

CMTCA Virtual Site Visit Policy

Policy

All education programs participating in the Canadian Massage Therapy Council for Accreditation (CMTCA) accreditation process must complete a site visit prior to receiving an accreditation decision. For new programs, and programs that have been granted Preliminary Accreditation, a site visit takes place prior to the first accreditation decision. For existing accredited programs, subsequent site visits must be completed prior to the expiration of the previous accreditation decision.

Education programs may choose a virtual site visit instead of an in-person site visit for any reason, subject to the following :

1. The accreditation decision following a virtual site visit will be limited to a three-year accreditation, regardless of the threshold achieved per the CMTCA Decision-Making Framework. Five-year accreditation decisions will not be granted following a virtual site visit.
2. Programs that are completing their first accreditation review with CMTCA, such as after being granted Preliminary Accreditation, are required to schedule an in-person site visit and may not choose a virtual site visit.
3. Programs may not complete two consecutive site visits virtually.
4. Following a non-accredited decision, the subsequent site visit must be completed in-person and may not be completed virtually.
5. The fee for a virtual site visit is defined in the CMTCA Fee Schedule, updated annually, and posted on the CMTCA website.
6. In the case of a public health or other safety concern that impacts a planned site visit, a change from an in-person site visit to a virtual site visit may be required by CMTCA or requested by an education program.
7. Except where superseded by public health order, or by restrictions enacted by jurisdictional authorities, CMTCA shall have complete discretion in granting a request for a virtual site visit.
8. Programs undergoing a virtual site visit acknowledge their responsibility in ensuring that the CMTCA survey team has access to faculty, staff, students, and other stakeholders in the same manner as an in-person visit. The Tracer methodology will be utilized by the CMTCA survey team during a virtual site visit, and it will be incumbent on the program undergoing the accreditation to support faculty, staff, students, and other stakeholders to engage with the survey team as requested during the virtual site visit.



9. Programs choosing a virtual site visit acknowledge their responsibility to provide resources for meeting coordination and technical support, and to submit documentation electronically in advance of their virtual site visit, over and above what would be required for an in-person site visit.
10. CMTCA may revoke or alter this policy at any time, pending further evaluative data assessing the effectiveness of virtual site visits.

Procedure

- 1) An education program wishing to choose a virtual site visit must inform CMTCA at the time of scheduling.
- 2) A virtual site visit will be scheduled for three consecutive days (in-person site visits are scheduled for two days).
- 3) The survey team for a virtual site visit will be comprised of two CMTCA surveyors and CMTCA staff.
- 4) Three weeks prior to the virtual site visit, education programs will submit documentation that the survey team would normally review on campus as requested by the CMTCA. Additional documents may be requested during virtual site visit meetings.
- 5) Any additional documents requested during the site visit must be submitted to CMTCA during the three-day period of the virtual site visit.
- 6) CMTCA will provide guidance as to the accepted format of any requested documents and will provide a secure folder for uploading files.
- 7) The education program will implement a plan to inform all staff, faculty, leaders, students, and other stakeholders of the importance of engaging in the accreditation process. Communications will instruct all stakeholders to maintain availability to attend planned and spontaneous virtual meetings with the survey team during the days of the site visit. These communications will emphasize the importance of cooperating with the process, particularly by accepting virtual meeting invitations.
- 8) The virtual site visit meeting schedule will be prepared by CMTCA staff in collaboration with the education program.
 - a. Education programs will provide names, titles and email addresses for meeting participants as needed for CMTCA staff to coordinate virtual site visit meetings.
 - b. Education programs choosing a virtual site visit will make participants aware that some virtual site visit meetings may be scheduled without notice, during the visit, as required to complete CMTCA's Tracer accreditation review process.
 - c. Education programs choosing a virtual site visit will ensure that all faculty, staff, students, and other stakeholders are available to meet virtually with the survey

- team and equipped for videoconference meetings, including a meeting space and equipment as needed to ensure confidentiality of the discussion.
- d. The education program will provide a contact person to assist in addressing technical issues before or during the virtual site visit. Meetings by telephone can be offered in case of technical issues such as an internet outage.
 - e. Education programs will inform virtual site visit participants that they may be requested to attend more than one videoconference meeting with the survey team during the virtual site visit and that they should monitor for additional meeting invitations throughout the 3-day visit.
 - f. CMTCA will send invitations to meet with faculty, staff, students, and other stakeholders required to complete the review, and may send invitations prior to and during the virtual site visit.
 - g. Meeting times for the virtual site visit will be in accordance with the education program's time zone and may require reasonable compromise between the time zone of the program and that of the survey team.
- 9) The education program will prepare and present an introduction to their program (per the visit agenda) to begin the virtual site visit which orients the survey team to the program and campus facilities.
- 10) Following the virtual site visit, the accreditation decision report will indicate that the review was completed virtually, but accreditation certificates and seals will not make this distinction.