



College of
Massage
Therapists of
Ontario

Touch Point

August 2025





Help Shape the Future of Massage Therapy Regulation: Take CMTO's Strategic Plan Survey

CMTO is developing its 2026–2030 Strategic Plan and wants your input!

As members of the Massage Therapy profession, your thoughts and ideas are important in helping identify the priorities CMTO should focus on over the next five years.

Please take our survey, which will be open until August 11!

- [Survey for RMTs/MTs, Massage Therapy students, and educators](#)
- [Survey for clients/the public](#)

To ensure objectivity and confidentiality, CMTO has engaged an independent third-party firm to conduct this survey. No identifying information is being collected. Information will be used only in aggregate to help develop the Strategic Plan. All individual responses will remain strictly anonymous.

Thank you for taking the time to contribute to the future of your profession. If you have any questions, please contact communications@cmta.com

Lead Your Profession! Run for CMTO Board (Districts 1, 6, and 9)

Run for the [CMTO Board](#)! Help serve the public interest by setting CMTO's strategic direction and ensure CMTO's Standards of Practice and policies support safe, competent, Massage Therapy care in Ontario (January 1 - December 31, 2026 term).

On **September 24, 2025**, RMTs/MTs in the following districts will vote for their CMTO Board representative:

- **District 1:** Kenora, Rainy River, Thunder Bay, Cochrane, Algoma, Manitoulin, Sudbury, Timiskaming
- **District 6:** Grey, Bruce, Huron, Perth, Oxford, Elgin, Kent, Middlesex, Lambton, Essex
- **District 9:** Toronto (east of Yonge and postal codes beginning with: M2M, M2N, M2P, M4N, M4P, M4S, M4T, M4W, M4Y, M5B, M5C, M5E)

Run for the Board or nominate a fellow RMT/MT in the districts as a candidate!

1. Complete the mandatory [College Orientation Program](#)
2. Review the **Nomination Guide** (to be linked) and prepare a **Nomination Form** (to be linked)
3. [Complete the Application Form](#) by **August 15, 5 p.m.**

Eligibility Requirements:

- Active Ontario RMT
- No disciplinary proceedings or RMTAO affiliations
- Full requirements: [By-Law No. 6](#)

Voting period begins on August 22. Vote by September 24 and spread the word! Encourage your fellow RMTs/MTs in Districts 1, 6, and 9 to participate!

For questions about the Board elections, please contact officeofregistrar@cmtto.com



Join a CMTO Committee: Get Involved in Massage Therapy Regulation!

Make an impact on Massage Therapy regulation! CMTO invites **RMTs/MTs** to apply for [Non-Board Committee Member](#) roles (January 1 - December 31, 2026 term). Check out [CMTO's Non-Board Committee Members](#) webpage for more information.

Make an impact:

- Ensure policies and Standards of Practice support safe, competent Massage Therapy care in Ontario
- Help shape the regulation of Massage Therapy in Ontario

To apply:

1. **Complete the mandatory [College Orientation Program](#)**
2. Prepare a cover letter and resume.
3. **[Complete the Application Form](#) by August 15, 5 p.m.**

Eligibility requirements:

- Active Ontario RMT/MT
- No disciplinary proceedings or RMTAO affiliations
- Full requirements: [By-Law No. 6](#)

CMTO is also seeking non-RMTs/MTs (public members) to serve on Committees. Do you know community advocates passionate about healthcare regulation? Share this opportunity!

For questions about the Non-Board Committee application process, please contact officeofregistrar@cmto.com

Get Ready for STRiVE – *Be the Best You Can Be*

STRiVE – *Be the Best You Can Be* launches **September 1, 2025**! Accessible through the [STRiVE platform](#), all RMTs/MTs holding a General Certificate of Registration must complete *Be the Best You Can Be* by **October 31, 2025**.

It will take 1-2 hours to complete, and you can save your progress and return anytime.

How to Prepare

Be the Best You Can Be highlights the Standards of Practice that will be the focus of STRiVE – Risk-based Assessment Practice Profile in 2026. Those are:

- [Standard of Practice: Acupuncture](#) / [Standard Spotlight: Acupuncture](#)
- [Standard of Practice: Collecting Personal Health Information from Clients](#) / [Standard Spotlight: Collecting Personal Health Information from Clients](#)
- [Standard of Practice: Privacy and Confidentiality](#) / [Standard Spotlight: Privacy and Confidentiality](#)
- [Standard of Practice: Professional Boundaries](#) / [Standard Spotlight: Professional Boundaries](#)

Test your knowledge with the optional [STRiVE quiz](#)! Individual scores are confidential and are provided for your personal reference only.

For questions about STRiVE, please contact professionalpractice@cmta.com.

Health Information Custodians, Agents, and Privacy

RMTs/MTs must securely maintain, store, transfer, and dispose of client health records to protect confidentiality, whether acting as the Health Information Custodian (HIC) or as an Agent of an HIC.

- **HIC Role:** You are the HIC if you run your own practice or control how client health information is collected, used, shared, or disclosed. Responsibilities include establishing privacy policies, obtaining consent, protecting information, ensuring accuracy, limiting use, providing client access, and correcting records.
- **Agent Role:** You are an Agent if you work for/on behalf of another HIC in a practice (e.g., a clinic owner where the RMT/MT is an independent contractor). Responsibilities include protecting privacy, using information only as directed by the HIC, following HIC policies, and reporting breaches to the HIC.
- **Privacy Breach:** In the case there is a privacy breach, you must follow the procedures to notify those involved: **who** (HIC, individuals' information that was lost/stolen, and report to IPC); **when** (at first reasonable opportunity); and **what** (information that was lost, stolen or accessed/disclosed).

More information about the roles of HIC and Agent is available in [What You Need to Know About Privacy Law](#).

For more details, contact the Practice Specialist at practicespecialist@cmto.com or call 1-416-489-2626/1-800-465-1933 (press 5).

Tour of the Registrant Login

The Registrant Login is your portal to access many different self-serve options in an easy and convenient way!

RMTs/MTs can update and access their information and manage several registration-related processes online through the Registrant Login.

How can I access the Registrant Login?

Accessed through either a desktop computer or a mobile device, the Portal icon is on the top right corner (desktop) or top right menu (mobile) of the CMTO website.

What can I do via the Registrant Login? You can:

- Change your email address;
- Change your address or personal information;
- Submit a name change request;
- Update practice location;
- Request a registration class change;
- Access STRiVE;
- Access Jurisprudence;
- Change your password or security questions;
- Access and print invoices and receipts;
- Complete your annual renewal;
- Apply for Acupuncture Authorization;
- Apply for Certificate of Authorization for a Health Profession Corporation; and/or
- Resign.

If you are having any issues, please review CMTO's [Portal FAQs](#), or contact registrationservices@cmta.com for assistance.

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 Ontario Massage Therapists Discipline Tribunal (OMTDT), which is the Discipline Committee of CMTO. Since the [April TouchPoint issue](#), the OMTDT issued the following decisions:

Joshua Hogan (2025) [Read the full decision on CanLII.](#)

- Engaged in professional misconduct by entering into relationships with Massage Therapy clients, which is considered sexual abuse. They also failed to keep records regarding certain clients and did not maintain client confidentiality. This individual also contravened the Standards for Maintaining Professional Boundaries and Preventing Sexual Abuse, Client Health Record, Prevention of Sexual Abuse, Professional Boundaries, Privacy and Confidentiality, and Fees and Billing.

Gail-Anne Cumberbatch (2025) [Read the full decision on CanLII.](#)

- Engaged in professional misconduct by practising Massage Therapy and issuing receipts for Massage Therapy treatments as a Registered Massage Therapist while suspended.

Jason Epps (2025) [Read the full decision on CanLII.](#)

- Engaged in professional misconduct by treating certain sensitive areas of the client's body without properly obtaining consent.

Zdenko Vranic (2025) [Read the full decision on CanLII.](#)

- In an [earlier decision](#), the tribunal found that the registrant committed misconduct by failing to retain a client's health records for at least 10 years after the client's last visit. In this decision, the panel decided on a penalty and ordered a suspension and course work.