

FINGERPRINT

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Lester Chow: Clinician, Entrepreneur

Lester Chow has always had an interest in science and the health care field, including high-school biology, physical education and exercise science. It is no surprise, then, that he landed at the University of Toronto in 2004, studying Physical Health and Education. But surprisingly, he left U. of T. after only one year. "When I was at U. of T., the career pathway that I wanted to follow was toward rehabilitation – chiropractic or physiotherapy. At the time, I really wasn't thinking about massage therapy. But during my first year, I learned how competitive it is to get into those fields and I felt I needed something on my resumé, some clinical, hands-on experience."

He had heard of Sutherland-Chan at the university via therapists from whom he had received treatments. In the fall of 2005, instead of returning to his studies at U. of T., he enrolled at Sutherland-Chan. "I completed the two-year program, graduating in 2007, and then went back to finish my degree while working as an RMT. So that's the story – from university to Sutherland-Chan and back to university – before I started franchising clinics!"

Business runs in the family. At home, Lester essentially lived *inside* a business. His mother is an esthetician and works from a home-based spa. "From an early age, I was exposed to all the behind-the-scenes of how to run a business. I saw what it entailed to be successful – the hours before and after the operational hours. That was really my introduction to the business side of it." But his learning really began on the *outside*, when he became an RMT. Lester enjoyed the independence of being self-employed and he liked the clinics where he worked. But in spite of the great work and flexibility, he felt isolated. He was longing for a more connected community.

More on the next page...



Introducing Jennifer Schembri

I'm the newest member of the Sutherland-Chan team. My official title is Admissions and Social Media Coordinator; with Admissions Director Mike Nurse, I am the primary contact for all admissions enquiries. It's been clear to me early on that it will be easy to present the school in a positive and engaging way so that Sutherland-Chan's potential students come away feeling confident to make the educational choice that is right for them.

As Social Media Coordinator, my goal is to actively engage our existing audience, grow our community of followers, and increase audience participation by providing clear and

relevant information to all of our social media platforms. I encourage you to send me links to any articles you come across, information on any courses you are teaching and anything exciting going on in and around the school that you feel would be relevant to our feeds.

Prior to Sutherland-Chan, I worked primarily in the field of publishing as a freelance writer and magazine editor, which allowed me the opportunity to travel across much of North America and meet and interview a number of experts in the fields of health and beauty.

Over the last little while I've had the opportunity to meet many of you and I look forward to meeting many more of you in the coming weeks and months.

(cont. from p.1) "I thought that if I was able to create my ideal work environment, it would include collaboration with massage therapists and other practitioners. And that got me thinking about a massage therapy clinic and making a business of it. Ultimately, I felt that I could accomplish my goals with Sutherland-Chan."

Proving that desire can become reality, Lester opened his first clinic in November 2010, a Sutherland-Chan franchise in Richmond Hill. A second franchised clinic at Yonge & Bloor in Toronto followed in February 2013. The clinical team at Richmond Hill includes massage therapists and a chiropractor. The Yonge & Bloor clinic offers massage therapy, chiropractic and kinesiology services. "Collaboration is something that we value as part of the culture and dynamic of the clinics." This collaboration includes interprofessional communication and referral, as well as a mentoring program for therapists.

The latest development on the clinical front is exciting, to say the least. Lester and his team are working toward opening a third franchise – at Women's College Hospital in Toronto. "This is so amazing! Women's College is primary care. And they want to work with other partners and promote associations with other health care providers. They approached Grace Chan (who has always wanted to establish clinics with these kind of institutions) and Grace approached me to see if this was something I wanted to participate in. I jumped at the opportunity! Getting this going has its challenges, but it definitely helps to generate awareness of what massage therapy can do."

The clinic at Women's College Hospital is slated to open about a year from now, in April 2016. It will likely draw hospital workers as well as patients. "The ultimate goal is to treat WCH patients who are going there to get specific treatments relating to their conditions. We hope to incorporate massage therapy into many of the programs at WCH, such as their breast clinic and chronic pain clinic."

"Women's College is respected for their specialty programs, including their Centre for Headaches, which is run by a neurologist. We're hoping this will really put us on the map – for massage therapy – not just for Sutherland-Chan. We look forward to attempting to develop an evidence-based approach to treating headaches. This would put massage therapy on more solid footing, alongside other healthcare professions such as chiropractic and physiotherapy, where their approaches to treatment are more evidence-based."

(cont. on p.7)

School Plans Significant Program Changes

by Debra Curties '84


Sutherland-Chan's 1978 Ministry registration document, if it still exists at all, sits in a paper file somewhere in a box in a dark government storage facility. It appears to be beyond official capacity to retrieve it. The Ministry has since moved to an online program called the Registry of Information for Career Colleges (RICC), but because we pre-existed RICC, Sutherland-Chan has "legacy school" status, meaning that we have not had to go through the extensive submission process that it entails, a process designed for new program applications. The Ministry has had no leverage to force legacy schools to join this database, except when, as was recently the case with us, a school wants to make substantial changes to its program.

As current students and recent graduates can attest, our program has become jam-packed. Legacy schools cannot change elements like term lengths, so evening classes and tight schedules have increasingly become the norm. Time slots for faculty meetings and professional development have eroded and the scheduling process has become something of a Rubik's Cube. With a new program starting each January, May, June (Bridgers) and September, we have been feeling the need to implement reading weeks and more spacious exam periods for all terms. Ideally we would like to eliminate the May start, allowing the other terms to "spread out," and implement a new part-time program instead.

We have been aware for some time of the demand for a part-time option. The idea of having an official part-time program is exciting for both potential students and the school. While we know some people would prefer an evenings-and-weekends program, this would actually take more than five years, which means their credits would expire before completion. We have designed an option that involves spending some days in school while still being able to maintain a job, pursue other passions, and/or manage a family. After conducting online surveys with potential applicants and discussions with faculty and staff, we developed a design that runs Saturday through Tuesday and can be completed in just over three years (41 months).

So...in order to be able to put into action changes to ease the scheduling logjam, create more space in the program for students and staff and make an official part-time option possible, we committed to going onto the government's digital RICC system. At the same time we needed to ensure all our courses and clinics were consistent with the new national competencies. It has been an incredible amount of work to design the changes we wanted to implement, document every aspect of the program and then enter it into the Ministry's idiosyncratic software, but we have completed it and are now awaiting Ministry approval.

Assuming all goes as planned, the changes will impact on the full-time Term 1 group in September of this year and the new part-time program will begin in November. Next year, 2016, is expected to be an "interesting" transitional year and after that we should be happily into the new, more flexible and spacious full-time program and have a part-time option well underway.

This is really a story about change and growth and the need to keep moving forward. We will keep you posted about how it is going, especially when we have approval to begin promoting the new part-time program. Current students and alumni are such an important part of our communication system with potential applicants that we trust you will continue to help us get the message out. 

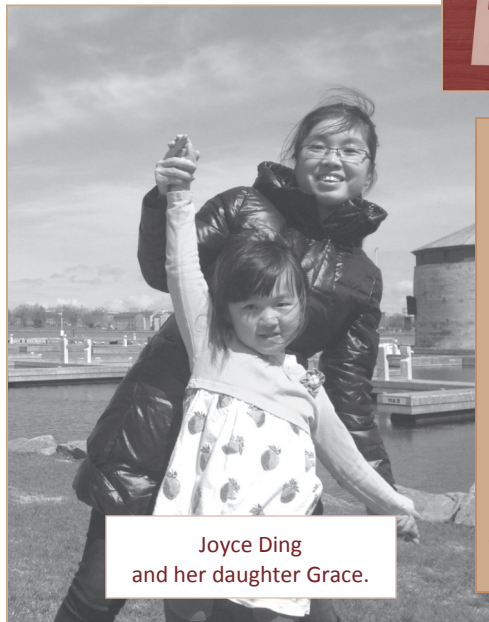
*"Every alumni
knows someone
who has
expressed an
interest in
part-time study."*

MICHAEL NURSE
ADMISSIONS DIRECTOR

In Memoriam



The Joyce Hua Ding
Memorial Study Room
1980 to 2015



Joyce Ding
and her daughter Grace.

In January
we lost a
wonderful
and
dedicated
young
T4 student,
Joyce (Hua)
Ding, to an
aneurysm
rupture. The
school has
named the
study room in
her honour.

Joyce was a wonderful, kind-hearted person. She was always there to answer questions and was very helpful in demonstrating massage techniques. Although I only knew Joyce for a few short months, her warm smile has left a lasting impression in my memory forever. I'm glad to have spent the time together that we did and sad that she was taken from us too soon.

Mindy Hailman, T4 Student

I met Joyce last year. We connected easily being young mothers doing this academically challenging program. Joyce told me that she had been teaching English in a university in China. She was a hardworking student and always there to help others. In our first Techniques O/Ps we both forgot to use pillows and Joyce joked that we should get 'pillow' tattooed on our arms to never forget. She had tremendous passion and pride in becoming a massage therapist. I really miss talking to Joyce about her daughter Grace. She loved her so much. Most of all I miss our deep belly laughter, especially on issues we did not have much control over.

Ruth Bolchim Morgan, T3 Student

Just like her name, Joyce was a person who brought others joy and laughter – she always had a smiling and confident face. As a wife and mother, she devoted profound love to her family. She is a lighthouse to us. She was the best soul-mate to me and her death is my greatest loss and sorrow. She will always be our faith, love, and memories for good. Fate led Joyce into her RMT studies, which was her destiny and enjoyment, even though she could not reach the end.

Yiqi Wang, Joyce's husband

It is difficult to summarize Joyce in a few words because she was a person that was full of character. She loved her family and she loved going to school more than anyone. When she massaged it was graceful, and when she spoke it was inspirational. Joyce was a strong person, so strong that she was able to strengthen others, to make a difference in their lives; that is how strong she was. Joyce loved to laugh and her smile will always be remembered.

Joyce Yuen, T4 Student

The first massage treatment I gave after you departed I felt your presence. You were light and fluid, and as I reached out to connect with my patient's arm I felt your fingers interlaced with mine as we provided healing and comfort to another. This is how I remember you, having already become a therapist, making a difference...

Michelle Francis-Smith, Teacher/Administrator

I will always remember Joyce for her friendly smile and kind heart. She was always on top of her studies and had retained so much information it was unfathomable! Every student was blessed to have her as a partner as she had amazing and confident hands - those of a healer. She was taken from us far too soon but will always be remembered as that kind, caring and nurturing classmate.

Matthew Chu, T4 Student

Joyce's smile lit up the class. It was a pleasure.

Michael Bard, Instructor

"The courage of life is often a less dramatic spectacle than the courage of a final moment; but it is no less a magnificent mixture of triumph and tragedy." JFK

Submitted by Rae Rosewarne, T4 Student

I got used to calling her Joyce but her Chinese name was Ding Hua. I first saw her on a website where Chinese immigrants share experiences. She was studying at S-C and was looking for someone else who spoke Mandarin. Joyce was very interesting and humorous. She said when she first saw me she immediately recognized that I am from China, explaining, due to the language we speak, our cheek muscles are different. Wow, so interesting, amazing. Joyce was really applying what we learned in school! There is so much more to share about Joyce, my dear friend. For me, she was not only a classmate, a good friend, but she was also a mentor. We talked about studies, marriage, children, parents, siblings, about China and Canada, about plans, talked about life. Joyce, I will never forget you as you will live in my heart forever and ever.

Gui Mei Li, T4 Student

S-C's Clinical Outreach Program Provides Invaluable Opportunities

By Eleanor Townsley, Administrator

The clinical outreach program at Sutherland-Chan has long been held in high regard. It forms an important part of our curriculum, and the opportunity to work and learn in specialized environments with “real” patients is one of the reasons why potential students choose to attend our school. I set out to find out why some of the students choose the specialty clinics they do, and if the experience is what they had anticipated.

Romy Bellosillo has always been involved in the world of sports. He has actively participated in many types of martial arts since he was young and also has a keen interest in training other athletes. He had often thought about working in a profession that could combine his personal interest in sports with excellent career prospects. Massage therapy provided a good option and he was encouraged by his friends and family to look at Sutherland-Chan. During the program he learned more about sports massage and when it came time to make his specialty clinic selections, Sports Clinic was one of his first choices. Romy also has family members who work in hospitals and a placement at Toronto General offered some first-hand experience in that environment. It was a natural selection for him. His final top pick was Lyndhurst, where he would be working with patients with spinal cord damage, injuries that could occur in a sports setting. He was thrilled to get all his top picks and felt that the combination of the three would help him to become a well-rounded therapist.

In Sports Clinic he worked with the same individuals throughout the rotation; this presented an opportunity to do treatment planning, and a chance to see progression and improvement in his patients. He also perceived that working with athletes who push themselves hard can have a downside. Highly motivated individuals may have a difficult time taking the necessary steps to recovery... Would they rest enough?... Would they train too hard and aggravate their injury or condition?

Romy is just starting his rotation at Lyndhurst and is excited at the prospect of adding another type of clinical experience to his repertoire. He is still keen to go into sports medicine of some kind, but he has so many options open to him. He is sure that the first-hand experience he has gained through these specialty placements will work in his favor as he begins his career.

Jack Johnson first heard about our program when he attended an Information Session being held at McMaster University and met with our Admissions Director, Mike Nurse. The more he learned, the greater his interest. It was the opportunity to work with patients in clinic, particularly the specialty clinics, that sealed the deal and brought Jack to Sutherland-Chan.

When it came time to make his selections, Jack made some diverse choices and he was lucky enough to get his top picks of specialty clinic assignments. These included Lyndhurst, Sports Clinic and Breast Clinic, which he has recently started. He used a number of criteria in making his decisions. Who were the instructors? What was the focus of the clinic? What would he learn? He wanted a mix of off-site and S-C locations. He talked to lots of people along the way, including current students and faculty members, before making his final selections.

Jack saw working in the Breast Clinic as a great opportunity to learn more about areas and techniques that he hadn't yet encountered. Following the initial orientation session, he thinks the clinic will be more complex *(cont. on p.6)*



T4 Students Romy, Rae and Jack

(cont. from p.5) than he anticipated and he is looking forward to the challenge! The scar work and lymph drainage skills and techniques that he learns will be invaluable throughout his career, wherever he works. Lyndhurst was also a challenge that Jack wanted to take on. Going into an off-site location, working alongside other medical practitioners and dealing with patients that he had never been exposed to previously all made this choice appealing.


Jack worked as a strength coach at McMaster and always thought that sports massage would be one of his career choices. The chance to treat two very different patients in Sports Clinic, to follow their progress throughout the rotation, was appealing. It also became a learning experience he had not anticipated. Working with one large athlete proved to be a physical challenge for Jack. After providing the treatment each week, he was surprised at how tired he was! Could he see himself working with a number of individuals like this all day? Perhaps a diversity of patients including contact and non-contact athletes would be a better way to go than a rugby or hockey team? Perhaps a mix of male and female athletes?

Jack is still interested in sports massage but realizes he has more options than he originally contemplated. While still open as to what direction he will go in, he believes that he is better equipped to make career choices now that he has had a chance to “deepen the tool box.”

When it came time for Rae Rosewarne to select her specialty clinics, it was a longer, more time-consuming process than she had anticipated. She first ruled out those she was least interested in, and then looked at which of the remaining ones satisfied the majority of her criteria. She knew she wanted to work with cancer patients, and she was very interested in scar work, so Breast Clinic was a relatively easy selection. She was not disappointed! Every treatment was a challenge and it was rewarding to see improvement, especially evident in one of her patients, as the clinic progressed. She felt well supported and found it to be an excellent learning experience. Her only complaint was that it ended too soon – she would have loved for the clinic to have lasted a longer period of time.

Another of Rae’s criteria was that she wanted to participate in an off-site clinic to get exposure to working outside the school environment, and she wanted a hospital setting. The chance to liaise with other health care professionals was also appealing and it was ultimately Lyndhurst that she selected. She has only been on location for her orientation week and has also just started at 330 Jarvis, an apartment residence for individuals living with HIV/AIDS. Although she has only been there one week, she has a positive feeling about the environment, and is anticipating an enjoyable learning experience.

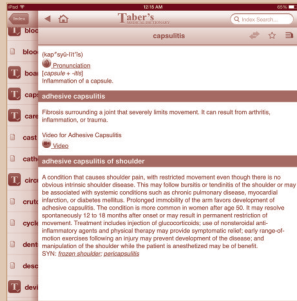
Rae says that the specialty clinics are not only providing her with skill-based learning, but also life learning. She often finds herself drawn into conversation with friends, family and sometimes strangers about her experiences at school, particularly in the specialty clinics. Although the opportunity to have these clinical experiences did not influence Rae to attend Sutherland-Chan, it has proven to be a bonus.

The students I spoke with each felt that their experiences in specialty clinic have helped them in many ways, and that they have all kinds of opportunities open to them as they move forward in their careers. 



The Baby Show was a very successful event this year. Kynsi Horton '12 dropped by to say hi to Michelle Francis-Smith '01; T2 student Igal Untershtats helped out with giving treatments.

FingerPrint Tech Talk Recommendations



APP Review: Taber's Medical Dictionary with Updates Bruce McKinnon '90

Designed for iPhone, iPad and Android devices

Taber's Medical Dictionary With Updates is an app designed as a reference for students and medical professionals alike. The basic platform is free for download through iTunes and the Google Play store, but there is a significant cost (\$45.99) to unlock the full version. And, based on viewer comments, it appears there may be an additional license "renewal fee" to be paid annually.

The free part of the app is user friendly and navigation is easy. The video and audio components load quickly and there is a well-organized search function. It comes with a selection of definitions, illustrations and videos. However, the freebie includes only about 10% of the purchased product.

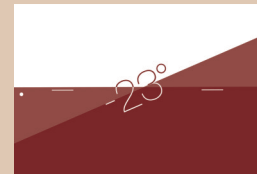
The developer's website claims the information is guaranteed to be accurate and updated regularly, but the most recent version bears a release date of December, 2013. Overall, this may be an app to steer away from, since there are some free options that could be better choices. If you Google-search "Free Medical Dictionary" there are at least three credible ones at the top of the rankings.

Using an iPhone as a Goniometer J.P. Rimando '12



Did you know you can use the standard Compass App that comes with your iPhone as a goniometer?

After the Compass is opened and calibrated, swipe left. Then, line up the joint you wish to measure, tap the screen to set up the baseline and follow the moving segment.



(Chow, from p.2)

And the mentorship program continues to grow. Sophia Do '12 and Sean Hsu '10, in collaboration with Monica Noy '03 and Grace Chan, are coordinating the development of an advanced training program that will build on the school curriculum, with an objective of helping therapists transition into and adjust to the logistics of the hospital environment. It will include investigations into current research, as well as hands-on techniques, precise palpation and an opportunity to refine treatment skills.

"There is no path yet, so this will be the foundation for the journey. The amazing thing about WCH is that they are looking for alternative care to support what they are already doing. For example, the neurologist may prescribe a medication, but the patient may want to try massage or acupuncture. And with luck, maybe we can develop a way to study what we are doing and measure the results. Hopefully, we can open up a path to that end."

by Bruce McKinnon '90

Do you know someone who should be at Sutherland-Chan?

You see them in your clinic – meet them in your neighborhood – they may be acquaintances; they may ask you about your profession and more importantly they may inquire about your education. We know that our greatest source of referrals is from those who say, "A Sutherland-Chan grad told me about the school!"

Please encourage those who express interest in the massage field to consider Sutherland-Chan. Direct them to our website or suggest they contact the school for a tour.

Our grads are our best resource – we thank you for your ongoing support of the school!

Mike Nurse
(416) 942-1107, ext. 14



Bulletin Board



Baby News

Andrea Domiciano '14

*Daughter Marcellly
born December 18, 2014*

Jenna Goddard '03

*Son Nolan James
born October 10, 2014*

Kynsi Horton '12

*Daughter Chyler Agnete Belle
born March 6, 2015*

New in the Library



C. Frederick, Fascial Stretch Therapy
P. Richter, Trigger Points and Muscle Chains in Osteopathy
L. Chaitow, Positional Release Techniques 3rd ed. with DVD-ROM (Advanced Soft Tissue Techniques)
L. & R. Hoyme Allen, Manual Massage Therapy Educators
S. Fritz, Mosby's Visual Guide to Massage Essentials
S. Fritz, Mosby's Essential Sciences for Therapeutic Massage: Anatomy, Physiology, Biomechanics, and Pathology, 4th ed.
M. Davis, E. Eshelman, M. McKay, The Relaxation & Stress Reduction Workbook, 3rd ed.
P. Ingrassia, BodySaver Massage Workbook
P. Ingrassia, Thai Massage for the Table: Supine (Book/DVD)
P. Ingrassia, Thai Massage for the Table: Prone & Side Lying (Book/DVD)
P. Ingrassia, Advanced Chair Massage (Book/DVD)

Welcome To New Staff

Faculty

Sean Hsu '10

Student Clinic Instructor

Tiina Hiis '14

Erin McNeely '14

Teaching Assistants (TAs)

Irene Valmas

Nutrition



Congratulations to Amy Tracey '14 on her November 8, 2014 wedding to Dani Sarfati.



Tannis Bundi '05 is "transitioning to postpartum care of momma, baby, and family." For more information, she can be contacted at www.tannisbundi.com or www.westenddoulas.com.

Newsletter Committee

Editor

Debra Curties '84

Faculty Representative

**Bruce McKinnon '90
Tiina Hiis '14**

Admin Representatives

**Robert Rodbourne
Jennifer Schembri
Eleanor Townsley**

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

**Robert Rodbourne
416-924-1107 ext. 19**



Congratulations to Ramon Dioquino '07, who won the March Alumni Special draw for two Student Clinic massages and a \$100 gift certificate for dinner at AVIV restaurant.

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 for the financial standing of your practice.

It also helps ensure S-C students have access to loans in the future.



Susan Bessonette '96 and others from Sutherland-Chan will be participants in the Sporting Life 10K on May 10th. Come by and say hi!



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 (May, 2016)

First Prize Jonathan Yeung '14

\$400 Canadian Tire Gift Card

Second Prize Sam Ward '94

\$250 Best Buy Gift Card

Third Prize Suz Lill '10

\$200 Con-Ed Gift Certificate

Fourth Prize Shirley Lee '98

\$50 Starbucks Gift Card

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