



The College is listening to you every day.

Effective communication is an essential tool in achieving strong, lasting, mutually respectful and engaged working relationships at all levels in any organization.

It's all about communication.

With more than 2300 registrants, it is particularly important to the College! Good communication keeps everyone informed and creates a sense of transparency and shared vision.

And it works both ways! It's not just about the College passing on information to you, but we encourage registrants to provide input on matters of concern to you and your practice.

The office staff are busy!

Every day College staff members help students, registrants and the general public with queries regarding matters related to the mandate and mission of the College.

In February and March of this year the office was extremely busy with calls from students regarding the Jurisprudence and Safety Examinations, applications for the Doctor of TCM Examination, and inquiries about the Pan-Canadian Examination results and the newly-revised PCEs being implemented in Fall 2020.

Also, during this period--and because it was also registration renewal time—staff fielded many calls and emails from registrants regarding the online member portals for renewals, as well as new registration applications as the Pan-Canadian Examination results were coming out.

As you know we are currently developing the Practice Support Program (PSP). During this first part of the year we were actively seeking registrants to participate in the PSP pilot, and we received dozens of emails and phone calls to inquire about signing up, and what that would entail.

College staff regularly receive phone calls and emails from the public regarding their practitioner-patient experience. And once in a while, we are asked if we are an educational institution offering TCM programs! Let's just say it's been a busy start to the year of the Pig and to 2019 at the College!

How we reach you.

Our goal is always to make our communication to you as clear and informative as possible. Here's what we do to reach you:

- email from info@ctcma.bc.ca
- post announcements on the website
- update other information on the website as quickly as possible
- post articles on specific topics in the College's newsletter 'Balance',
- call or email individually as necessary for specific matters.

The College is also starting to use more social media to connect with our stakeholders, including students, registrants, and the public. Watch our [Facebook page](#) for announcements and useful updates.

It's simple to submit an inquiry to the College: telephone, fax or email. One exception is for filing a formal complaint which requires a written submission. Information about how to file a complaint can be found on the website: www.ctcma.bc.ca/public-protection/file-a-complaint/

Make it easy for us to help you.

1. Know your registration number/application number. The more specific your questions regarding your application and/or your registration are, the more important it is that we have this information to help you.
2. It's always OK to ask by email. Email: info@ctcma.bc.ca
3. Give us enough time to respond. It's always better when there is no rush to process your inquiries. Some tasks such as applications and registrations have deadlines. Others have multiple formal steps in the procedure such as responding to a public complaint concerning a registrant, requiring committee review before College staff can respond.
4. Understand that, due to the nature of your inquiries, staff may not be able to answer you right away. Some questions may *seem* to relate to the profession and practice but may not in fact be part of the College's mandate. In such cases (for example, accounting, business, legal) CTCMA staff will not be able to give you advice and support.
5. Keep your contact information up-to-date. If we cannot reach you, we won't be able to pass along important messages. This can be updated by registrants at the [member portal](#).
6. Check the website for information first. Chances are your answer is already there! You'll find that, for the most part, forms and instructions are posted on the website. Try the handy search function in the upper right corner.
7. If you require a longer, face-to-face discussion, you can make an appointment to meet with an appropriate staff member at a time convenient for both.

We are here to help!

Phone us, fax us, email us, visit the website... we are here for you, our registrants and we're always happy to help!

Contact Information:

Email: info@ctcma.bc.ca

Telephone: (604) 738-7100

Fax: (604) 738-7171

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