



College of  
Massage  
Therapists of  
Ontario

## College of Massage Therapists of Ontario

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### Discipline Hearing Summary

#### Adrianna Mazzella (Woodbridge, ON)

June 15, 2023

#### Decision

On June 15, 2023, the Discipline Committee found that Ms. Adrianna Mazzella engaged in professional misconduct after she admitted to:

1. contravening a Standard of Practice of the profession or a published Standard of the College, or failing to maintain the Standard of Practice of the profession, in particular, *Communication/Public Health Standard 14: Client Health Record*;
2. failing to keep records as required;
3. falsifying a record relating to her practice;
4. signing or issuing, in her professional capacity, a document that she knew contained a false or misleading statement;
5. contravening the *Massage Therapy Act, 1991* (the "Act"), the *Regulated Health Professions Act, 1991* or the regulations under either of those Acts, in particular section 8 of Ontario Regulation 544/94 under the Act (keeping a daily appointment record); and
6. 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 registrants as disgraceful, dishonourable or unprofessional.

Ms. Mazzella admitted to creating receipts for Massage Therapy treatments she did not provide. When a friend submitted claims for reimbursement to an insurer, Ms. Mazzella verified those claims even though she had not provided treatment. She also created false receipts to support those claims and those were then submitted to an insurer. Ms. Mazzella also failed to safeguard her stamp, which resulted in it being misused when a friend created false receipts and provided them to an insurer. She also failed to properly keep client records by failing to maintain a record of a treatment she provided as a gift, and by not recording the name and date of every client she treated.

## Penalty Order and Cost Award

The Discipline Committee's order included the following:

1. Ms. Mazzella is required to appear before a panel of the Discipline Committee following the hearing of this matter to be reprimanded, with the fact of the reprimand and the text of the reprimand to appear on the public register of the College.
2. The Registrar is directed to suspend Ms. Mazzella's Certificate of Registration for five months, starting on June 15, 2023.
3. The Registrar is directed to impose the following terms, conditions or limitations on Ms. Mazzella's Certificate of Registration, all of which are to be completed at Ms. Mazzella's own expense:
  - a) Ms. Mazzella must provide proof, acceptable to the Registrar, of successful completion of an individualized ethics course, pre-approved by the Registrar, relating to the inappropriate billing issues raised in this case, within eight months of June 15, 2023;
  - b) Successful completion of the College's Record-Keeping e-workshop, within eight months of June 15, 2023;
  - c) Successful completion of the College's Professionalism Workshop, within eight months of June 15, 2023;
  - d) Within two years of her return to practice, Ms. Mazzella must participate in up to two compliance audits conducted by a College-appointed auditor, with the cost of each audit not exceeding \$500.
4. The Registrant is required to pay the College costs in the amount of \$3,475, which can be made in 15 monthly installments in the amount of \$217 and the final instalment of \$220, with the first payment beginning one month from June 15, 2023.

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

## **Reprimand Delivered to Ms. Mazzella**

Ms. Mazzella, the panel would like to acknowledge your cooperation in arriving at a resolution in this matter, which assisted in the process and lessened the burden of time and resources upon the College and the profession. We also appreciate your presence here today.

Having said that, the panel finds that your conduct was totally unacceptable for a Registered Massage Therapist and a regulated health professional. You verified a treatment that you had not performed and created false receipts that were ultimately provided to an insurer. You were reckless in safeguarding your registration number and signature, which resulted in it being misused. You also failed to adequately maintain client records. This type of behaviour undermines the sanctity of these important documents and undermines the public's confidence in this profession.

Massage Therapists are expected to abide by Standards of Practice and ethical requirements. The panel would like to remind you that being a Registered Massage Therapist is a privilege and not a right. The suspension is an opportunity for you to refocus, learn, and recommit yourself to fulfilling these professional obligations. It is our expectation that you will have learned from this experience and that we will not see you before this Committee in the future.