

IMPORTANT

**Professional inspection:
WE'RE ON
YOUR TEAM!**

In order to allow the person conducting the inspection to review your records, you must have your clients sign a consent clause. A minimum of 10 client records, with the signature authorizing access to the record, is required to conduct a professional inspection.

FQM members can request a copy of the Regulations on the FQM Professional Inspection Committee, including the Regulation on the Keeping of Consulting Rooms, the Regulation on the Keeping of Records, and the Regulation on Receipts for Massage Therapy. To request a copy, please write to inspection@fqm.qc.ca or call 1-800-363-9609.



Contact us!

From Monday to Friday,
8:30 a.m. to 4:30 p.m.

514 597-0505

Toll free: 1 800 363-9609

inspection@fqm.qc.ca

www.fqm.qc.ca

**Fédération québécoise des
massothérapeutes agréés**

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FOR MEMBERS

Everything you've always
wanted to know about
**PROFESSIONAL
INSPECTION**



Fédération québécoise
des massothérapeutes
agréés

DEPUIS 1979

Professional inspection: **STRIVE FOR EXCELLENCE!**

Like professional orders, the Fédération québécoise des massothérapeutes agréés conducts inspections of its active members. The professional inspection is conducted to ensure that certified massage therapists comply with the norms and standards of the profession. In accordance with its public protection mission, the FQM visits your work premises to validate that your record-keeping, consulting office and massage therapy receipt issuance are compliant.

LE CONDUCT OF THE INSPECTION

Annually, about 4% of active members are selected for a professional inspection. Please note that inspections are led by well-trained certified massage therapists with several years of work experience.

- Annual list created randomly
- Initial contact in the form of a “notice of inspection” sent by email to the selected massage therapist.
- The massage therapist must provide the health questionnaires completed by six clients and fill out the professional inspection form on the Members portal.
- Possible follow-up procedure through an appointment by telephone, video (e.g., Zoom) or in person.
- An attestation of compliance with the regulations is transmitted to you following the successful inspection.

QUESTIONS AND ANSWERS

Why was I selected? Have I committed an ethical breach?

The selection of certified massage therapists for inspection is done randomly, about one month after the membership renewal deadline. The professional inspection service is totally independent of the trustee’s office. The goal of the inspection is not to identify an ethical breach, but rather to find simple and pragmatic ways to ensure compliance with inspection regulations with the goal of better protecting the public.

Am I obliged to accept the inspection? I don’t feel concerned because of the nature of my practice?

Yes, you have a duty to collaborate with the person conducting the inspection. Justifiable reasons for an exemption from the inspection are extremely limited. Please contact the person responsible for inspections for further details: inspection@fqm.qc.ca or 1-800-363-9609

Who conducts the inspection?

Professional inspections are conducted by certified massage therapists and FQM members just like you. They understand the realities of the profession, and this allows them to interact with the member in a constructive and instructive manner. Don’t be shy to ask questions about your practice or the services offered by the FQM. And remember, the inspector is your ambassador!

How long does the inspection last?

About 30 minutes. It can be conducted by telephone, video (e.g., Zoom) or in person. The inspection will be scheduled on a mutually agreed-upon date.

The inspection should be viewed, more than anything, as an “update” or a training activity. For that reason, the FQM adds two hours of continuing professional training to your FQM file. Consider the inspection an investment in your practice!

How is the inspection conducted if I offer home massage or corporate on-site chair massage?

If you offer home massage or corporate on-site chair massage, your equipment will be checked, as will your record-keeping and issuance of receipts.

What if I work for an employer?

If you work for an employer, the latter will not be solicited. We have a formula adapted to that specific situation. As an FQM member, you are the one who is inspected, and not the establishment in which you are practicing.

