



College of
Massage
Therapists of
Ontario

Massage Matters

The icon for "Massage Matters" consists of three stylized human figures in blue, arranged in a semi-circle. The figure on the left is holding the hand of the figure on the right, and the figure in the middle is positioned between them, symbolizing care and support.

June 2025

New Standard of Practice for Collecting Personal Health Information (PHI) from Clients – Effective November 1, 2025

The Standard of Practice: Collecting Personal Health Information (PHI) from Clients ensures Registered Massage Therapists/Massage Therapists (RMTs/MTs) only collect PHI necessary to provide safe, effective Massage Therapy care. Massage Therapy is a clinical treatment, and this standard protects and empowers you by requiring RMTs/MTs to only ask questions that are relevant to Massage Therapy care, provide reasons for questions asked, and to not ask questions that may discriminate against you. An RMT/MT needs to understand your health to treat you safely, so they will ask questions before starting treatment and may request updates during future visits.

When visiting an RMT/MT, here is what you can expect:

What an RMT/MT Will Ask:

- **Basic Details:** Name, age, contact details, emergency contact, allergies, and physician/referring practitioner (if applicable);
- **Care Needs:** Language preferences, mobility needs, and reason(s) for seeking care; and
- **Health Updates:** Changes to any health or treatment history since your last visit.

What an RMT/MT Will Not Ask:

- **Unnecessary Personal Details:** Personal life and relationships; or Health conditions that do not affect Massage Therapy treatment.

What an RMT/MT May Ask if it's Relevant to Your Treatment:

- **Pain or Injuries:** Recent strains, sensitive areas, or discomfort;
- **Medications:** Blood thinners, pain relievers, or substances affecting sensation; and
- **Other PHI:** Pregnancy, aging, or conditions impacting safe treatments (e.g., heart conditions).

This is not a complete list - an RMT/MT will only ask you to share what is needed to provide care safely.

An RMT/MT will:

- **Clearly Explain:** the reasons why an RMT/MT needs different types of information and answer your questions;
- **Tailor their Approach:** Use sensitive, nonjudgmental approaches to collecting information and offer multiple options for collecting information when needed (verbal, written or electronic); and



- **Respect Your Choices:** including your right to not share certain types of information that are uncomfortable and explain options for safe treatment using information you are willing to share.

Open communication works best when sharing personal health information with your RMT/MT.

Highlights from the 2025 CMTO and RMTAO Town Halls

In April and May, the College of Massage Therapists of Ontario (CMTO) and the Registered Massage Therapists' Association of Ontario (RMTAO) hosted free, in-person Town Halls across Ontario. Maureen Boon, CMTO's Registrar and CEO, presented CMTO's work protecting the public interest in the Massage Therapy profession, and answered questions from attendees. If you didn't get a chance to attend, here are the top highlights:

1. The difference between the College of Massage Therapists of Ontario (CMTO) and the Registered Massage Therapists' Association of Ontario (RMTAO)

CMTO is the regulatory body that oversees Registered Massage Therapists (RMTs/MTs) working in the province. It is a requirement to register with us to practise as an RMT/MT in Ontario, whereas membership into the [Registered Massage Therapists' Association of Ontario \(RMTAO\)](#) is optional.

CMTO receives its authority from the [Regulated Health Professions Act, 1991](#) and the [Massage Therapy Act, 1991](#) and exists to protect the public by:

- setting the [requirements for becoming an RMT/MT](#);
- developing and enforcing [rules and guidelines](#) for RMTs'/MTs' practice and conduct;
- running a [Quality Assurance Program](#) to ensure RMTs/MTs keep their knowledge and skills up to date;
- maintaining a public register of all RMTs/MTs in Ontario; and,
- receiving and investigating concerns and [complaints](#) about Massage Therapy care, taking disciplinary action when necessary.

2. There are over 16,000 RMTs/MTs practising in Ontario

In Ontario there are 16,186 RMTs/MTs practising Massage Therapy. This number continues to grow year-over-year.

The top three places you can find RMTs/MTs are in clinics (50%), in solo practices (27%) and at spas (9%).

3. RMTs/MTs engage in continued learning through STRiVE – CMTO's Quality Assurance program

Every year RMTs/MTs must complete CMTO's Quality Assurance program called STRiVE. STRiVE is a professional development program for continued learning that ensures RMTs'/MTs' skills and knowledge stay up to date. When you visit an RMT/MT, you are



receiving care from a regulated healthcare professional who is committed to continued self-improvement to provide you with safe and effective care.

4. RMT/MT practice is based on a defined scope of practice defined by legislation

Referred to as the Scope of Practice, RMTs/MTs help relieve pain by treating the soft tissue and joints in the body with hands-on massage that aids in the rehabilitation of the body for better movement. RMTs/MTs can only provide services that align within their scope of practice as documented in the [Massage Therapy Act, 1991](#).

About Registered Massage Therapists/Massage Therapists (RMTs/MTs)

Did you know, under the [Massage Therapy Act, 1991](#), only individuals who are registered with CMTO are permitted to:

- Use the protected title of “Registered Massage Therapist” or “Massage Therapist” (the two terms are equivalent);
- Use any variation of these two titles or abbreviations, including but not limited to “RMT” and “MT;” and/or
- Provide “Massage Therapy.”

RMTs/MTs are health professionals who assess and treat physical dysfunction and pain of the soft tissue and joints of the body, mostly by hands-on manipulation. It is a clinical treatment. When you see an RMT/MT, they will conduct an assessment that includes asking for your personal health information relevant to providing a tailored treatment plan for your needs. Once the assessment is completed, the RMT/MT may provide treatments such as orthopedic and neurological testing, soft tissue manipulation, hydrotherapy, remedial exercise programs, client education programs, and acupuncture.

The top three places you can find RMTs/MTs are in clinics (50%), in solo practices (27%) and at spas (9%).

If you have questions about your Massage Therapy care, we encourage you to talk to your RMT/MT or you can email CMTO’s Practice Specialists at practicespecialist@cmto.com. If you have a concern or wish to file a complaint, please email professionalconduct@cmto.com.



Looking for a Massage Therapist? Make sure to Look Before You Book!

Want to book a Massage Therapy appointment, but not sure where to start? CMTO is here to help!

CMTO maintains a free and always up-to-date public register of Registered Massage Therapists/Massage Therapists (RMTs/MTs) called '[Find an RMT](#)'. You can use '**Find an RMT**' to find any RMT/MT practising in Ontario and verify the following details about them:

- Contact information
- Practice location(s)
- Registration details
- Languages spoken
- Conduct history

By checking the public register before you book an appointment, you can ensure you're seeing a qualified and regulated healthcare professional who adheres to high Standards of Practice, follows a Code of Ethics, and is accountable to a regulatory body.

So, before your next appointment, be sure to Look Before You Book! Visit www.cmtto.com/lookbeforeyoubook/ for more information and start your search! Bookmark 'Find an RMT' for easy access and help spread the word to anyone looking for Massage Therapy care!



Get Involved with CMTO

CMTO exists to protect the public. Stay informed on the type of care Registered Massage Therapists/Massage Therapists (RMTs/MTs) can provide and what you can expect when seeking Massage Therapy care.

If you are interested in contributing to public protection, consider serving as a non-Board Committee Member! CMTO's non-Board Members serve on committees and participate in decision-making about RMTs'/MTs' practice and conduct, review applications for registration where concerns are identified, and may also participate in the development of policies, Standards of Practice and guidelines. Learn more about non-Board Committee Members on [our website](#). Stay tuned for more information on the 2025 opportunities which will be available later in the year.

We are also always open to hearing from you. You can provide your feedback and connect with us by:

- Participating in CMTO's [surveys and consultations](#) (when open)
- Attending our events (e.g., annual Town Halls, webinars)
- Watching CMTO's Board meetings [livestream on YouTube](#)
- Emailing: feedback@cmta.com
- Following us on social media: [Facebook](#), [Instagram](#), [LinkedIn](#), [X](#), [Bluesky](#)