



College of  
TRADITIONAL  
CHINESE MEDICINE  
PRACTITIONERS +  
ACUPUNCTURISTS  
of British Columbia

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## **URGENT COMMUNICATION TO REGISTRANTS REGARDING CORONAVIRUS COVID-19 MARCH 17, 2020 (Edited March 18, 2020)**

### **College's Position on Suspension of Practice**

Today, the BC Government has declared a Public Health Emergency - to this end, we **strongly recommend** registrants close their practices, as it is extremely difficult to observe social distancing while providing most services, including but not limited to acupuncture.

The College does not have the legal authority to mandate practice closures or direct registrants to cease practice when they are not in violations of any bylaws. Rather, the College is looking to public health principles and directives provided by BC's Provincial Health Officer, Dr. Bonnie Henry, to keep our registrants informed to make their professional decisions for the public's best interest.

Registrants and clinic owners should do their own risk assessment and determine what is best for individuals, patients and staff. The College suggests the registrants to determine what, if any, services are essential and urgent. The context of each practice is the key consideration. Services may be postponed or cancelled as a result and deemed to be the best options to meet patient needs at this critical time. Protection of the public is paramount.

Registrants might find that at this time, providing comfort and assurance to your patients by communicating with them through regular phone calls and online tools can be a service to the community and your patient's wellness. We also know many registrants have waived or are considering waiving any cancellation fees.

We encourage registrants to keep informed of the evolving situation, the College's bylaws, Code of Ethics and Standard of Practice by using the reliable resources included in the ["Communication to Registrants Regarding Coronavirus \(COVID-19\) – March 10, 2020"](#).

### **BC COVID-19 Non-medical Information Line**

In an effort to allow 8-1-1 health-care professionals to support as many people as possible who are experiencing COVID-19 symptoms, or who require assistance with other health issues, the

Province has created a dedicated phone service to provide British Columbians with non-medical information about COVID-19. This includes the latest information on travel

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recommendations and social distancing, as well as access to assistance and resources from the Provincial and Federal governments.

British Columbians can reach service representatives seven days a week, from 7:30 a.m. to 8p.m., by calling 1-888-COVID19. Information is available in more than 110 languages.

### **Changes in CTCMA Operations**

As announced yesterday (March 16, 2020), CTCMA services have moved to online only. The physical office at 900 – 200 Granville Street, Vancouver is closed to the public for in-person services. Please be advised that while we try to keep our day-to-day work and turnaround times to be as minimally impacted as possible, there can be a delay due to resources re-allocated to deal with the current pandemic response.

It means that there is no drop off of new applications, photos, or documentation at the reception in-person. Instead, they can be mailed to the office at:

**CTCMA, 900-200 Granville St, Vancouver, BC Canada V6C 1S4**

### **Inability to Meet the Continuing Education (CE) Requirement due to Cancellation of Conferences and Seminars by the March 31, 2020 Deadline**

Please send an email to [psp@ctcma.bc.ca](mailto:psp@ctcma.bc.ca) with the title “Insufficient CE Credits for Renewal by March 31, 2020 Deadline” and list out the original courses which you had planned to attend to fulfill the CE credit requirement but are no longer able to attend due to the COVID-19 pandemic.

Registrants will be expected to inform the College once they have been able to fulfill the requirement at a later time. The College will be in communication with those registrants once the COVID-19 pandemic is over to provide any updates.

### **Claiming Financial Hardship During Registration Renewal**

The registration renewal deadline is March 31, 2020.

The renewal deadline cannot be changed as it is set out in the College Bylaws. **It is very important to get renewed by March 31, 2020 in order to be able to stay registered.** As renewal can be done entirely online, the process is minimally affected by the current health situation. Please review section 56 of the College Bylaw regarding registration renewal.

Any registrant who is experiencing financial hardship with the annual registration fee can write to the College individually. The College will consider appropriate accommodations on a case-by-case basis. Please send an email to [registration@ctcma.bc.ca](mailto:registration@ctcma.bc.ca) with the title “Seeking Deferment of Registration Renewal Fee” and include a signed and dated attachment of the request (e.g. pdf or photo of the signed letter) in the email.

## Registrants Who Decide to Change to Non-practising Registration

Please note that registration renewal is a process for current registrants to renew their current registration. If you wish to apply for Status Transfer to change from practising status to non-practising status, please submit a separate application in respect to the status or title of registration applying for with all the required documents and fees.

Given the timeline required for completing the status transfer process, we are unable to complete Status Transfers by March 31, 2020. To ensure the continuity of your registration status with CTCMA, we strongly recommend that you

- renew your current status online by March 31, 2020: <https://portal.ctcma.bc.ca/>
- submit a registration status transfer application to CTCMA at your earliest convenience: <https://www.ctcma.bc.ca/media/1762/status-transfer-application.pdf>

Please see section 53 Non-practising registration and section 58 Reinstatement of the College Bylaw regarding regulations for changing status and reinstatement. Non-practising registrants cannot practise TCM/Acupuncture in BC.

Please note that due to the additional costs for applications to change status, service fee for notarized declaration, time to process the applications, the College advises registrants to claim financial hardship during registration renewal rather than applying status transfer to non-practising status if the purpose of the status transfer application is due to financial hardship.

## How do I file a complaint with the College During the Pandemic?

Please be advised that there may be delays in complaint processing at this time. In order to avoid further delay we ask that you forward your written complaint and/or any questions or concerns to [complaints@ctcma.bc.ca](mailto:complaints@ctcma.bc.ca). Once your correspondence has been received, you may expect a response within 1 to 2 business days.

## How to contact CTCMA

Because our office will be closed, and all staff will be working remotely, we ask that you please contact us by email or fax, rather than by telephone.

### General inquiries

[info@ctcma.bc.ca](mailto:info@ctcma.bc.ca)

### Complaints

[complaints@ctcma.bc.ca](mailto:complaints@ctcma.bc.ca)

### Registration

[registration@ctcma.bc.ca](mailto:registration@ctcma.bc.ca)

### Practice Support

[psp@ctcma.bc.ca](mailto:psp@ctcma.bc.ca)

### Fax

(604) 357-1963