



Type: Consent Resolution (under the *Health Professions Act*)

Name: Zannah Steiner, Former MT

Location: Vancouver, BC

Date of Action: May 10, 2026

Nature of Action: On May 10, 2026, the Former Massage Therapist, Zannah Steiner (“Former MT Registrant”), voluntarily entered into an undertaking and consent agreement (the “UCA”) with a panel of the Inquiry Committee of the College of the Complementary Health Professionals of BC (the “College”) to address the conduct that was subject of a complaint investigation (the “Conduct”).

As part of the agreement, the Former MT Registrant agreed to the following terms:

1. Formal reprimand from the College;
2. Undertaking not to repeat the Conduct;
3. Not to apply for reinstatement of registration with the College to practice as a massage therapist for a period of 20 years.
4. Should the Former MT Registrant elect to apply for reinstatement after the 20-year application restriction, she agrees to the following:
 - a) Completing a course on professional ethics and prior to contacting the College to apply for reinstatement, will confirm familiarization with the College Bylaws, the professional practice standards and Code of Ethics; and
 - b) Payment of a portion of the costs of the investigation in the amount of \$500.
5. Should the Former MT Registrant be successfully reinstated after the 20-year application restriction, she agrees to the following:
 - a) Cooperation with random audits of her place of practice and clinical and billing records for a period of 2 years; and
 - b) Meet with a College Practice Advisor (CPA) at the time of reinstatement and attend subsequent meetings with a CPA as required.

Resolution: On December 31, 2021, the Former MT Registrant allowed her registration to lapse, and she became a former MT registrant. The UCA relates to a complaint made by a patient (the “Complainant”) on January 10, 2022. As part of the UCA, the Former MT Registrant admitted to the following:

- Failed to differentiate between her massage therapy and osteopathic practices;
- Failed to maintain cleanliness of her practice environment and failed to apply adequate measures to prevent infection and disease;
- Failed to properly explain the exact reasons for videotaping the Complainant and failed to go through and review the consent form with the Complainant ensuring



that the Complainant fully understand what was being consented to with regards to the videotaping.

- Failure to be aware of and responsive to any indication that the Complainant wished to ask questions, or to modify or end the treatment.
- Inserted a finger, hand, or instrument beyond a patient's labia majora;
- Failure to act in the best interests of the Complainant and communicate in an appropriate manner and only disclose personal information to the Complainant to the extent required for the provision of patient-centred care; and
- Failed to recommend or deliver only treatment that can reasonably be expected to provide a benefit to the patient's health.

The Conduct constitutes professional misconduct and is contrary to the College Bylaws, representing a failure to adhere to professional and ethical obligations. The Conduct is inconsistent with the therapeutic intent, undermines public trust, compromises patient safety, and violates the core responsibilities of a regulated health professional.

Should the Former MT Registrant seek reinstatement of her registration with the College following her 20-year application restriction, such reinstatement will not automatically be granted. The College's Licensing Committee will evaluate the application for registration under the *Health Professions and Occupations Act* and the College's Bylaws.

The panel of the Inquiry Committee is satisfied that the terms of the UCA will protect the public interest.