

## Discipline Summary

### Rolando Arango (Toronto, ON)

### June 24, 2025

#### Decision

On June 24, 2025, the Ontario Massage Therapists Discipline Tribunal (Tribunal) found that Mr. Arango committed the following acts of professional misconduct:

1. sexual abuse of a client;
2. physical and verbal abuse of a client;
3. failing to keep records as required;
4. contravening a standard of practice of the profession or a published standard of the College, or failing to maintain the standard of practice of the profession, in particular the *Standard for Maintaining Professional Boundaries and Preventing Sexual Abuse*; *Communication/Public Health Standard 7: Consent*; *Communication/Public Health Standard 12: Draping*; *Communication/Public Health Standard 14: Client Health Record*; and
5. engaging in conduct or performing an act relevant to the practice of the profession that, having regard to all the circumstances, would reasonably be regarded by members as disgraceful, dishonourable or unprofessional.

The Tribunal's findings relate to Mr. Arango's conduct during Massage Therapy appointments involving two clients. Mr. Arango treated the clients' sensitive areas without obtaining prior written consent, as required by the College's standards. He also touched areas of the clients' bodies that should never be touched during a Massage Therapy appointment. This conduct was sexual in nature. In addition, Mr. Arango did not maintain client records and failed to comply with other professional obligations related to consent and draping.

#### Penalty and Costs Award

The Tribunal's order included the following:

1. The Tribunal requires the registrant to appear before the panel to be reprimanded immediately following the hearing of this matter, with the fact of the reprimand and the text of the reprimand to appear on the public register of the College.

2. The Tribunal directs the Registrar to revoke the registrant's Certificate of Registration effective immediately.
3. The Tribunal requires the registrant to pay the College costs in the amount of \$5,852 which can be paid in 35 monthly payments of \$162 and a final payment of \$182, with the first monthly payment due 12 months from the date of the Tribunal's Order.
4. The Tribunal requires the registrant to reimburse the College for funding provided to the client in the Notice of Hearing with number 210106-0101, under the program required under section 85.7 of the Code, in the amount of \$17,370. This amount can be paid in 36 monthly payments of \$482.50, with the first monthly payment due 30 days from June 24, 2025.
5. The Tribunal requires the registrant to reimburse the College for funding provided to the client in the Notice of Hearing with number 210111-0101, under the program required under section 85.7 of the Code, up to the maximum allowable amount of \$17,370. The registrant is required to post security in the amount of \$13,000 to guarantee payments of any amount he is required to pay pertaining to this client, which can be paid in 35 monthly payments of \$360 and a final payment of \$400, with the first payment due 30 days from June 24, 2025.
6. Any amount of security provided by the registrant under paragraph 5 that has not been used by January 10, 2026, will be returned to the registrant.

The complete decision and reasons will be available online from the [Canadian Legal Information Institute \(CanLII\)](#).

### **Reprimand Delivered to Mr. Arango**

The following reprimand was delivered by a panel of the Tribunal:

Mr. Arango,

We found that you engaged in professional misconduct of a wide-ranging and serious nature that included multiple instances of touching of a sexual nature of two clients during Massage Therapy treatments, not maintaining records, and failing to comply with other professional obligations related to consent and draping.

These actions demonstrate a complete lack of professional judgment and disregard for client safety. Your actions had a profound negative impact on your clients, and they undermine the public's confidence in this profession.

Further, any touching of a client's restricted areas is always considered sexual abuse. The College of Massage Therapists of Ontario and this Tribunal have a zero-tolerance policy for the sexual abuse of clients, and this is reflected in the mandatory nature of the revocation and reprimand ordered in these cases.

Both clients spoke compellingly about the impact of your actions. The abuse you committed has had a detrimental effect that has influenced their lives in profound and long-lasting ways. Both described the loss of bodily safety in both public and medical treatment situations, as well as how their professional and personal relationships have suffered. These clients live with lasting physical and emotional trauma as a result of your actions. They have also negatively affected their ability to get necessary treatment from all health professionals. Neither has been able to continue treatments involving physical touch due to the fear you have caused.

Being a Registered Massage Therapist is a privilege and not a right. It is the hope of the panel that our decision in this matter sends a clear and unequivocal message that any sexual touching during treatments by a Registered Massage Therapist will never be tolerated and will have serious consequences.