



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 blue background.

June 2025



Board Highlights

CMTO's Board met on June 10, 2025. Highlights from the meeting are below:

- The Board conducted its annual fee review and decided to keep registration fees the same for 2026.
- During the meeting, the Board approved:
 - 2024 Audited Financial Statements;
 - The restriction of \$1 million in funds to support the implementation of a digital strategy to enhance CMTO's technology to meet regulatory strategic objectives, ensuring transparency, accessibility, and operational effectiveness;
 - 2025 Q1 Financial Report;
 - A new EDI Strategy; and
 - Education Requirements for Exam Eligibility and Initial Registration.
- The Board heard an update from Maureen Boon, Registrar and CEO, about Space Planning Options, and where CMTO's office space will be after November 2026.
- Staff presented an update on:
 - CMTO's 2025 Town Halls and ongoing College Tour, including number of attendees and topics discussed; and
 - The recent release of the new *Standard: Collecting Personal Health Information from Clients*, its associated resources, views of the Standard so far, and its associated social media content.

You can find the Board meeting package [here](#).

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

CMTO has released a new Standard to ensure Registered Massage Therapists/Massage Therapists (RMTs/MTs) collect Personal Health information (PHI) that is necessary and relevant in a client-centred, respectful way. The [*Standard of Practice for Collecting Personal Health Information \(PHI\) from Clients*](#), **comes into effect on November 1, 2025**. This timeline ensures RMTs/MTs have five months to review the Standard, including it being featured in September's STRiVE's *Be the Best You Can Be* E-Learning module. As of this date, all RMTs/MTs are responsible for adhering to this Standard within their practice. CMTO will not conduct routine audits of PHI forms, or review forms on a request basis. Our focus is on supporting your implementation of client-centred practices.

CMTO developed this Standard through open consultations with RMTs/MTs, members of the public, and other stakeholders. As healthcare professionals, RMTs/MTs need PHI to deliver quality tailored care and clients need to share only the health information that is necessary and relevant to receive personalized care. This Standard helps RMTs/MTs and clients have open conversations, as it specifies the PHI RMTs/MTs must ask, must never ask, and may ask clients for under certain circumstances to provide safe and effective Massage Therapy care.

Why is this Standard important for RMTs/MTs?

Each client has unique needs and preferences when seeking Massage Therapy. This Standard sets forth requirements for collecting PHI using a client-centred approach. It prevents the RMT/MT from over-asking clients for unnecessary health information and provides greater comfort for clients by avoiding potential discrimination and stigma (e.g., intrusive questions unrelated to care). RMTs/MTs must apply professional judgment and limit PHI collection to only what is relevant and essential for safe and effective Massage Therapy treatment.

How should RMTs/MTs prepare to use this Standard?

Read:

- Standard of Practice – [English](#), [French](#): Full text and requirements.
- Standard Spotlight – [English](#), [French](#): Summary and key takeaways.

Use Resources:

- Flowchart – [English](#), [French](#): Step-by-step guide for PHI collection.
- Client Resource – [English](#), [French](#): A printable handout for clients.
- [Video](#): A video that can be shared on social media and with clients.



- [FAQs](#): Questions you may have about the new Standard

If you have questions about the Standard, email our Practice Specialist at practicespecialist@cmto.com.

Message from the Registrar and CEO - 2024 Annual Report

I am excited to announce the release of [CMTO's 2024 Annual Report](#) – a reflection of our collective progress, achievements, and milestones from the past year. I am immensely grateful to CMTO's Board and staff for their dedication and support in making our strategic vision come to life.

In 2024, we continued fostering meaningful engagement with RMTs/MTs, educators, and students by hosting several events across Ontario, notably the Town Halls and the 2024 Prevention of Sexual Abuse Seminar.

During the Town Halls, I traveled to seven cities across Ontario to meet with registrants and aspiring RMTs/MTs. What made these events invaluable was the opportunity to have direct, in-person conversations — answering questions, addressing concerns, and discussing the future of Massage Therapy together. Sharing updates face-to-face allowed for meaningful dialogue, and hearing firsthand about the challenges, perspectives, and aspirations of those who practise and study Massage Therapy was inspiring and impactful. These personal interactions reinforced the importance of connecting directly with the community we serve.

The 2024 Prevention of Sexual Abuse Seminar brought together educators with experts like [WomanACT](#), who provided a survivor-informed perspective, and a panel of healthcare professionals who shared strategies for teaching abuse prevention. Discussions focused on integrating trauma-informed care, addressing power dynamics, and improving reporting mechanisms in curricula. In 2025, we'll collaborate with schools to implement these priorities, ensuring RMTs/MTs uphold the highest standards of client safety and ethics. uphold the highest standards of client safety and ethics.

I am excited about the regulatory modernizations that grant the CMTO authority to approve Massage Therapy education programs starting January 2027. This ensures only graduates from Canadian Massage Therapy Council for Accreditation accredited programs will be eligible to become RMTs/MTs. Over the next two years, I look forward to visiting Massage Therapy schools across Ontario to discuss these transformative updates as we prepare for this new chapter in our profession.

As we look ahead to the development of a new Strategic Plan in 2025, I am proud of and energized by the strides we made in achieving the goals we set out in 2023. We will continue building on the momentum of CMTO's success and remain committed to shaping a resilient future of modern Massage Therapy regulation in the public interest.

Sincerely,

Maureen Boon, Registrar & CEO

Conduct Corner Case Study: Maintaining Professional Boundaries and Properly Discharging Clients

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).

Case Study Summary

The RMT/MT had an open concept home-based practice; they used a 10-foot partition to partially cover the area where the treatment table was located. When clients changed their clothes, the RMT/MT would stand at the other end of the room. In this case, while the client was getting dressed, the client recalled making eye contact with the RMT/MT.

The client received treatment from this RMT/MT for two years. They bonded over shared interests in running and CrossFit, texting about workouts outside sessions. The RMT/MT called the client "a good listener" and shared personal relationship struggles, leading to a friendship. As the friendship continued, the client texted the RMT/MT wanting to pursue a romantic relationship. The RMT/MT replied that they were not interested, cancelled future appointments and didn't reply to further text messages from the client.

CMTO investigated this matter. The RMT/MT stated that:

- Their living space required a partition, and they did their best to position the partition to protect the client's privacy, while also acknowledging it did not provide full privacy.
- On one occasion, they inadvertently made eye contact with the client while the client was changing.
- They live in a small town and happened to bond with the client. They did engage in a social relationship.
- They became concerned that the client was becoming emotionally attached.
- They cut all contact after the client's romantic text, ignoring further messages to maintain professionalism.

ICRC's Perspective: Decision Process and Outcome

The ICRC reviewed the complaint and noted:

- The RMT's/MT's practice failed to provide adequate physical privacy and sense of security to the client, an aspect of professional boundaries and client-centred care.
- The RMT/MT failed to maintain professional boundaries by developing a personal relationship with the client.

- If an RMT/MT is going to cease providing treatment to a client, it is important that they do so in accordance with the [Standards of Practice](#) and that they communicate this decision clearly to the client. In these circumstances, the RMT/MT should have made reasonable attempts to arrange alternative services.

The ICRC determined the RMT/MT required remediation because they did not maintain professional boundaries or appropriately discharge the client from their care. The RMT/MT was ordered to engage in ethics mentoring to review the importance of maintaining professional boundaries and the steps required to properly discontinue care to a client.



Thank You for Attending the 2025 CMTO RMTAO Town Halls

In partnership with the Registered Massage Therapists' Association of Ontario (RMTAO), CMTO hosted a six-event Town Hall tour in Sudbury, Toronto, London, Windsor, Hamilton, and Ottawa. CMTO connected with over 260 attendees at the Town Halls, providing an opportunity to hear directly about Registered Massage Therapists/Massage Therapists (RMTs/MTs) experiences.

Maureen Boon, CMTO's Registrar and CEO, presented on the work CMTO has been doing to support the Massage Therapy profession. She discussed the College's regulatory functions: quality assurance, registration, complaints/discipline, and took questions from attendees. According to a post-event survey, almost all respondents agreed or strongly agreed her presentation was concise, informative, and engaging. RMTs/MTs had the opportunity to network with other attendees during discussion breaks.

CMTO thanks all attendees who took the time out of their busy schedules to attend the Town Halls.

Please keep an eye out for future communications with information on upcoming CMTO events planned for 2025-26.

A Reminder: RMTs/MTs Must be Vigilant in Choosing Workplaces

Recently, CMTO received information about Registered Massage Therapists/Massage Therapists (RMTs/MTs) who may be practicing Massage Therapy in a practice setting that also offered sexual services to the public.

As regulated health professionals, RMTs/MTs must ensure they maintain the public's confidence in the profession and provide the highest level of safe, ethical, and quality Massage Therapy care. As part of that commitment, RMTs/MTs must stay vigilant when choosing practice settings and never work in settings where sexual services are offered.

Before accepting a job or while practising, RMTs/MTs should:

- Stay attentive and be aware of their surroundings
- Know who their colleagues are or will be; and
- Research and understand what kind of workplace it is prior to accepting a job.

To fulfill the goal of not harming clients, RMTs/MTs must take every precaution to protect clients and themselves. This includes remaining accountable and responsible when deciding where to work and whom they choose to work with.

What RMTs/MTs Need to Know About Wall Certificates

CMTO gives Certificates of Registration (Wall Certificate) and registration numbers to all registrants. Registrants are to keep these safe and secure so they are not misused by anyone who is not officially registered.

Below are some answers to frequently asked questions about Wall Certificates:

I practise Massage Therapy at multiple locations; can I make a request for more than one Wall Certificate from the CMTO?

Each Registered Massage Therapist/Massage Therapist (RMT/MT) is issued a single Certificate of Registration and registration number, which remains the property of CMTO. RMTs/MTs must display the Certificate of Registration at their primary place of practice. For those practising at multiple locations, the public, clients, and employers can verify an RMT's/MT's registration through CMTO's [Public Register](#).

I am retiring at the end of this year; do I have to return my Wall Certificate to the CMTO?

RMTs/MTs are not required to return their Certificate of Registration to the CMTO. However, if an RMT/MT is retired, the Wall Certificate cannot be displayed where the public can see it. Keep it for personal use only.

My employer and/or my client's insurance company would like to verify my current registration with CMTO and have asked to see my Wall Certificate. Can I send a photocopy of my Wall Certificate to them?

The Certificate of Registration and its associated registration number are prohibited from being transferred, reproduced, or replicated in any form. Anyone looking to verify a registrant's registration should visit CMTO's Public Register.

My Wall Certificate has been damaged (or lost); how can I get a new one from CMTO and is there a fee?

To request a replacement Wall Certificate, select the Document Request option located on the left-hand side of the screen when logged into CMTO's [Registrant Portal](#). The fee for a replacement Wall Certificate is \$50.

I recently had a legal name change; can I get a new Wall Certificate to reflect my current name? What should I do with the Wall Certificate I have now?

RMTs/MTs must submit a Name Change Request through CMTO's Registrant Portal. The Name Change option is located on the left side of the screen.

A \$50 fee applies to update the Public Register and a replacement Wall Certificate.



If there are any questions about Wall Certificates, please review the [Certification of Registration](#) policy or email registrationservices@cmto.com.

Everything You Need to Know About the Public Register

All professional regulators are required to maintain an up-to-date listing of their members that must be accessible to the public.

You can access CMTO's public register at www.cmto.com by clicking on '[Find an RMT](#)' which goes to a searchable listing of all Registered Massage Therapists/Massage Therapists (RMTs/MTs) in Ontario. Anyone may conduct a search by entering an RMT's/MT's name, the name of a practice location, or a postal code. You can also narrow search results by selecting the applicable parameters, such as languages used in practice, or registration status.

How can RMTs/MTs use the public register?

Registrants can refer to their own listing on the public register to confirm registration, a name change, a registration class change, or the approval of acupuncture authorization. When viewing your own listing, you may copy and paste the webpage address and share it as a link by e-mail or text message.

How do others use the public register?

- Members of the public often use it to select an RMT/MT for the first time, ensuring there are no outstanding concerns.
- Prospective and current employers may use it to confirm that you remain in compliance with registration requirements.
- Clients may use the public register to locate your business contact information if you've switched practice locations.

Remember that the public register is accessible by anyone, so it is important for RMTs/MTs to provide complete and accurate information to CMTO.