



Guidelines for Requesting Paper-Based Communications

The College of Massage Therapists of Ontario (CMTO) Council passed updates to [By-Law No. 8 – The Register and Registrant Information](#) which came into effect on January 1, 2016. One of the requirements of the updated by-law is that registrants must provide the College with an e-mail address for the purposes of corresponding with the College.

Where extenuating circumstances prevent a registrant from communicating with the College by e-mail, the College may consider communicating with the registrant using paper-based communication. Requests to have paper-based communication with the College must be made in writing with documentation supporting the grounds for the request. A request will only be granted when a registrant is able to demonstrate that they are experiencing extraordinary extenuating circumstances.

What is an extenuating circumstance?

An extenuating circumstance is an event or situation that is outside the control of the registrant and is severe enough to account for a registrant's inability to correspond with CMTO by e-mail. Extenuating circumstances could include, but are not limited to, situations where a registrant experiences a sudden and/or unavoidable impact to their lives, such as:

- An illness or disability that makes it impossible to communicate by e-mail or to sit in front of a computer or laptop for long periods of time (Please submit medical documentation that establishes that this particular accommodation is necessary)
- Living in a remote area that does not have access to the internet and/or Wi-Fi connections

Submitting a request to have Paper-Based Communications with the CMTO:

- Requests must be made in writing using the attached [Paper-Based Communications Request Form](#)
- Extenuating circumstances must be documented and indicate how/why the circumstance has led to an inability to provide an e-mail address for the purposes of corresponding with CMTO
- The registrant must submit documentation related to the reason why they are requesting to have paper-based communications with CMTO

The [Paper-Based Communications Request Form](#) and supporting documentation can be submitted to:

Office of the Registrar
College of Massage Therapists of Ontario
1867 Yonge Street, Suite 810
Toronto, Ontario M4S 1Y5



Paper-Based Communications Request Form

Please carefully review the [Guidelines for Requesting Paper-Based Communication](#) before making your request.
Please include supporting documentation when submitting this form.

Personal Information

First Name	Last Name	Middle Initial
Preferred Salutation (e.g., Mr. Ms. Mrs. Miss)		Registration Number

Home Contact Information

Street Address	City/Town	Province
Postal Code	Home Phone #	Cell Phone #

Summary of the extenuating circumstances you feel justify requesting paper-based communications with the CMTO
(you may attach your explanation in a separate document)

Type of Supporting Documentation Included	Notes

Accuracy of Information	
I hereby certify that all statements I have made in all parts of this form are true and complete (Please note that submitting a document to CMTO that you know contains false or misleading information may result in disciplinary action by the College).	Yes <input type="checkbox"/> No <input type="checkbox"/>

Signature: _____

Date: _____