

## 2021 Renewal Frequently Asked Questions (FAQs)

**I receive an error message when I select yes to all three of the following questions with regards to my eligibility to practice. How do I proceed?**

- I have provided at least 500 hours of direct client care within the scope of practice of Massage Therapy within the previous three years, or I will have provided at least 500 hours of direct client case within the scope of practice of Massage Therapy by March 29, 2021 and I provided that care in a regulated jurisdiction where I was registered as a Massage Therapist at the time the care was provided OR
- I have successfully completed the CMTO refresher course within the last 15 months OR
- I have been registered with CMTO for less than two years

You should be answering YES to only one of the three questions with regards to eligibility to practice and then NO to the remaining two questions that do not apply.

**I recently completed the STRiVE Quality Assurance Program and/or the Infection Prevention and Control (IPAC) for Regulated Health Professionals, should I select YES to “I have successfully completed the CMTO refresher course within the last 15 months” with regards to my eligibility to practice?**

No. STRiVE is a Quality Assurance Program, required by all RMTs, to ensure they are in compliance with the Standards of Practice. The IPAC for Regulated Health Professionals is a webinar that focuses on infection prevention and control principles and was delivered in the context of COVID-19. Both are separate from CMTO’s Refresher Course. The CMTO Refresher Course would be required for registrants to demonstrate their eligibility to practice if they were unable to meet the requirement of practising 500-hours of direct client care in a regulated Canadian jurisdiction.

**How can I pay the fees? What method of payment does CMTO accept?**

CMTO accepts Visa, MasterCard, Interac Online (for TD Canada Trust and Royal Bank of Canada only), money order and bank draft. Personal cheques and email money transfers (e-transfers) are **not** acceptable methods of payment.

**I hold a General Certificate; can I pay both installments of \$392.50 at the same time?**

Yes. Once you have completed the online renewal form, you will be directed to pay the first installment of \$392.50. After that payment has been completed, you will receive a receipt of payment notice and can print your receipt. You can then pay the second installment by accessing the INVOICES tab at the top of your screen, where you will find your second installment invoice. If you do not see the INVOICES tab, your session has timed-out and you must log back into your CMTO profile.



**I was unable to work for part of 2020 due to the COVID-19 pandemic and I'm concerned about meeting the requirements of having 500 hours of direct client care within the scope of practice of Massage Therapy in a regulated jurisdiction in Canada within the last three years by December 31, 2020. What options are available to me?**

Due to the impact of COVID-19, the three-year timeframe for GC holders to provide a minimum of 500 hours of direct client care is being extended to March 29, 2021. The direct client care declaration question on the GC renewal form has been updated to incorporate this extension to the three-year timeframe.

**Will CMTO mail my 2021 renewal receipt for tax purposes?**

With the discontinuation of registrant photo ID cards, CMTO will no longer mail renewal receipts. You may download and print a copy of your receipt immediately after completing your renewal. You can also access a copy of your receipt by clicking on the RECEIPT tab at the top of your screen when you are logged into your CMTO profile.