



College of
Massage
Therapists of
Ontario

Touch Point

February 2025





You're Invited to Attend CMTO and RMTAO Town Halls

You're invited to join the College of Massage Therapists of Ontario (CMTO) and the Registered Massage Therapists' Association of Ontario (RMTAO) for our joint Town Halls across Ontario! Town Halls will be taking place across the province between April 29 and May 22, 2025. Don't miss this chance to connect, learn, and engage with two of the profession's leading voices:

- **Maureen Boon**, CMTO's Registrar & CEO, will share insights on recent regulatory changes shaping Massage Therapy practice and education, plus discuss CMTO's 2025 priorities.
- **Michael Feraday**, RMTAO's Executive Director & CEO, will highlight RMTAO's key achievements from the past year and outline their advocacy initiatives.

These events are free and open to registrants, Massage Therapy students, and anyone with an interest in the profession. Whether you're looking to stay informed, network, or contribute to the future of Massage Therapy in Ontario, this is your opportunity to be part of the conversation!

Secure your spot today by registering below:

- [Sudbury Town Hall](#): **April 29** (RSVP by April 22)
- [Toronto Town Hall](#): **May 2** (RSVP by April 25)
- [London Town Hall](#): **May 6** (RSVP by April 29)
- [Windsor Town Hall](#): **May 9** (RSVP by May 2)
- [Hamilton Town Hall](#): **May 13** (RSVP by May 6)
- [Ottawa Town Hall](#): **May 22** (RSVP by May 15)

Practice Profile Opens March 1, 2025

The **Practice Profile**, Part 2 component of [STRiVE's Risk-Based Assessment](#), will launch on **March 1, 2025**.

Registered Massage Therapists/Massage Therapists (RMTs/MTs) who hold a General Certificate of Registration must complete CMTO's Practice Profile by March 31, 2025. RMTs/MTs who hold an Inactive Certificate of Registration are not required to complete Practice Profile but can do so if they choose.

Keep an eye out for the latest updates from CMTO about the upcoming Practice Profile requirement.

What can I expect?

Practice Profile will be available via the STRiVE platform. Once you log in to your [Registrant Profile](#), select **STRiVE** from the menu options, then click the **Practice Profile** button to begin.

It will take about one hour to complete, and you will have the option to save your progress, should you need to exit and return to it later.

Practice Profile has two sections:

Section 1: Self-Inventory of Risks and Supports

In this section, RMTs/MTs answer questions about their risks and supports to competence. Upon its completion, RMTs/MTs receive a personalized feedback report to help them be mindful of their potential risks and available supports to their practice. RMTs/MTs are required to respond as honestly as possible to receive the most valuable and personalized feedback. Responses remain confidential and are for personal use only.

Section 2: Standards of Practice Quiz

In this section, RMTs/MTs answer case scenario questions about the select Standards of Practice and Regulations. Once submitted, RMTs/MTs receive a score on their performance, including answers and explanations to the quiz questions.

How should I prepare?

RMTs/MTs can prepare for success by reviewing the 2025 select Standards of Practice and Regulations and their associated 'Spotlights':

- [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 more helpful information, please access the 2024 E-Learning Module from Part 1: Be the Best You Can Be through the [STRiVE Portal](#).

If you have questions about STRiVE, contact us at professionalpractice@cmto.com.

Popular Practice Advice Questions in 2024

In 2024, the Scope of Practice of Massage Therapy was a popular theme in practice advice inquiries. Massage Therapy's Scope of Practice as defined in the *Massage Therapy Act, 1991*, provides the range of activities an RMT/MT is authorized to perform:

"The assessment of the soft tissue and joints of the body and the treatment and prevention of physical dysfunction and pain of the soft tissue and joints by manipulation to develop, maintain, rehabilitate or augment physical function, or relieve pain."

It guides treatment planning decisions and informs clients' expectations for treatment. Understanding how to ensure Massage Therapy care fits into the Scope is an important part of fulfilling expectations in the [Standards of Practice](#).

Here are some examples of the more popular questions and answers about Scope of Practice from Registered Massage Therapists/Massage Therapists (RMTs/MTs):

How can I figure out if a new modality/technique or tool is within the Scope of Practice for Massage Therapy?

The use of a modality/technique, or tool, is within the Scope of Practice for Massage Therapy if it does not include a [controlled act](#), and if it is used to treat physical function and pain in soft tissues and joints of the body. It must also be used in a way that meets the requirements set out in CMTO's Standards of Practice.

It may help to refer to CMTO's Guide to [Modalities, Techniques and Treatment Planning](#). The guide's second page has a step-by-step process to help you make decisions about whether to include a modality, technique, or tool into your Massage Therapy care.

Can I use a needling technique in my Massage Therapy treatments?

Acupuncture is the **only** needling technique RMTs/MTs can perform, and only when authorized by CMTO. Other techniques, such as dry needling, are not within the Scope of Practice for Massage Therapy. Inserting needles into the skin is controlled act under the *Regulated Health Professions Act, 1991*, and RMTs/MTs are prohibited from performing controlled acts, except for acupuncture. For a definition of acupuncture please refer to [CMTO's Standards of Practice Glossary](#).



How do I prepare receipts when a new modality/technique or tool is included into Massage Therapy treatments?

When you use a new modality/technique or tool that is within the Scope of Practice, it can be described as “Massage Therapy treatment” on the receipt. If you receive a request for a more detailed receipt, you can itemize the description of specific treatment, as well. You may also refer to the expectations for preparing receipts in the [Standard of Practice: Fees and Billing](#).

If you have further questions, please contact the Practice Specialist at practicespecialist@cmto.com or by phone at 1-416-489-2626/1-800-465-1933 (press 5).

Conduct Corner: Case Study

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

Case Study Summary

The RMT/MT told the client to undress to their comfort level, suggesting that “underwear is probably the best.” The client felt uncomfortable because the draping was so thin that her underwear could be seen through it. The RMT/MT's website stated he provided Swedish massage and used oil, but when the client arrived for treatment, the RMT/MT said they only perform Shiatsu massage, without oil. During the session, the client felt uncomfortable because registrant did not adequately explain the Shiatsu techniques being used. Additionally, the RMT/MT began treating the client's abdomen without discussing this part of the treatment until moments before starting it. The client complained about the registrant's conduct and care to CMTO, specifically concerns regarding their communications, draping practices, and failure to obtain informed consent.

In responding to the complaint, the RMT/MT:

- Did not offer an additional sheet because it was warm in the room. He felt that clients would normally raise concerns about draping if they had them.
- Stated they obtained verbal consent to treatment of the hips and gluteal muscles but acknowledged they did not discuss abdomen treatment until the end of the massage, just before beginning that part of the treatment.
- Asked the client: “In my general massage, I work over the hips and glutes. Is that okay?”, but did not obtain written consent to treat the client's gluteal muscles.
- Said that if the client had concerns with the treatment provided, they should have expressed those concerns to the RMT/MT.

ICRC's Perspective: Decision Process and Outcome

The ICRC reviewed the complaint and determined that the RMT/MT required remediation because they did not provide client-centred care. The ICRC's written decision noted:

- An RMT/MT should be careful not to advise clients that “underwear is probably best.” It is important to provide client-centred care, which means that an RMT/MT should outline the options for draping and clothing and ensure it is clear that the level of undress is the client's choice.
- At all times, an RMT/MT should ensure that “the client is effectively covered by clothing and/or draping for their comfort and safety.” A client should not have to ask for a sheet that provides an adequate visual barrier, this should be the default.
- There must always be a clinical indication to treat a client's abdomen.

- An RMT/MT must obtain written consent to assess and treat sensitive areas, which includes the gluteal muscles.
- To provide client-centred care, an RMT/MT must consider, among other things, a client's goals when creating a treatment plan and in the consent discussion. Clients can be unclear on what to expect, so an RMT/MT must communicate clearly prior to treatment, check-in during treatment, and observe clients for non-verbal cues of discomfort.

The ICRC ordered the RMT/MT to review relevant Standards of Practice and write a reflective paper to CMTO outlining how they will have consent discussions in the future.



Annual Privacy Breach Statistics Reporting for Health Information Custodians

Under the *Personal Health Information Protection Act* (PHIPA), Health Information Custodians (HICs) must annually report health information privacy breach statistics to the Information and Privacy Commissioner of Ontario (IPC).

The IPC is an independent officer of the Legislative Assembly of Ontario. CMTO is providing this information on their behalf. If you have any questions about reporting or whether this requirement applies to you, please contact the IPC directly at statistics@ipc.on.ca or 416-326-3333.

For 2024, **HICs who experienced a privacy breach** must submit their report online via the [IPC's statistics submission website](#) by **March 1, 2025**. Reports are **not accepted** by fax, mail, or email. All breaches must be reported, regardless of whether the IPC was notified at the time they occurred. **HICs in private practice with no breaches in 2024 are exempt from reporting.**

If you do not have an account and it's your first time submitting an annual report to the IPC, you can [register here](#) to set up an account and get a login id and a password.

Discipline Decisions

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

Since the last edition of [TouchPoint](#), CMTO's Discipline Committee issued the following decisions:

- **Warren Biller (January 2025)** [Read the full decision on CanLii.](#)
Engaged in professional misconduct by failing to complete a mandatory component of the College's Quality Assurance program (STRiVE) in 2022 and being unresponsive to communications from College staff while his STRiVE requirements were outstanding.
- **Wioletta Janik (December 2024)** [Read the full decision on CanLii.](#)
Engaged in professional misconduct by failing to comply with a decision of the ICRC and failing to complete a specified continuing education or remediation program.
- **Harman Chahal (January 2025)** [Read the full decision on CanLii.](#)
Engaged in professional misconduct by violating CMTO's Standards of Practice and failing to obtain informed consent and properly drape a client during Massage Therapy treatment.
- **Devinder Gullia (January 2025)** [Read the full decision on CanLii.](#)
Engaged in professional misconduct by sexually and physically abusing a client by inappropriately touching them during Massage Therapy appointments.
- **Zdenko Vranic (January 2025)** [Read the full decision on CanLii.](#)
Engaged in professional misconduct by failing to retain the client's health record for at least 10 years after the client's last visit.
- **Dominic Carrasco (November 2024)** [Read the full decision on CanLii.](#)
Engaged in professional misconduct by sexually abusing a client by reaching under the draping and touching the client's sensitive areas during a Massage Therapy appointment.
- **Peter Witz (November 2024)** [Read the full decision on CanLii.](#)
Engaged in professional misconduct by sexually abusing a client by touching her in a sexual manner and making remarks of a sexual nature during Massage Therapy treatment.
- **Ujjwal Jain (November 2024)** [Read the full decision on CanLii.](#)
Engaged in professional misconduct by sexually abusing a client.