to your patient from their point of view, this article is important. I think we can all learn something from these carefully chosen words. Summer is over and many of us are back from our holidays, ready to work at our peak level. “I am your patient” may help to keep us at the top of our game.

We don’t know who wrote the article below, but I have had this interesting piece for quite a while.

Damon Marchand, President

I AM YOUR PATIENT

You often accuse me of carrying a chip on my shoulder, but I suspect that this is because you do not entirely understand me. Isn’t it normal to expect satisfaction for ones money spent? Ignore my wants and I will simply cease to exist. Satisfy those wants and I will become increasingly loyal. Add to this satisfaction any personal attention and friendly touches you can dream up, and I will become a walking advertisement for your services. When I criticize your services, which I will certainly do when I am displeased to anyone who will listen to me, take heed I am not dreaming up displeasure. The source of it lies in something you have failed to do to make our experiences as enjoyable as I have anticipated. Let’s first find that source and eliminate it or you will lose my friends and me as well. I am much more sophisticated these days than a few years ago. I’ve grown accustomed to better things, and my needs are much more complex. I am perfectly willing to spend more money with you. I have more money to spend. But I insist on good service from you. I am above all a human being. I am sensitive, especially when I am spending my money. I can’t stand being snubbed, ignored, or looked down upon. I am proud. My ego needs the nourishment of a friendly personal greeting from you. It’s important to me that you recognize my importance, that you appreciate my business. Remember, when I buy your services, my money figuratively feeds you and your family. Whatever my personal habits might be, you can be sure of this; I’m a real nut on this type of service that I receive. If I detect signs of carelessness or other bad habits, ill manners, or misconduct you won’t see me again. I am your patient now, but you must prove to me again and again that I have made a wise choice in selecting your service above others. And you must also convince me repeatedly that being your patient is a desirable thing in the first place. I can, after all, take my business elsewhere, but you must provide something extra in service, something superior enough to beckon me away from other places where I might spend my money. You must provide the incentive for me to do business with you...

—Anonymous
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GREAT NEWS! The article "RMT joins Paralympics’ equestrian team" published in the last issue (Summer 2008, Massage Matters) has an excellent follow-up. Lauren Barwick, the dressage athlete, won a Silver medal in the Individual Championship Test—Grade II and a Gold medal in the Individual Freestyle Test—Grade II at the paralympics. RMT Erin Maxymchuk was a proud part of that Beijing Games team. Maxymchuk is the first massage therapist to work and travel with the national para dressage equestrian team. Congratulations to all involved.

Check out the Research Report addendum in your mail package.

Cover photo: Karen J. Smith
Photo credit: DT DeWitt
RMTs step out of their clinic comfort zone

Massage therapists invited to treat youngsters at Burn Camp; students make inroads in the Burn Unit at Vancouver General Hospital

by anna marie d’angelo

Registered massage therapists are stepping out of the clinic setting to treat burn survivors.

RMT students at the West Coast College of Massage are getting exposure to patients in the Burn Unit at Vancouver General Hospital, and a Surrey RMT has made a major inroad for the profession by being the first RMT invited to treat burn survivors at the unique Burn Camp for kids near Squamish.

RMTs moving in this direction of practice are not surprising to Ania Kania. She is an educator in the massage field and is currently doing graduate studies in Calgary. Kania has worked in a hospital setting for six years and teaches a one-day workshop on hospital integration of massage therapists.

“A massage therapist is trained to look at a whole person in a holistic perspective and that is something unique that can be brought to a hospital setting,” said Kania. She used an example of a patient that has an amputation below the knee in which other health-care professionals would focus on the leg and back, and nowhere else.

“A massage therapist would work to reintegrate and also work on the parts that are unaffected by the injury because oftentimes these areas are working a lot more to compensate,” said Kania.

Continued on page 6
the knee would
else.
Integrate
treatment areas are

Kania.

on page 6
People

Last July, RMT Karen Smith left the confines of her clinic practice to attend the BC Professional Firefighters Burn Camp. No RMT had been at the camp before in its 15-year history and Smith didn’t know how she would be accepted. Word of mouth quickly spread, as is often the case for RMT treatments. Smith and RMT Joanna Doherty found themselves doing treatments nonstop from 1 p.m. to 9:15 p.m. with a 25 minutes break for dinner on the one day they worked at the camp. They treated an amazing 46 young patients out of the 78 kids at the camp. “It was crazy and it was awesome and emotional and excellent—all at the same time,” said Smith. “We were totally exhausted.”

Smith has been an RMT for 12 years and has her own clinic in South Surrey, Karen J. Smith and Associates. Through her firefighter husband’s connections, she was invited to the camp that includes kids, ages 7 to 17, most of whom survived serious burns from accidents— gas fires, contact, fondue spilling over, house fires, spills of boiling water, tea, and hot chocolate—and intentional burns from abuse.

Smith had taken a course at the Burn World Congress in Vancouver last year to treat burn survivors that was run by a licensed massage therapist from Florida. The course was aimed at caregivers, and Smith kept in touch with the instructor in preparation for Squamish. “These kids have skin graphs and all this terrible scarring, and everyone says, ‘You are done now. You have come through the worst of it so carry on.” But there is a tremendous amount that can be done post-hospital,” said Smith.

A RMT can work on the scar tissue and adhesions, help with circulation, promote the integrity of the skin graphs, deal with contractures that are forming over joints and help with increased range of motion. “What we realized when we got there was some of these kids have never been really touched since they were burned,” said Smith.

She said the severely burned areas felt like silly putty that has gone a little hard. It is bumpy, and not pliable and doesn’t feel like real skin. None of kids expressed that they had any pain from the areas that had been burned. “But when you work a little deeper and get into the muscles, they are just loving it,” said Smith.

Vietnam War. She is and now a Canadian. Her unforgettable photo shows her at about age nine running naked on the street after being severely burned on her back by a U.S.-coordinated napalm attack. Phuc spoke at the congress and mentioned that massage therapy was a key part in her long road to recovery. Her words inspired Ingram to contact the Burn Unit at Vancouver General Hospital. After a lot of work, an outreach for senior students at the college was arranged that began last May.

“So far, it has been going well. We have had huge support from the staff,” said Ingram. “It is one more door open that is going to be good for all RMTs in the future.”

He said the trauma doctors were a little skeptical of the benefits of massage treatments. “They really don’t understand what we do so hopefully we can educate them and get more of this kind of work open not only to our students, but to RMTs,” said Ingram.

Meanwhile Kania said that patients hire most RMTs working in a hospital setting right now so they don’t chart and hospital staff is unaware that massage therapy treatments have been done. RMTs mainly work in maternity or rehab. “Hospital are more demanding on you clinical skills and require a therapist to develop individual treatment plans. You need to be able to reason clinically and rationalize why massage is indicated and also contra-indicated for a patient,” said Kania.

Meanwhile Smith looks forward to next year’s Burn Camp and bringing more RMTs to this most worthwhile event. “I guess I am in the honour to hear Kim Phuc, the famous burn survivor from the

Another person who attended the World Burn Congress last fall was Richard Ingram, who is an instructor and clinic manager for outreaches. He had the honour to hear Kim Phuc, the famous burn survivor from the Vietnam War. She is and now a Canadian. Her unforgettable photo shows her at about age nine running naked on the street after being severely burned on her back by a U.S.-coordinated napalm attack. Phuc spoke at the congress and mentioned that massage therapy was a key part in her long road to recovery. Her words inspired Ingram to contact the Burn Unit at Vancouver General Hospital. After a lot of work, an outreach for senior students at the college was arranged that began last May.

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Clinic owners and their tenants

The difference between an employee and/or an independent worker.

by pat newton, accountant

All clinic owners want to avoid significant administrative costs and liabilities. To ensure this, those who rent space to RMTs and other medical practitioners need to make certain that they do not operate as employers as defined by Canada Revenue Agency (CRA).

Employers must:
- Open a payroll account with CRA
- Withhold and remit payroll taxes
- Pay employer share of EI and CPP premiums
- Issue Records of Employment when an employee leaves
- An employer may be held responsible if an employee is negligent.

The main problem for RMTs as employees is that they are more restricted in using their work-related expenses to reduce their income tax.

CRA considers a number of these factors when determining a worker's status:
- the level of control the payer has over the worker
- whether or not the worker provides the tools and equipment
- whether the worker can subcontract the work or hire assistants
- the degree of responsibility for investment and management held by the worker
- the worker's opportunity for profit
- as well as the degree of financial risk taken by the worker

Expanding on this article will focus on the last point, assessing the worker's risk of financial loss which can be a little complicated...

If clinic owners charge their tenants only a fixed percentage of the fees earned by the RMT or other medical practitioners in their clinic, there is no risk of financial loss on the part of the tenant. If the RMT works fewer hours or takes a vacation, then the amount of the fixed percentage split is certainly reduced but this does not constitute a risk of loss.

If the clinic owner charges a set rent each month — which is paid whether the RMT works that month or not — then the RMT does risk financial loss if they reduce their hours of work. If the RMT does not work he or she will lose money.

Alternatively, clinic owners who have a pre-determined, no fixed percentage rent agreement to split fees earned by the tenants can reduce the possibility that CRA might decide that an employer/employee relationship exists by changing the agreement to a mixed arrangement.

A mixed arrangement is a monthly rent paid on the first of each month that takes a lower percentage of the fees at the end of the month.

Clinic owners who are registered for GST must charge GST on rent even if it is charged to non-GST paying tenants such as physiotherapists or lower-income unregistered RMTs.

For more information about employee/contractor status download forms CPT1 and RC4110 from the CRA website at www.cra-arc.gc.ca or phone 1-800-959-5525.
WorkSafeBC Premiums

by pat newton, accountant

The WorkSafeBC defines employee status differently than Canada Revenue Agency. Clinic owners are required to remit WorkSafeBC premiums on behalf of the RMTs and other medical practitioners who rent space in their clinics. The annual maximum earnings on which WorkSafeBC premiums are based is $66,500 in 2008. The tenant “employees” may not register for WorkSafeBC themselves. Clinic owners may not charge tenants the WorkSafeBC premiums paid on their behalf. For more information and to register as an “employer” go to the WorkSafeBC website at www.worksafebc.com or phone 604-244-6181 in the Lower Mainland or 1-888-922-2768 toll-free within B.C.

With thanks to Jeanie Bezden of the Burnaby Square Orthopedic & Sports Centre Inc. for asking the questions.

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Issues

Starting up your Practice: Being ‘in the know’ about Professional Incorporations

by david von der porten, hamilton duncan
armstrong & Stewart law corporation

After those many late nights studying and accruing student loans, probably the only thing on your mind by the time you become an RMT is the paycheck. As soon as you are ready to reap the rewards of actually being paid for your hard work, you will immediately be confronted with issues of professional practice such as insurance, taxes, and contracts for employment with your clinic. Fortunately, the Massage Therapists Association of British Columbia ("MTABC") can provide much assistance with insurance coverage and a good starting place for setting up your own practice, with your accountant and lawyer providing additional guidance, as appropriate.

As a diligent and ambitious RMT, you’ve lined up that job at a good clinic, you’ve got adequate insurance, and you’re about to enter into an employment contract. You diligently scrolled through the MTABC and the College of Massage Therapist of British Columbia ("CMTBC") websites, and discovered all this information about 'Professional Incorporation’. Should you incorporate? The quick answer is 'maybe.' This article is designed to help you understanding that 'maybe' answer.

THE DIFFERENCE IN BEING A PROFESSIONAL INCORPORATION

If you don’t incorporate, as a professional employee you are working as ‘sole proprietor’, i.e. carrying on business as yourself. You will sign that employment agreement personally and those paychecks will go on your personal tax return. However, many professionals (dentist, doctors, lawyers, etc.) set up a company in which they, typically, are the sole director, are the sole employee, and own all the voting shares of the company. Thus, the company signs those agreements and not the professional personally. Furthermore, when it comes to being taxed, the company is filing separate tax returns in additional to your own personal tax return. Thus, you will need a lawyer to work with you and the CMTBC to set up the incorporation and your accountant to manage all of the corporate filings.

With all these upfront costs and annual filings (though legitimate business expenses), why incorporate? Basically, there are two common considerations in deciding whether to operate as a Professional Incorporation - limiting your liability as a professional and creating an optimal tax position to reduce your overall taxes (which can be discussed with your lawyer and accountant accordingly). I will address these two considerations briefly.

LIMITING LIABILITY

As professionals, we can all get sued for malpractice or otherwise. This is the primary motive for carrying comprehensive general liability insurance offered by MTABC or otherwise, so that the insurer will deal with that lawsuit and cover any claims against you. Even if you carry insurance, you should still consider the possibility of being sued for anything outside you insurance coverage, either because the claim is above your coverage limit or outside the scope of coverage. Thus, when getting the insurance in the first place, you should be careful to explore the limits of that coverage with your insurer and might consider purchasing additional insurance. Incorporating your practice may provide some additional protection to you personally. By incorporating, the plaintiff may have to sue your professional company and thus, may face additional challenges in recovering against you personally. Unfortunately, there are no guarantees in this regard. Specifically, one problem is that you will be required to be the director of the company and could potentially be liable as a director. With that said, incorporating may be beneficial in reducing your personal liability in certain instances.

TAX ADVANTAGES / DISADVANTAGES

The primary concern for the RMT is whether he or she will pay, overall, more or less taxes if the RMT incorporates. Revenue Canada has attempted to keep taxes relatively tax neutral whether you operate as a professional or as a professional company, and thus, there many not be large differences in overall taxation either way. However, some companies do receive referred income tax treatment, while some companies do not. There are some other advantages of incorporation, such as having more flexibility in terms or deferring taxes, and allocating non-voting shares of the company to family members as part of your family tax planning. Such considerations are within the sphere of knowledge of your accountant, who would best be able to determine the taxation advantages/disadvantages based on your past and projected tax returns.

INCORPORATING PROCEDURE

When deciding to set up a Professional Incorporation, it is absolutely vital to review the CMTBC’s ‘Guide for the Incorporation of your Massage Therapy Practice’ (the ‘Guide”) and to advise your lawyer that your incorporation planning. Such considerations are within the sphere of knowledge of your accountant, who would best be able to determine the taxation advantages/disadvantages based on your past and projected tax returns.

Continued on page 12
Effective Techniques For Young and Old

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RMTs needed to support this study! This is a paid position with very flexible hours. Please contact Patricia Janssen, pjanssen@interchange.ubc.ca or Bodhi Haraldsson, research@massagetherapy.bc.ca if you would like to help with this important study.

STUDY OVERVIEW
The study takes place at BC Women’s Hospital. Participants are women between 18 and 35 who have been admitted to BC Women’s Hospital in spontaneous labour, who are experiencing uncomplicated pregnancies and are giving birth to their first baby. Participating mothers must be carrying one baby, in the head down position, and at term (between 37-41 weeks of pregnancy).

WHAT WILL BE STUDIED?
The potential benefits to participating mother-to-be include relaxation and pain relief as a result of the massage. Massage may also help to prevent exhaustion in labour, which in turn may mean that a woman has more energy to push the baby out during the second stage of labour. Use of massage therapy may also delay a woman’s need to use narcotics such as fentanyl and morphine or reduce the amount that is needed. Use of massage may also eliminate or delay the need to have an epidural anesthetic.

PRINCIPAL INVESTIGATOR: Patricia Janssen, BSN, MPH, PhD, UBC Department of Health Care and Epidemiology.
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Introduction to Osteopathic Techniques, Part One. 12 Credits
Vancouver – OYWAF – Sat and Sun, April 25-26/09, 10 am – 5 pm
Vancouver – Holiday Inn – Sat and Sun, May 2-3/09, 10 am – 5 pm
Vancouver: MTA One Month Early $245, Regular $270
Non-MTA One Month Early $330, Regular $365

Vernon: MTA One Month Early $230, Regular $255
Non-MTA One Month Early $325, Regular $355

Introduction to Osteopathic Techniques, Part Two. 12 Credits
Vancouver – Holiday Inn, Sat and Sun, Oct. 18-19, 2008, 10 am – 5 pm
MTA One Month Early $245, Regular $270
Non-MTA One Month Early $330, Regular $365

Muscle Energy Technique for the Low Back. Part 2 – The Sacrum. 14 Credits
Vancouver – Holiday Inn, Sat and Sun, November 8-9, 2008, 9 am – 5 pm
MTA One Month Early $285, Regular $315
Non-MTA One Month Early $385, Regular $425

Muscle Energy Technique for the Neck and Upper Thoracic Spine. 18 Credits
Vancouver – Holiday Inn, Sat and Sun, Feb 21-22/09, 9am – 5pm and Mon, Feb 23/09, 1pm
MTA One Month Early $365, Regular $400
Non-MTA One Month Early $490, Regular $540

Muscule Energy Technique for the Neck and Upper Thoracic Spine. 18 Credits
Vancouver – Holiday Inn, Sat and Sun, March 14-16/09
MTA One Month Early $365, Regular $400
Non-MTA One Month Early $490, Regular $540

For more course details, see the MTABC website and the MTABC newsletter “Massage is the Message” for full course details.

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Fall 2008 Course / All CMTBC CEU Approved

• Thai Yoga Massage: Level 1, 24 CEU's
  Vancouver: Oct. 24 – 16 / Victoria: Nov 14 – 16

• Thai Foot Reflexology & Massage: 9 CEU's
  Vancouver: 3 evenings, Oct 22, 29, Nov 5, 6-9PM
  Victoria: 1 evening, Nov 12

• Assisted Stretch Therapy – Thai Yoga Method: 3 CEU's
  Vancouver: Oct 15, 6-9PM – Supine Stretch Series
  Vancouver: Nov 12, 6-9PM – Supta & Prone Stretch Series

Winter 2009 Courses / All CMTCB CEU Approved

• Intro. To Thai Yoga Massage: 9 CEU's
  Vancouver: Jan 21, 28, 6-9PM – Thai Yoga Method

• Assisted Stretch Therapy – Thai Yoga Method
  Vancouver: Jan 24, 6-9PM – Thai Yoga Method

Other 2009 Info – for updated listings, please visit www.BanyanThaiMassage.com for more information and to register on-line or call Sharon Brown-Horton @ 604.723.2064

ORTHO-BIONOMY CLASSES WITH MARIE LONG
EXPLORATION OF MOVEMENT
November 1-2, 2008 in Kelowna
Contact Peggy: 250-869-4142

PHASE 4, THE FOUNDATION CLASS
April 18-19, 2009 in Vernon
Contact Sonya: 250-550-4727

PHASE 6
May 16-17, 2009 in Vernon
Contact Sonya: 250-550-4727

14 CMTCB CEUs for each of the above courses.
$525 Members, $500 for Non-Members. For class descriptions, visit www.ortho-bionomy.ca

5-DAY RESIDENTIAL
Experience the Inner Dance with Ortho-Bionomy!
June 18-22, 2009 in Nanaimo
Facilitated by Advanced Instructors
Barley Callister and Marie Long.
Contact Marie for details: 250-542-0763
www.academyofmassage.ca
MALE OR FEMALE RMT NEEDED FOR VERY BUSY PRIVATE FITNESS CLUB WHERE WALK IN TRAFFIC HELPS YOU BUILD A SOLID CLIENT BASE. PLEASE SEND US A RESUME/CALL US FOR AN INTERVIEW TO DISCUSS YOUR TOP INCOME OPPORTUNITIES.

Ann Sleeper is offering private courses for 2-5 people at her home in central Vancouver. Review sessions are also available to improve your techniques. In these small groups, you can learn the same muscle energy or osteopathic technique courses listed in this journal or at www.massagetherapy.bc.ca/sleeper

For details contact Ann at sleeplow@telus.net or leave message at 604-872-1818.

CHRISTMAS IN VICTORIA @ VIVi THERAPY
Experienced RMT wanted from Dec 15/08  - Jan 25/09
For details contact Lisa Edwards: 250.896.7939

www.vivitherapy.com

www.systemicdeepsountain.ca

www.vivitherapy.com  •  Phone: 250 298 4484

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$6,000 in Cash Bonuses*

Build your practice faster...
In my seven years with Spa Utopia, my practice has continually grown and I am currently performing 85% therapeutic massages.

Nicole Wiseman, RMT

Expect the support you need...
Spa Utopia has provided me with all the tools I need; this allows me to focus on building my evolving client base.

Nick Berry, RMT

Grow your career specialization in a tranquil and attractive environment
With the amazing selection of services at Spa Utopia, I am able to fulfill my passion by working with women during their pre and post natal care in a tranquil and attractive environment.

Pamela Dand, RMT

* $6,000 in Cash Bonuses
$3,000 - 6 months after hiring
$3,000 - 12 months after hiring
12 month contract

Registered Massage Therapists (RMT's)

The fact is Spa Utopia™ needs RMT's to keep up with the increasing demand for exceptional massage therapy treatments.

We have a growing, loyal client base and to service them, we must hire an additional 15 RMT's to an already existing qualified team of 55. Full-time positions are available in each of our 3 locations; Langley, North Vancouver and at the Pan Pacific Hotel, Vancouver.

With over 350 employees, and an extensive directory of services, Spa Utopia™ is B.C.’s largest and most beautifully appointed spa.

We are pleased to invite RMT's who want to pursue a career with the Utopia Group. Build experience, gain extensive education, enjoy extended health and dental plan, advancement, a positive and fun work environment and more - the time to apply is NOW.

Please send resume to
Langley location - amya@spautopia.ca or fax: 604-533-8472
North Vancouver location - diane@spautopia.ca or fax: 604-980-3922
Pan Pacific Location - kevin@spautopia.ca or fax: 604-641-1381

www.spautopia.com