

FORM 4 - NOTICE OF HEARING

ONTARIO PHYSIOTHERAPISTS DISCIPLINE TRIBUNAL

College of Physiotherapists of Ontario

College

- and -

Carol Dusome

Registrant

NOTICE OF HEARING

On April 7, 2026 a panel of the Inquiries, Complaints and Reports Committee of the College referred specified allegations of the registrant's professional misconduct and/or incompetence to the Tribunal.

In this proceeding, Registrant means "member" as set out in the *Regulated Health Professions Act, 1991*, the Health Professions Procedural Code (Code), the applicable health profession Act, and the regulations thereto.

The allegation(s) are that the registrant:

1. At the material times, Carol Dusome (the "Registrant") was a duly registered member of the College of Physiotherapists of Ontario working at Functional Neurology & Vestibular Rehabilitation Clinic in Burlington, Ontario (the "Clinic").

False and/or Misleading Billing

2. It is alleged that on at least three occasions between in or about June 2024 and May 2025, the Registrant issued receipts and/or permitted receipts to be issued to patients using her name and/or registration number for assessments and/or treatments that were actually provided by unregistered Clinic staff.
3. It is further alleged that in or about June and/or July 2024, the Registrant completed a treatment plan and/or treatment note for Patient A indicating that she assessed and/or treated Patient A when, in fact, Patient A was assessed and/or treated by unregistered Clinic staff.

Recordkeeping

4. It is further alleged that between in or about June 2024 and January 2026, the Registrant failed to keep records as required in one or more of the following ways:

- a. Failing to create and/or document a treatment plan for each patient, including parameters and treatment goals;
- b. Failing to accurately identify the individuals involved in the delivery of each patient's care;
- c. Failing to accurately record the date of each treatment session and/or professional interaction; and/or
- d. Failing to maintain an individual and/or retrievable patient record for each patient, including by storing records related to one patient in the file for another patient and/or storing records for numerous patients together in unidentified folders.

Further information about these allegations is set out below:

5. It is alleged that the above conduct constitutes professional misconduct pursuant to Clause 51(1)(c) of the Health Professions Procedural Code, being Schedule 2 to the *Regulated Health Professions Act, 1991*, and as defined in one or more of the following paragraphs of section 1 of Ontario Regulation 388/08 made under the *Physiotherapy Act, 1991*:
 - a. Paragraph 1 (Failing to maintain the standards of practice of the profession, more particularly the Record Keeping Standard (effective November 1, 2017-August 1, 2025), Documentation Standard (effective August 1, 2025), the Fees, Billing and Accounts Standard (effective March 1, 2017-August 1, 2025), Funding, Fees and Billing Standard (effective August 1, 2025), Guideline – The Importance of Good Communication Skills for Physiotherapists (effective 2018-August 1, 2024), Communication Standard (effective August 1, 2024), Essential Competency Profile for Physiotherapists (2017), Code of Ethics (effective 2013-August 1, 2013) and/or Code of Ethical Conduct (effective August 1, 2024);
 - b. Paragraph 18 (Engaging in conduct or performing an act relevant to the practice of the profession that, having regard to all the circumstances, would reasonably be regarded by members as disgraceful, dishonourable or unprofessional);
 - c. Paragraph 26 (Failing to keep records in accordance with the standards of practice of the profession);
 - d. Paragraph 27 (Falsifying a record);
 - e. Paragraph 28 (Signing or issuing a document containing a statement that the member knows or ought to know contains a false or misleading statement);
 - f. Paragraph 32 (Submitting an account or charge for services that the member knows or ought to know is false or misleading); and/or

- g. Paragraph 33 (Failing to take reasonable steps to ensure that any accounts submitted in the member's name or billing number are fair and accurate).

The Tribunal will hold a hearing under sections 38 to 56 of the Code, the *Statutory Powers Procedure Act*, and the *Hearings in Tribunal Proceedings (Temporary Measures) Act, 2020*, on a date or dates to be set at a case management conference, to decide whether the registrant has committed an act or acts of professional misconduct and/or is incompetent.

The College will file this Notice with the Tribunal. The Tribunal will then set a date for the first case management conference and send it to the parties with more information about the Tribunal's process.

If the registrant or their representative does not attend the case management conference or the hearing, the Tribunal may proceed in the registrant's absence and the registrant is not entitled to any further notice in the proceeding.

If the Tribunal finds the registrant committed an act or acts of professional misconduct, it may make one or more of the following orders under subsections 51(2) of the Code.

- direct the Registrar to revoke the registrant's certificate of registration.
- direct the Registrar to suspend the registrant's certificate of registration for a specified period of time.
- direct the Registrar to impose specified terms, conditions and limitations on the registrant's certificate of registration for a specified or indefinite period of time.
- require the registrant to appear before the Tribunal to be reprimanded.
- require the registrant to pay a fine of not more than \$35,000 to the Minister of Finance.
- if the act of professional misconduct was the sexual abuse of a patient, require the registrant to reimburse the College for funding provided for that patient under the program and/or require the registrant to post security acceptable to the College to guarantee this payment.

The Tribunal may, under subsection 53.1 of the Code, require the registrant to pay all or part of the College's costs and expenses.

The Tribunal's website includes the Tribunal's Rules of Procedure, Practice Directions and guides to the process.

Date: June 24, 2026

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