



College of  
Massage  
Therapists of  
Ontario

# Touch Point

The main title "TouchPoint" is rendered in a large, bold, blue sans-serif font. The word "Touch" is in a darker blue, while "Point" is in a lighter, cyan blue. A circular icon is placed between the two words, containing a white stylized figure of a person with arms raised, set against a light blue background.

October 2024



## 2025 Renewal is Now Open

CMTO's 2025 annual registration renewal opened on **October 1, 2024**. All Registered Massage Therapists/Massage Therapists (RMTs/MTs) must renew their registration using the [Registrant Portal](#) by **November 1, 2024**, to avoid any late fees.

### What are the fees for 2025?

CMTO's Board has determined that there will be **no fee increase for 2025**.

The 2025 renewal fees are:

- General Certificate – \$915.00
- Inactive Certificate – \$457.50

### Methods of Payment

You can make renewal payments in the following ways:

- Credit Card (Visa, Mastercard)
- Debit Visa or Debit Mastercard (select "Credit Card" from the dropdown menu)
- Money Order
- Bank Draft

CMTO does not accept American Express, personal cheques, or electronic transfers.

### Deadline and Late Fee

The completed renewal form and payment must be received by **11:59 p.m. on November 1, 2024**. Renewal forms received after November 1 are subject to a late fee of \$100.

### Professional Liability Insurance Process

RMTs/MTs holding a General Certificate of Registration are required to hold professional liability insurance as specified under CMTO's [By-Law No.10](#).

During renewal, CMTO will ask General Certificate holders to confirm their compliance with this requirement, but they are no longer required to update their profile with their insurance information. In early 2025, CMTO will randomly select three percent of General Certificate holders to submit a copy of their Certificate of Insurance.

### New Registration Regulation Updates

On July 1, 2024, the Ontario government introduced updates to the Registration Regulation under the [Massage Therapy Act, 1991](#). Specifically, it changed the practice hours



requirement for maintaining a General Certificate of Registration for RMTs/MTs. Registrants must spend at least 500 hours **practising the profession** in the past three years, replacing the old requirement for **direct client care** hours. More details are available in the [Practice Hours Requirement policy](#).

RMTs/MTs with a General Certificate are no longer required to maintain a practice location in Ontario. However, if they do have a practice location in Ontario, they must provide this information to CMTO.

If you have any questions, please contact [registrationservices@cmta.com](mailto:registrationservices@cmta.com).

## Be the Best You Can Be is Open until October 31

**Be the Best You Can Be**, Part 1 of STRiVE – the Quality Assurance Program, is open. All Registered Massage Therapists/Massage Therapists (RMTs/MTs) with a General Certificate of Registration must complete it before **October 31, 2024**.

RMTs/MTs who hold an Inactive Certificate of Registration do not have to complete this part of STRiVE, but they can choose to do so.

### Using the STRiVE platform

Be the Best You Can Be is available on the [STRiVE platform](#). Once RMTs/MTs log in, they will see a new landing page with a button called “Be the Best You Can Be.”

Part 1 will take approximately one to two hours to complete. You will have the option to save your progress, exit and return later.

### Setting RMTs/MTs up for success

Be the Best You Can Be highlights the Standards of Practice and Regulations that will be the focus of next year’s Practice Profile and helps prepare RMTs/MTs for success. They are:

- [Guide to Advertising Requirements](#) / [Regulation Spotlight: Advertising](#)
- [Standard of Practice: Communication](#) / [Standard Spotlight: Communication](#)
- [Standard of Practice: Draping and Physical Privacy](#) / [Standard Spotlight: Draping and Physical Privacy](#)
- [Standard of Practice: Client-centred Care](#) / [Standard Spotlight: Client-centred Care](#)

For questions about STRiVE, please reach out to us at [professionalpractice@cmto.com](mailto:professionalpractice@cmto.com).

## Headphone Use During Massage Therapy Appointments

CMTO has received several questions about Registered Massage Therapists/Massage Therapists (RMTs/MTs) using headphones or earbuds while providing Massage Therapy care to clients. RMTs/MTs must refrain from using headphones or earbuds to listen to audible content or engage in phone conversations while conducting Massage Therapy.

CMTO's Standards on [Consent](#) and [Client-Centred Care](#) state that all RMTs/MTs must provide care that revolves around the best interests and unique needs, views, and preferences of each client. This means that RMTs/MTs must actively:

- **Develop** a treatment plan for each client based on the assessment and the client's goals for treatment.
- **Monitor** the client throughout assessment and treatment for new cues and requests.
- When appropriate, RMTs/MTs should **reverify consent** and/or **modify treatment**.

RMTs/MTs must remain fully present and attentive to the client's requests throughout the appointment and ensure they treat each client with [dignity and respect](#). Using headphones or earbuds during treatment is unprofessional and may distract an RMT/MT from meeting their client's needs.

If an RMT/MT requires headphones/earbuds or has other accessibility needs for hearing assistance during treatment, they should inform the client before starting the session. This will help avoid any misconceptions about the Massage Therapist's use of these devices during an appointment.

If you have questions about this topic, please contact CMTO's Practice Specialist at [practicespecialist@cmto.com](mailto:practicespecialist@cmto.com).



## Conduct Corner: Case Study on Navigating Professional Boundaries and Collecting Health History Information

The following is a case study demonstrating how the Inquiries, Complaints and Reports Committee (ICRC) addressed a client's complaint about comments made by their Registered Massage Therapist/Massage Therapist (RMT/MT) during treatment.

### Case Study Summary

During a Massage Therapy appointment, a client found the intake process to be invasive. While seeking treatment for back pain, she was asked unnecessary questions about her health history. During the intake process, she disclosed that she has been diagnosed with infertility and takes birth control pills. The RMT/MT inquired about her menstrual cycles and questioned why she was taking birth control pills if she couldn't bear children. The RMT/MT said that some people diagnosed as infertile may still be able to become pregnant in the future.

During treatment, the RMT/MT noted that having large breasts may present cancer risks and discussed breast massage. He also discussed exercises that could reduce the risk of cancer and mentioned the cancer risk of moles. The client felt uncomfortable during the conversation, especially since she was undressed.

CMTO investigated and interviewed the RMT/MT, who:

- Said he tries to make his intake process as thorough as possible to avoid contraindications.
- Admitted he should not have asked about the client's use of birth control. He stated that the conversation was becoming awkward, so he made the comment regarding infertility.
- Acknowledged he should probably not have discussed exercises to prevent cancer but reiterated that the exercises he suggested would stimulate lymph flow.
- Stated that the scope of Massage Therapy includes anything that is a health risk that the RMT/MT can offer advice on.

### ICRC's Perspective:

The ICRC reviewed the complaint and determined the RMT/MT required remediation for the following reasons:

- Prior to treatment, the RMT/MT asked questions that were inappropriate, insensitive, and overly personal.

- The comment that some infertile people do bear children was an insensitive remark that showed a lack of respect for what infertility might mean to a client.
- The discussion around cancer risk was outside of the RMT's/MT's scope of practice. Further, there was no clinical indication for the client to undergo a breast massage.
- The RMT/MT should have referred the client to a general physician or dermatologist if he believed there was a medical concern with the client's moles or other potential cancer risks.

The ICRC provided an oral caution and ordered the RMT/MT to obtain ethics mentoring on staying within the scope of Massage Therapy, maintaining appropriate communication, and professional boundaries.

## Discipline Decisions

When CMTO receives complaints, the Inquiries, Complaints and Reports Committee can refer serious allegations (e.g., sexual abuse or other professional misconduct) to the Discipline Committee. These decisions are available to the public.

To improve understanding of the Discipline Committee's process and decision-making, Discipline Committee decisions will be shared in **TouchPoint** going forward.

CMTO's Discipline Committee issued the following recent decisions:

**Yu Liu (August 2024)** [Read the full decision on CanLii.](#)

- Engaged in professional misconduct including sexual and physical abuse of a client.

**Devinder Gullia (April 2024)** [Read the full decision on CanLii.](#)

- Engaged in professional misconduct including sexual and physical abuse of a client.

**Rolando Arango (July 2024)** [Read the full decision on CanLii.](#)

- Engaged in professional misconduct including sexual and physical abuse of a client, and failed to keep records as required.

**Ian Casiple (June 2024)** [Read the full decision on CanLii.](#)

- Failed to complete mandatory STRiVE requirements despite being given multiple extensions.

**Ramiz Peygumbari (June 2024)** [Read the full decision on CanLii.](#)

- Engaged in professional misconduct, including sexual and physical abuse of a client, and failed to keep records as required.

Summaries of these and other decisions are available on [CMTO's website](#).



## Board Highlights

CMTO's Board met on [September 24, 2024](#). Highlights from the meeting are below.

The Board approved:

- 2024 second-quarter **Financial Report** and **Committee Reports**;
  - CMTO's annual **Workplan, Key Performance Indicators report**, and **Organizational Risk Register**;
  - 2025 **Certification Examination Content Outlines** that will come into effect on January 1, 2025.
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- The Board also approved the new **Practice Hours Requirement Policy** that replaces direct client care with practising the profession. The new policy will make it easier for Registered Massage Therapists/Massage Therapists (RMTs/MTs) who are educators, tutors, assessors, and emergency class supervisors to maintain their General Certificate of Registration.
  - An overview of the progress made on the Health Professions Discipline Tribunals (HPDT) Pilot, as well as updates and next steps, was presented to the Board.
  - CMTO has long supported and provided funding to the Canadian Massage Therapy Council for Accreditation (CMTCA). During this meeting, the Board renewed its annual commitment to CMTCA to support continuous quality improvement and best practices in Massage Therapy education through accreditation.