College of
COMPLEMENTARY HEALTH
PROFESSIONALS OF BC

THE COLLEGE OF COMPLEMENTARY HEALTH PROFESSIONALS OF BRITISH COLUMBIA (the "College")

In the matter of a Regulatory Complaint under the *Health Professions and Occupations Act*, SBC [2022] c 43 ("HPOA"), regarding:

Kristina Pawlyshyn, Massage Therapist
INQ-2025-00074RMT

CONSENT ORDER
(pursuant to section 158 of the HPOA)

BY THE REGISTRAR:

WHEREAS:

A. On May 20, 2025, the College of Complementary Health Professionals of British Columbia (the "College") received a complaint from a patient (the "Complainant") regarding the conduct of Kristina Pawlyshyn, MT (the "Respondent"). The Complainant alleged that the Respondent had been providing modalities and services out of scope and when she asked not to receive those modalities, the Respondent terminated the therapeutic relationship (the "Complaint").

B. On October 15, 2025, the Respondent was provided with the notice of the investigation into the Complaint.

C. On April 1, 2026, the HPA was repealed and replaced by the HPOA. Pursuant to section 428 of the HPOA, the investigation continued under the provisions of the HPOA.

D. The investigation was conducted in accordance with Part 3 of the HPA and Division 12 of the HPOA.

E. The Respondent was provided with an opportunity to respond to the investigation before the College's Investigation Committee deliberated on the disposition of the Matter.

F. On June 24, 2026, a panel of the College's Investigation Committee assessed the Matter pursuant to section 134 (2) (b) of the HPOA.

G. Pursuant to section 136 of the HPOA, the Panel determined it had reasonable grounds to believe the Respondent committed an act of misconduct by:

i. Failing to properly and adequately differentiate between her massage therapy practice and the additional modalities that she is trained in and offers, both verbally and nonverbally, in breach of section 7 of the Scope of Practice Standard of Practice (then in force).

ii. Failing to adhere to the Boundary and Consent Practice Standards by not providing patient centered care and failing to respect the treatment request of the complainant by terminating the therapeutic relationship in breach of section 1 of the Boundaries Standard of Practice and section 1 of the Consent Standard of Practice (then in force).

iii. The Respondent failed to communicate professionally with the complainant regarding the treatment planning and decision making; and failed to be inclusive of the complainant's values, beliefs, lived experiences, and personal preferences, in breach of section 1 of the Consent Standard of Practice and sections 3 and 4 of the Indigenous Cultural Safety, Humility, and Anti-Racism Standard of Practice (then in force).

H. Pursuant to section 136 (2) (a) of the HPOA, the Panel directed the Registrar to dispose of the Matter by making an order with the Respondent's consent pursuant to section 158 of the HPOA.

I. The Respondent consents to the making of this Consent Order pursuant to section 158 of the HPOA.

J. The Respondent acknowledges that she has read and understood the terms of this Consent Order and was given the opportunity to seek independent legal advice before consenting to the terms of the order.

K. The Respondent acknowledges that, in accordance with section 256 of the HPOA, the Registrar must publish the terms of the Disciplinary Order and the reasons for the Disciplinary Order.

L. The Respondent acknowledges that a breach of the terms of this Consent Order constitutes misconduct pursuant to section 11 of the HPOA and any alleged breach may result in an investigation under the HPOA and lead to further regulatory consequences.

DISCIPLINARY ORDER

PURSUANT TO SECTION 158 (2) (b), 269 OF THE HPOA, THE REGISTRAR ORDERS THAT:

1. The Respondent acknowledges that she engaged in misconduct and consents to a reprimand for the following conduct:

    a. failing to properly and adequately differentiate between your massage therapy practice and the additional modalities that you are trained in and offer, both verbally and nonverbally, in breach of section 7 of the Scope of Practice Standard of Practice {then in force).

        i. failing to adhere to the Boundary and Consent Practice Standards by not providing patient centered care and failing to respect the treatment request of the Complainant by terminating the therapeutic relationship in violation of section 1 of the Boundaries Standard of Practice and section 1 of the Consent Standard of Practice (then in force).

    b. failing to communicate professionally with the Complainant regarding treatment planning and decision making; and failed to be inclusive of the Complainant's values, beliefs, lived experiences, and personal preferences, in breach of section 1 of the Consent Standard of Practice and sections 3 and 4 of the Indigenous Cultural Safety, Humility, and Anti-Racism Standard of Practice (then in force).

2. The Registrar accepts the Respondent's undertaking not to repeat the following conduct, which constitutes a breach of the current College Bylaws, Professional Standards, Clinical Practice Standards and the HPOA:

    a. Failing to properly and adequately differentiate between her massage therapy practice and the additional modalities that she

is trained in and offers, both verbally and nonverbally, in breach of Principle 1 of the Advertising and Marketing Professional Standards (now in place).

b. Failing to adhere to the Boundary and Consent Practice Standards by not providing patient centered care and failing to respect the treatment request of the complainant by terminating the therapeutic relationship, in breach of Principal 2 of the Integrated Person-Centered Care Professional Standard (now in place).

c. The respondent failed to communicate professionally with the complainant regarding the treatment planning and decision making; and failed to be inclusive of the complainant's values, beliefs, lived experiences, and personal preferences, in breach of Principle 3 of the Communications and Professionalism Professional Standards (now in place).

3. The Respondent must review the current College bylaws and professional standards, including the Scope of Practice Professional Standard as well as the Scope of Practice Explanatory Statement for Massage Therapy, and report completion to the College, within one month of consenting to this order;

4. The Respondent must, within 2-months of completing the bylaw and standard review described in paragraph 3 (above), successfully complete the College's Learning Series: Putting Standards into Practice - Learning Module 2: Advertising and Marketing & Scope of Practice, and to report successful completion to the College.

College of Complementary Health Professionals of British Columbia:

Marta Kumor Fane
Deputy Registrar

Dated at Vancouver this 22nd day of October, 2026.