

Discipline Summary

Rolando Arango (Toronto, ON)

July 9, 2024

Decision

On July 9, 2024, the Discipline Committee found that Mr. Arango committed acts of professional misconduct in that he:

1. sexually abused a client;
2. contravened a Standard of Practice of the profession or a published Standard of the College, or failed to maintain the Standard of Practice of the profession, in particular, *Communication/Public Health Standard 7: Consent* and/or the Standard for *Maintaining Professional Boundaries and Preventing Sexual Abuse*;
3. physically abused a client;
4. failed to keep records as required; and
5. 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.

The Discipline Committee found that Mr. Arango intentionally touched a client's vagina during a Massage Therapy appointment in 2020. He also treated the client's gluteal area without her prior written informed consent, which is required for treatment of sensitive areas. In addition, Mr. Arango failed to keep any records for multiple clients, which is a basic professional obligation essential to protecting the public.

Penalty and Costs Award

The Discipline Committee's order included the following:

1. Mr. Arango must appear before a panel of the Discipline Committee immediately 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 immediately revoke Mr. Arango's Certificate of Registration;

3. Mr. Arango must reimburse the College for funding that has been and that may in the future be provided to the client under the program established under section 85.7 the Code, up to the maximum amount allowable of \$17,940;
4. Mr. Arango must post security of \$8,000 to guarantee the payment of any amounts he may be required to reimburse the College under paragraph 3 above, which can be paid in 23 monthly payments of \$334 and a final payment of \$318, with the first payment due 30 days from the date of the Discipline Committee's order. Any amount of security provided by Mr. Arango that has not been used by October 25, 2027 will be returned to him; and
5. Mr. Arango must pay the College costs in the amount of \$5,852, which can be paid in 23 monthly payments of \$244 and a final payment of \$240, with the first monthly payment due 60 days from the date of the Discipline Committee's order.

The complete decision and reasons is available on [the Canadian Legal Information Institute \(CanLII\) website.](#)

Reprimand Delivered to Mr. Arango

The following reprimand was delivered by a panel of the Discipline Committee:

Mr. Arango, there is an expectation of professionalism and ethical behaviour at [all] times by those of us granted the privilege of practising Massage Therapy in Ontario. As a Massage Therapist, we are in a unique position of authority and trust and are responsible for helping clients, often when they are most vulnerable. You took advantage of your authority in this most egregious way by sexually abusing the complainant.

Your actions undermine the public's confidence in the profession. The College of Massage Therapists of Ontario has a zero-tolerance policy for sexual abuse of clients, which is derived from the *Regulated Health Professions Act, 1991* and is reflected in the mandatory revocation and reprimand that was ordered in this case.

To be a Registered Massage Therapist is a privilege and not a right, and your behaviour is disgraceful, dishonourable, and unprofessional. You displayed unacceptable behaviour and a total lack of professional judgment. This panel would not have been satisfied with any other outcome other than revocation of your [certificate] of registration.