



RMTs and Massage Therapy students: You are Invited to Attend Town Halls

You're invited to attend the College of Massage Therapists of Ontario (CMTO) and Registered Massage Therapists' Association of Ontario (RMTAO) joint Town Hall events across Ontario.

Between May 1 and May 16 CMTO and RMTAO will hold in-person Town Halls in different regions of Ontario. If you cannot attend this event in person, you will be able to catch up via video.

The Town Halls will provide opportunities for us to hear from RMTs across the province, and for RMTs to connect with Maureen Boon, CMTO Registrar & CEO, and Michael Feraday, RMTAO Executive Director & CEO.

During these events, Maureen Boon will be presenting an overview of regulatory changes impacting Massage Therapy practice. Michael Feraday will be speaking of some of the RMTAO's key advocacy initiatives over the past year including RMTAO's Pilot Project in West Toronto Community Health Services, issues with insurance and "Queen's Park Day".

All RMTs and Massage Therapy students in Ontario are welcome to attend these free events.

Interested? Please register to attend at the links below.

- [St. Catharines Town Hall](#) **May 1** (RSVP by April 24, 2024)
- [Guelph Town Hall](#) **May 2** (RSVP by April 25, 2024)
- [Peterborough Town Hall](#) **May 7** (RSVP by May 1, 2024)
- [Kingston Town Hall](#) **May 8** (RSVP by May 2, 2024)
- [Ottawa Town Hall](#) **May 9** (RSVP by May 3, 2024)
- [Thunder Bay Town Hall](#) **May 14** (RSVP by May 7, 2024)
- [Toronto Town Hall](#) **May 16** (RSVP by May 10, 2024)

Prevention of Sexual Abuse Symposium Follow-Up: Client Focused Poster and Summary Report

On November 10, 2023, CMTO held its first Prevention of Sexual Abuse Symposium. CMTO brought together health system partners (including RMTs, employers, client advocates, and other regulators) to share their perspectives on sexual abuse in Massage Therapy.

By leveraging data, and case studies, participants discussed how CMTO and other partners can collaboratively strengthen sexual abuse prevention efforts. CMTO is developing several actionable items that resulted from the discussions at the symposium, notably:

- A summary report outlining themes and potential actions from the symposium; and
- A client-focused poster for RMTs' practice settings that will help set client expectations and increase public awareness of CMTO.

[Please see the summary report on CMTO's website here.](#)

Check out CMTO's new poster below for tips about what you should expect from your Massage Therapy treatment and your rights. You can also [download](#) a copy of this poster on our website (we suggest printing the poster in size 18 x 24 inches).





We are happy to share these two items with you, and if you like to share any feedback on our poster, or the report, please reach out to CMTO with your thoughts and comments: feedback@cmtto.com.

If you have a question or concern about your Massage Therapy experience, please contact our Professional Conduct department at professionalconduct@cmtto.com. Our priority is to ensure all Massage Therapy clients receive safe and quality care in Ontario.



“Massage Matters”: CMTO’s New Publication for Massage Therapy Clients and Students

We are excited to announce the launch of **Massage Matters**, CMTO’s new publication dedicated to informing the public, clients and students of the latest developments in Massage Therapy regulation.

[Read the first edition of **Massage Matters** on CMTO’s website.](#)

The new publication will be sent via email quarterly for those who subscribe through [our homepage](#), and posted to CMTO’s website. Here are some topics that we’ll be covering in **Massage Matters**:

- **CMTO’s public protection mandate.** Ever wonder how CMTO works to protect the public interest and ensure the safety of Massage Therapy care? **Massage Matters** will answer these questions, and keep Ontarians informed of CMTO’s mission, responsibilities and new initiatives.
- **Insights for Massage Therapy students and graduates.** We will be sharing tips, guidance and resources for those who are on the cusp of graduating and beginning their career journey in Massage Therapy.
- **Updates on regulatory changes.** The landscape of Massage Therapy is evolving quickly. Our new publication will provide timely updates on new regulations, policies and guidelines impacting the profession.

Please spread the word to your clients about **Massage Matters**. If you would like to share your feedback about our new publication, please send us your comments to communications@cmto.com.

RMTs: Thank You for Completing Your Practice Profile

The 2024 STRiVE Practice Profile launched on March 1 and closed on March 31 with a 95.3% completion rate. Thank you to all the RMTs who completed their Self-Inventory of Risks and Supports to Competence and the Standards of Practice Quiz (SOPQ) as part of STRiVE, the Quality Assurance Program.

The select Standards of Practice for the 2024 Practice Profile were:

- [Standard of Practice: Consent](#) | [Standard Spotlight](#)
- [Standard of Practice: Fees and Billing](#) | [Standard Spotlight](#)
- [Standard of Practice: Conflict of Interest](#) | [Standard Spotlight](#)
- [Standard of Practice: Collaboration and Professional Relationships](#) | [Standard Spotlight](#)

Have a question?

If you are a new registrant, recently returned to practice, or did not partake in the 2024 Practice Profile for other reasons, you can still access the select 2024 Standards of Practice to update or refresh your knowledge. You can also read more about [Practice Profile](#) to learn what to expect in the future.

Feel free to reach out to us at professionalpractice@cmto.com for questions. A member of our team will be happy to help.



EDI Survey Coming Soon!

Equity, diversity and inclusion (EDI) form one of the four pillars of [CMTO's Strategic Plan](#).

CMTO is committed to embedding EDI into our programs and processes, and reporting out on our progress.

Later this year, registrants will be asked to complete an anonymous, voluntary survey that will provide CMTO with a better picture of the RMTs who make up the Massage Therapy profession in Ontario. More information about the survey and how the information will be used is coming in the next issue of *Touchpoint*.

In the meantime, if you would like to offer your perspective related to EDI and Massage Therapy, please email us at communications@cmto.com to share your comments.

Conduct Corner: Case Study

CMTO's Inquiries, Complaints and Reports Committee (ICRC) is the screening committee for investigations of complaints and reports about Massage Therapy care. The ICRC can refer a matter to the Discipline Committee, order a corrective measure or take no action. The following is a case study demonstrating how the ICRC addressed a complaint at CMTO.

CMTO received a report raising concerns about a Massage Therapist's billing and record-keeping practices. In response, CMTO's ICRC appointed an investigator to look into this case.

Case Study Summary

During a visit to the Massage Therapist's clinic, the investigator found pre-signed receipts in an unlocked cabinet near the reception desk. The Massage Therapist said she was busy in between treating clients and pre-signing receipts allowed reception staff to issue receipts to clients.

Upon further review of the Massage Therapist's record keeping practices, several concerns were identified:

- The Massage Therapist kept client records in an unlocked, unattended filing cabinet.
- The Massage Therapist didn't have appointment records. The clinic owner's practice was to discard appointment records after payment was received.
- Health history forms were blank or incomplete and the Massage Therapist acknowledged not always reviewing these forms.
- Treatment notes lacked detail and would sometimes only refer to 'upper body' or 'lower body'.
- Most client records did not contain a treatment plan. The Massage Therapist didn't think clients followed these plans often enough to make it worthwhile to complete them.
- Consent was not always documented in the health record.

ICRC's Perspective: Decision Process and Outcome

The ICRC reviewed the investigation report and identified several areas of concern that called for remediation:

- Pre-signing and leaving receipts at reception leaves a Massage Therapist's information open to misuse. A Massage Therapist must take steps to protect their registration information from misuse.
- The Massage Therapist must store their health records in a secure space, such as a filing cabinet that is always monitored or locked to protect client privacy and confidentiality.
- The Massage Therapist must keep appointment records, as set out in sections 8 and 11 of *Ontario Regulation 544/94* under the *Massage Therapy Act, 1991*.
- The Massage Therapist must collect and review health history information from clients to provide client-centred care, and to accurately assess the risks and benefits to treatment.
- Treatment notes that only reference treating the upper or lower body are inadequate and must include particulars (i.e., what muscles were treated).
- The Massage Therapist must create a treatment plan for each client and include a copy of any/all treatment plans in the client health record.
- The Massage Therapist must obtain consent before every treatment, assessment, reassessment, and if there is a change in the treatment plan. Consent must be documented within 24 hours of the assessment/treatment.

The ICRC ordered the Massage Therapist to complete courses in ethics, professionalism and record-keeping, followed by a CMTO practice inspection, to ensure the Massage Therapist adheres to CMTO's Standards of Practice and the *Massage Therapy Act* regulations in the future.

CMTO Submits 2023 CPMF Report

At the end of March, CMTO submitted its 2023 College Performance Measurement Framework (CPMF) report to the Ontario Ministry of Health.

[Read our 2023 CPMF Report.](#)

What is the CPMF?

“How well are Ontario’s regulatory health colleges protecting the public interest?”

This is the question Ontario’s Ministry of Health asked health regulators to answer when it developed the CPMF.

CPMF is an annual mandatory requirement for all health regulators in Ontario, providing a yearly update on:

- Key Performance Indicators;
- Initiatives; and
- Achievements.

The tool was developed by the Ministry, together with Ontario’s health regulatory colleges, subject matter experts and the public.