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:

Jennifer (Jena) Fraser, Massage Therapist
INQ-2026-00004RMT

CONSENT ORDER
(pursuant to section 158 of the HPOA)

BY THE REGISTRAR:

WHEREAS:

A. On February 4, 2026, pursuant to section 33 (1)) of the Health Professions Act, RSBC 1996, c 183 (the "HPA"). the College initiated an investigation (the "Complaint") alleging that Jennifer (Jena) Fraser, Massage Therapist, MT (the "Respondent"), failed to maintain valid professional liability insurance between November 1, 2025, and December 23, 2025, in contravention of Schedule 3, Section 14 of the Bylaws (as they were at the time) (the "Complaint").

B. On February 19, 2026, the Respondent was provided with notice of the investigation and was provided with an opportunity to respond to the investigation before the College's Investigation Committee deliberated on the disposition of the Complaint.

C. On August 11, 2026, a panel of the College's Investigation Committee assessed the Complaint pursuant to section 134 (2) (b) of the HPOA.

D. 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 maintain professional liability insurance in violation of section 14.1 of Schedule 3 of the College Bylaws (in force at the time).

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

F. The Panel, in directing the Registrar to make this order, considered that the misconduct involved has the potential to create a severe negative impact for the patients treated in that time period. Should a patient need or have needed to make a claim against the Respondent, they may not have been able to recover compensation or damages for injury, even though that patient had chosen to see a registered massage therapist, a health professional required to hold liability insurance. In determining the appropriate outcome, the Registrar considered the Respondent's lack of disciplinary record, the outcomes in similar disciplinary cases and the absence of evidence of harm.

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

H. The Respondent acknowledges that they have 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.

I. 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.

J. 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) AND 269 OF THE HPOA, THE REGISTRAR ORDERS THAT:

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

    a. Failing to maintain professional liability insurance in violation of section 14.1 of Schedule 3 of the College Bylaws (in force at the time).

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

    a. Failing to maintain professional liability insurance in violation of sections 6.41, 6.42 and 9.13 of the College Bylaws (currently in force);

3. The Respondent review the College's Bylaws and Professional Standards and thoroughly familiarize themselves with all professional requirements, and to report completion to the College, within 1 month.

College of Complementary Health Professionals of British Columbia:

Marta Kumor Fane
Deputy Registrar

Dated at Vancouver this 9th day of November, 2026.