



College of Massage Therapists of Ontario

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Discipline Hearing Summary

Lai Soo (Lizabeth) So (Richmond Hill, ON)

September 2 and November 5, 2020

Decision

On November 5, 2020, the Discipline Committee found that Ms. So committed acts of professional misconduct in that she:

1. failed to reply appropriately or within a reasonable time to a written inquiry made by the College that requested a response;
2. failed to cooperate with an authorized representative of the College conducting an inspection or examination of the registrant's office, records, equipment or practice;
3. contravened the *Massage Therapy Act, 1991*, the *Regulated Health Professions Act, 1991* (the "RHPA") or the regulations under either of those Acts, more particularly section 76(3.1) of the Health Professions Procedural Code, being Schedule 2 to the RHPA;
4. engaged in conduct or performed an act relevant to the practice of the profession that, having regard to all the circumstances, would reasonably be regarded by registrants as disgraceful, dishonourable or unprofessional;
5. verbally and physically abused an employee, agent, officer or other representative of the College; and
6. engaged in conduct that would reasonably be regarded by registrants as conduct unbecoming a Massage Therapist.

Penalty Order and Cost Award

The Discipline Committee's order included the following:

1. The Registrar is directed to revoke Ms. So's Certificate of Registration effective immediately.

2. Ms. So is required to pay to the College costs in the amount of \$13,000.00, within one (1) month of the date of this order.

The complete Decision and Reasons will be available online on the Canadian Legal Information Institute (CanLII) [website](#).