

FINGERPRINT



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From Dishwashing Immigrant to Massage Pioneer

If I had to sum up Horacio Cafferata '10 in just a few words, they would be his own words: "I just like a challenge." As a young man in his native Argentina, Horacio was active in a variety of sports, including rowing, soccer and squash. Bumps, bruises and strains were a fact of life. So was massage therapy. "I was always amazed that I could limp off the court or field and after receiving a massage between games, I could go back out and play again in a matter of minutes, feeling 100%." Perhaps the seed for the future was planted at this time? If so, it would take many years for it to germinate and sprout into what has become the very intriguing beginning to a new career.

His original plan involved a move to California. Instead, Horacio took the advice of a fellow Argentinean ex-pat, obtained a Canadian work visa and uprooted to Toronto in 2001. At the time, economic collapse was looming in Argentina. When it arrived and the government seized the banks (and all the money in them), he was glad to have already made the transition to a new country, savings intact.

More on the next page...

(cont. from p.1) His friend in Toronto, Walter, knew some people who quickly helped him find work – washing dishes in the Yorkville nightclub Babalúu. He soon transitioned into the kitchen and worked as a line cook. He later moved to bussing tables and eventually, bartending. This was his home for several years. All the while he tried to learn better English, but the challenge proved difficult since the Latino-based clientele of the club conducted business largely in Spanish. Did I mention he held down a day job as well? In 2004, Horacio became a Canadian resident.

During this period Horacio was “haunted” by something he saw every day on his way to work: the TTC ads for Sutherland-Chan. “I kept seeing these ads and I knew that it was something I had to do some day – to become a massage therapist.” He continued to work and save and plan. He bought a condo. He attended



Horacio (r) and his buddy, Walter, who helped him come to Canada.

English classes at George Brown College, just across the tracks, within sight of Sutherland-Chan. He began investigating the school more seriously. After researching other schools, mostly to confirm he was making the right choice, he applied to Sutherland-Chan. The English-fluency issue initially proved problematic, but never one to retreat from a challenge he successfully completed the pre-admission course, enrolled in the program, and began classes in January of 2009.

He studied hard, but it wasn't easy. He continued to work nights, often until 3:00 a.m. During the day at school, he struggled not only with English, but “science-speak” as well. He recorded the lectures. He pestered his classmates for help – he was known to call them up in the middle of the night for clarification of the meaning of notes that he had photocopied.

Because of his background in sports, Horacio had always imagined becoming involved in athletic massage therapy. But by the time he was in Term 4, personal circumstances and the right opportunities led him to select Specialty Clinics

that would forever inform his therapeutic direction. Because his sister-in-law had been diagnosed with breast cancer, he wanted to be involved with the Breast Massage clinic. He studied the nuances of breast treatment and post-mastectomy care under the guidance of Debra Curties '84 and Sasha Goudriaan '96. At Toronto General Hospital, he discovered post-operative care in the Thoracic & Respiratory Surgical Unit, under the supervision of Diana Griffin '88. He was fascinated and became hooked on both scar tissue treatment and post-operative care.

He persevered with his studies and made it to the final exams. But the night before his very last exam, he received some terrible news from home. “My brother phoned from Argentina to say that my sister-in-law had passed away. At 10:00 a.m. the following morning, I finished writing my final exam. At noon, I was at the airport, on my way to Argentina.” Horacio completed the program and graduated in October 2010, but sadly, was not able to offer treatments to his sister-in-law. “I knew I needed to continue the scar treatment and surgical work, to honour her memory.”

Upon his return to Canada, Horacio successfully challenged his CMTO registration exams. In January of 2011 he began work for Sutherland-Chan Clinics as a fill-in therapist. “They almost didn't hire me. I did a test massage and I think they thought I was trying to be too fancy... maybe I used too many techniques. I thought I did a good job.” But everything clicked – in the right place at the right time – within two months he managed to secure regular shifts at three Sutherland-Chan Clinics, covering six days, working Monday through Saturday. Full-time employment in a new career: another challenge met. In fact, 2011 turned out to be quite the year for Horacio. In April, he became a Canadian citizen.

One night, while watching TV, he noticed an ad for a Toronto-based plastic surgeon. When he next saw the same ad, a light bulb went on. A mutual friend (another of his numerous contacts) just happened to know the surgeon and was able to arrange a very brief meeting for Horacio. As requested by the doctor, he



MASSAGE ON THE RAILS by Robert Rodbourne



Many therapists search for innovative ways to expand their businesses and spread the word about the benefits of massage therapy. A creative new example is Paul Lewis '08 and his experience with VIA Rail and its previously completely untapped market.

Last year, Paul responded to an invitation to offer massage to customers during their train trips, as part of VIA Rail's proposed *In-Chair Massage Pilot Project*. The logistics appeared workable (in-chair massage does not require much space) and certainly it seemed he could help to offset the effects of long-distance travel. Since December, Paul has been providing treatments approximately once a month on the route between Toronto and Vancouver.

The demand for this service has already led Paul to ask other massage therapists to participate in the project. He stresses that therapists must possess the right skill set for this kind of venture. As he puts it (perhaps in the spirit of a national rail service), "they must be bilingual in both table and chair."

(cont. from p.2) submitted a plan, detailing how he thought massage therapy could help with post-surgical patient recovery. The doctor was intrigued and brought Horacio in to treat a test case – *to treat his own wife*, who had just had a facelift. Pressure? "Just another challenge!" The recovery results were profound and the surgeon was immediately on board.

Also in April, Horacio booked himself into the annual conference of plastic surgeons, held in Toronto. He began networking and met a doctor from New York state. "How come we've never heard of this?" the surgeon wanted to know. Information was exchanged and Horacio now has an open invitation to study and practice at this doctor's clinic.

He spent the month of May in Colombia, immersed in the study of lymphatic based, post-operative recovery care. He also learned proven scar treatment techniques involving the use of blood plasma, but he cannot offer this directly to his clients here. The technique is available in Canada, but in Ontario it must be administered under the direct supervision of a doctor. "In Colombia I can do it myself, no problem. Maybe some day I will be able to use this here... The results are amazing."

Back in Toronto, Horacio was still hungry for knowledge – this time, to learn from the inside out. He thought it would be beneficial to observe the surgeries, in order to gain a better perspective of what exactly it was he was treating. He believed that knowing the details could inform his treatment approaches and improve his outcomes. He made a successful pitch to the surgeon. "When I see how the procedure is done and how the patient is positioned, I have a much better idea, afterwards, of whether the pain is from the tissues operated on or from the position the person was in."

He has demonstrated that with the immediate intervention of lymphatic massage therapy – as many as five treatments in a week following plastic surgery – bruising, swelling and pain are significantly reduced in his clients. "I use a lot of ultrasound as well. It really helps speed the healing." (Yes, he took that course too!) And his clinical practice has evolved such that he is now working with post-surgical patients three days a week. He has been invited to write articles for posting on the surgeon's website, currently a work-in-progress.

As you read this, Horacio will have been an RMT for about 16 months. In this relatively short period of time he has established a steady practice, engrossed himself in continuing education projects, and, perhaps most importantly, he has pioneered an exciting new opportunity for massage therapists. And all because "I just like a challenge." He stresses that the challenge was not only for himself. "I wanted to show that *all* immigrants to Canada have opportunities – to show what is possible. Some days I feel maybe it has all happened too fast, that maybe I should slow down a little... But, so far, it has been a dream life achievement."

by Bruce McKinnon '90



From School to Practicing Therapist - in Hong Kong

*by Carol Oya
Admissions Coordinator*

These days, more and more people are looking for a portable career that will allow them to be their own boss or give them a more flexible schedule – being an RMT can offer those things. After graduation, many alumni work for clinics or spas in the GTA, while others return to their hometowns to set up their own clinics. There are even a few who brave foreign lands to practice massage therapy. I spoke with Grace Chan, one of the founders of Sutherland-Chan School, and Marcia Reyes '10, who is currently working in the S-C clinic in Hong Kong; they provide us with two insider perspectives on professional life abroad.

In 2002, Grace heard that Jenny Woolsey '98, an S-C grad, was practicing massage in a physiotherapy clinic in Hong Kong. Grace said, "Realizing that our kind of massage therapy could perhaps have a chance in Hong Kong, I decided I would give it a try and introduce Canadian-trained RMTs there." So in 2004, she opened her first overseas clinic in the business district. Grace

chose Hong Kong because she was born and raised there prior to moving to Toronto in 1968. Knowing that Hong Kong has a large international community with English as one of its official languages, she thought it could be a great work experience for future S-C grads.

There are many clinics/spas that offer inexpensive treatments because massage therapy in Hong Kong is not regulated. Many of the locally-trained practitioners only take weekend workshops before they begin working. Many therapists from Australia, New Zealand, or the UK only have about 500 hours of training. Grace said, "We want to keep the Canadian standard and will only hire therapists who have 2200 hours." Currently there are eight Canadian RMTs and two osteopaths working at the clinic. "The clinic is slowly changing into a multidisciplinary one. In 2009, a physiotherapy clinic for infants and children joined us and recently a Pilates-based physiotherapy clinic has also become part of the organization."

Grace explained the supports in place for the foreign staff. Newly arrived RMTs are picked up at the airport, given temporary accommodations, and introduced to other staff who help them settle into their new jobs, as well as their new lives. Grace advises potential RMTs to do as much research on Hong Kong as possible: "Try to learn about the city; connect with RMTs who are currently working there to get an idea of expectations." She mentioned that people will experience culture shock, saying, "You have to be adventurous and flexible to adapt to a new life." When hiring, Grace looks for "people who are passionate about massage, keen in promoting themselves, have a good work ethic, and are willing to learn and expand their knowledge."

Grace saw in Marcia Reyes the qualities she was looking for in a therapist. Marcia was an active student who was valedictorian for her graduating class. Before S-C, she had become tired of her corporate job and needed a change. She realized after much consideration that she could transform her hobby (massage) into a career. Marcia has now been working as an RMT in Hong Kong for the last year and a half. She says, "Living in the city is definitely challenging. It is a crowded, tightly-spaced, loud, 24/7 frenetic city."

Normally she treats an average of four clients a day; however, due to their hectic schedules, she might see them anywhere from 8 a.m. to 8 p.m. They are housewives, domestic workers, expectant mothers, or tourists. She is enjoying working at the clinic because she has learned a great deal from her colleagues; once a

Joining the Social Media Universe by Carol Oya

Sutherland-Chan School has recently joined Facebook and Twitter! Like other organizations, we are trying to increase our online presence by being active in the world of social media. It's a great way to reach out to potential students and to reconnect with alumni. Social media allows us to promote each other's events and practices. We can recommend articles and conferences of interest to the massage therapy profession. We can see what people have been up to. Married? Moved? Kids? New practices? Ultimately Facebook and Twitter are easy, quick, and free ways to communicate with one another.

So far, we have 31 followers on Twitter and 43 people "like" us on Facebook. It's a small start, but we hope to have a greater presence very shortly. We are sure that most of you have not yet heard that we have these accounts, but now that you know, please check us out:



On Twitter: @SutherlandChan



On Facebook: Sutherland-Chan School - Massage Therapy

(cont. from p.4) month all the therapists meet to have "learn and share sessions" to keep their skills and knowledge up-to-date. She has also learned new techniques from courses she's taken. For example, she has studied kinesiotaping, which has helped when treating clients with sports injuries.

One of the challenges Marcia has faced while in Hong Kong is her experience of culture shock. She described that growing up in western culture sometimes clashes with living in eastern culture: "It has been hard to mesh my western values with eastern values – especially when it comes to socializing with people from different countries." Surprisingly, language hasn't been that much of an issue. Many people speak English and she has learned some basic Cantonese. She says that the first six months were difficult, but once she got used to the rhythm of Hong Kong, she was able to take advantage of the city's amazing restaurants, shopping areas, art scene, transportation system, and parks.

The advice she has for grads who are thinking about working overseas is to find their motivating factor. "If you want experience, you will get it here. There is a lot of opportunity, but you have to work for it. Massage is easy to come by in Hong Kong. You will have to explain, to other health professionals and the general public, why RMTs with our education are different." Eighteen months later and well on her way to settling in, Marcia says that the most gratifying thing about being an RMT is still helping people: helping them overcome their ailments, preparing them for their personal goals, or educating them about their own bodies.

Giving up your creature comforts and leaving your friends and family behind is not easy. Venturing on a new career path in a foreign country is a bold move – not everybody can do it and be successful. But as both Grace and Marcia pointed out, if therapists go to Hong Kong with the focus on taking care of their clients and keeping an open mind, their career and life can be extremely rewarding.

Find an S-C Grad!

If you haven't already signed up for our grad locator website service, you really should! It's very effective for steering new clients your way, and great when old classmates are trying to find you!

Contact Carol @ ext. 23.

An Instructor's Impressions:

Princess Margaret Hospital Lodge Specialty Clinic by Jes Markoff '07

The Specialty Clinics in each new term challenge our students with increasingly more complex types of cases. As a clinic instructor, I also learn a lot from students as they overcome fears and anxieties about working with different client populations. There was a steep learning curve for me during my first few weeks at Princess Margaret Hospital Lodge as I supported eight Term 4 students, including Tanielle Corlevic and Ryan Abreu, through their journey.

PMHL is a 105-bed nurse-run residential facility where patients, who largely reside outside the GTA, live while shuttling to and from local hospitals to undergo chemotherapy and radiation. While there are some hospital-like aspects – everyone wears an I.D. badge and signs in and out at the security desk – patients can mingle, read, watch TV and exercise in the common areas during their stay, which averages six weeks.

When the students arrived for orientation, their excitement could not mask that some were very apprehensive about massaging cancer patients. After the first day of hands-on work there was a visible shift in their confidence. At the end of the eight weeks the students were able to notice subtle changes in a patient's health status, were more adaptable to their surroundings and became stronger decision makers.

Taniella Corlevic: *It was an environment that required us to completely alter our ideas about client-centered care. From the first week we learned to work under the conditions that were most comfortable for the client – for some it meant curling up in their beds with a blanket from home; for others it meant sitting in a large chair because their radiation burns made it uncomfortable to lie down. It became a process of rapid decision making for whatever best suited the client. I found that I played witness to the cancer treatment process, as one regular client went from jovial and energetic in his first weeks, to severely fatigued as treatment dragged on. It required me to be less clinical, focusing the massages more on giving him some much-needed sleep and reprieve from pain.*

The students do two 45-minute treatments each week, with the treatment plan depending on the location and type of cancer, the medical treatment protocol and how the patient is feeling that day. I spend about four minutes with each one to check in and then dash from floor to floor, one room to the next. You never know what you're going to see or hear upon entering a patient's room.

Ryan Abreu: *My most rewarding experience was working with a 60 year old man who was diagnosed with brain cancer two weeks prior and had recently undergone surgery to remove the tumour. My first treatment with him was on his first day at the lodge, which was also his first day of chemotherapy and radiation. He had never received massage before and I spent two sessions doing very subtle relaxation work while conversing with him and his wife, who were both having a difficult time coping with the sudden illness. My instructor observed parts of the treatments and mentioned that having his wife in the room was preventing my client from really letting go during the treatment. I was apprehensive, but decided to discuss the benefits of a one-on-one treatment with the two of them. My client was very happy post-treatment and to my surprise both he and his wife appreciated the alone time, so we continued that way. This experience taught me that it is worth making difficult decisions when it is for the wellbeing of a client.*

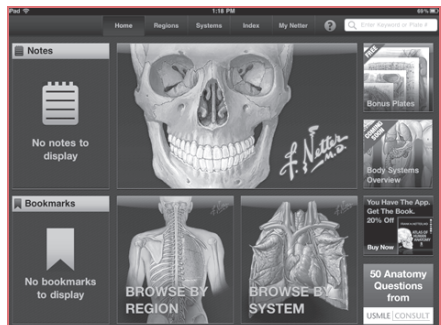
During these brief encounters I learn a lot about the patients, including how well they're adapting to life at the Lodge. Some make the transition more easily than others, but eventually everyone finds a place in this transient community, which is built on sharing information about treatment and life beyond cancer. It's not uncommon to hear the remark, "You think you have it bad until you've heard somebody else's story."

Taniella Corlevic: *What I really wasn't expecting was the emotional impact this outreach could have. My clients were so in need of therapeutic touch and comfort being in their bodies that by the end of each Thursday I would be exhausted. That's not to say I regret it – it was so rewarding to see them visibly more at ease, even falling asleep, during and after their massages. It was hard, but we left each time saying how they were changing our lives for the better, and I can truly say I am a better therapist because of it.*

One of the nurses told us that the patients report better sleep, reduced pain and muscle soreness, and relief from debilitating fatigue as a result of their massage treatments. As we near the end of the second rotation, each week at the Lodge I'm reminded of how lucky I am to see, firsthand, the value of wellness massage and client-centred therapy.

FingerPrint Tech Talk: Anato-Apps Recommended by J.P. Rimando, Term 4

Netter's Anatomy Atlas



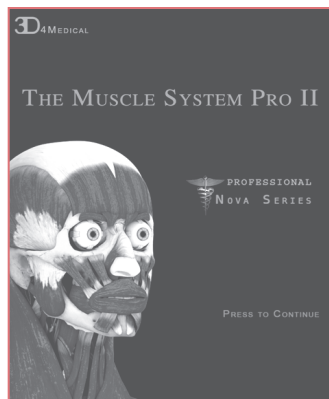
Available from the App Store: \$89.99 for iPad, \$79.99 for iPhone. Not yet available for the Android operating system.

This app is a great resource for any student or health professional. It features all the plates from the Netter textbook, plus some bonus plates, if you register the product.

The thing that stands out about this app is that it is very user-friendly. It can be used in many different ways: it can be organized into body regions or systems, or you can create a personalized "textbook" (you can bookmark plates and highlight features), as well as add additional notes and information. You can also test your

knowledge with the quiz feature. And no more pouring through the index looking for the plate number while studying – the search feature is excellent for finding anything quickly. This is a great product for both the tech savvy individual and the first time user.

Muscle System Pro



This is one of a series made by 3D4Medical that targets different body systems.

Available from the App Store: \$19.99 for the iPad, \$6.99 for the iPhone. Not yet available for the Android operating system.

This app will appeal to the visual learner who wants to "see" the different muscles in the body. It shows the muscle attachments, action(s) and nerve supply.

It is a very user-friendly app. All the muscles are listed with a search feature on one side of the screen, and there is a regional navigation tool on the other side for targeting broad areas, such as the limbs. The "scalpel tool" is a cool feature: you can peel off layers of muscles to access the deeper ones. For anyone on a tight budget, this app is worth every penny.

The Graduation Committee Has Been Working Hard!

The Term 4 students have been tearing themselves away from busy schedules to raise money for their upcoming graduation. In December, the school turned out en masse for a delicious potluck lunch. In February, Room 6 was turned into a silent auction of valuable items (e.g., a portable massage table, custom jewellery, a personalized myofascial stretching treatment). In April, students and faculty showcased talents we don't often see around the school at a talent show at the Tranzac club. All of these, and more, would have been impossible without the hard work of the grad committee. A big thank you to everyone both in and outside the school who has participated and supported our events.

Graduation will be held at the Toronto Marriott Downtown Eaton Centre on Thursday, June 14 at 5:00 p.m. As this term winds down, the current Term 3 class is gearing up fundraising for their October ceremony. Keep an eye open for more Saturday clinics!



(back, l → r) Geoffrey Rutherford, Erynne Williams, Michel Monette
(front, l → r) Emily Glos, Amelia McCauley, Taniella Corlevic

Bulletin Board

Baby News !!

Peter Becker '98
Pauline Becker '99

Daughter Evelyn
Born March 8, 2012

Tara Norton '98
Daughter Maya
born February 28, 2012

Tanya Crocker '07
Son Joshua
born October 16, 2011



Alumni Appreciation Draw

Alumni support the school in many ways – recommending students is just one example. Each year we collect from new T1 students the names of alumni who directed them to S-C and place these names in a prize draw.

NEXT DRAW (September, 2012)

First Prize

\$400 Best Buy Gift Card

Second Prize

\$250 Canadian Tire Gift Card

Third Prize

\$200 Con-Ed Gift Certificate

Fourth Prize

\$50 Second Cup Gift Card

In addition to the draw, every S-C grad whose name is listed by a new student during Orientation will receive a \$50 Know Your Body Best gift card.



T2 student Amanda Thomson representing S-C at the Bay Street Hoops Basketball Tournament

Help Keep Our OSAP Default Rate Among the Lowest in the Province

Repay your student loan promptly. It's good for your credit rating and the financial standing of your practice. It also helps ensure S-C students have access to loans in the future.



New in the Library

Books

- Delavier, Delavier's Core Training Anatomy
- Gamlin, Evolution
- Macdonald, Shiatsu: A Course on the Theory and Practice of Acupressure
- Nielsen, Atlas of Human Anatomy
- Patterson, Managing Your Health, A Guide for People Living with HIV or AIDS
- Vizniak, Muscle Manual Student Workbook
- Ward, Biology and Chemistry
- Wilson, The Logic and Methodology of Science & Pseudoscience
- Zulak, Comprehensive Orthopaedic Assessment for Massage Therapy

Welcome To New Staff

Admin

Michelle Francis-Smith '01

Student Services Coordinator

Taryn Gauley

Morning Clinic Receptionist



Faculty

Kate Taylor '11

Teaching Assistant

Colin Moe '09

Student Clinic Instructor

Please Encourage Your Alumni Friends to Give Us Their Address Updates!

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Alumni Representative

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Admin Representatives

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Carol Oya

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We are all very interested in your feedback and ideas about the newsletter. Please contact us.

Robert Rodbourne
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