

## Discipline Summary

### Jeffery Mosher (Sarnia, ON)

### August 15, 2025

#### Decision

On August 15, 2025, the Ontario Massage Therapists Discipline Tribunal (Tribunal) found that Mr. Mosher committed the following acts of professional misconduct:

1. 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 standards for *Client-centred Care, Consent, Prevention of Sexual Abuse, Professional Boundaries, and Record Keeping*;
2. failing to keep records as required; and
3. 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 found that Mr. Mosher had not kept financial and treatment records for a client he treated several times in 2022. Regarding the treatment of sensitive areas, Mr. Mosher had obtained verbal consent from the client prior to treating her buttocks but had not obtained written consent, as required for that sensitive area.

#### Penalty and Costs Order

The Tribunal's order included the following:

1. Mr. Mosher must appear before the panel to be reprimanded immediately following the hearing of the 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:
  - a. suspend Mr. Mosher's Certificate of Registration for 4 months, starting August 15, 2025;
  - a. place the following terms, conditions and limitations on Mr. Mosher's Certificate of Registration effective August 15, 2025, all to be completed at his expense:

- i. Within 6 months of August 15, 2025, Mr. Mosher must:
    1. successfully complete individualized instruction in professional ethics to the satisfaction of the College, with an instructor acceptable to the College. The instructor shall provide a summative report to the College including their conclusion about whether Mr. Mosher successfully completed the instruction;
    2. successfully complete the College's professionalism workshop;
    3. successfully complete the College's record-keeping e-workshop;
    4. review and prepare a written summary acceptable to the College of the College's Standards of Practice on: *Client-centered Care, Consent, Prevention of Sexual Abuse, Professional Boundaries, and Record Keeping*; and
  - ii. Within 12 months following the end of the suspension of Mr. Mosher's Certificate of Registration, Mr. Mosher must participate in 3 chart audits, including the review of 10-20 client files selected by the auditor, together with the corresponding appointment records and financial records for those clients (at Mr. Mosher's expense with costs of each audit not to exceed \$500).
3. Mr. Mosher must pay the College costs of \$5,852, in 23 monthly payments of \$243.83 each and a final 24<sup>th</sup> payment of \$243.91, with the first monthly payment due 30 days after August 15, 2025.

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

### **Reprimand Delivered to Mr. Mosher**

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

Mr. Mosher, the panel would like to acknowledge your cooperation in arriving at a joint submission with the College, which assisted in the process and lessened the burden of time and resources on both the College and the profession. We also appreciate your presence here today.

That said, the panel has serious concerns over your professional conduct, as you failed to adhere to several of the Standards of Practice that you are obligated to follow as a Registered Massage Therapist.

We are concerned that you failed to keep both financial and treatment records for your client and that you created treatment notes once notified of the College's investigation. We are equally disturbed that you failed to receive written consent for the treatment of

your client's buttocks, which is considered a sensitive area, and for which written consent is required by several of the College's standards.

Finally, we are troubled that you failed to respect the inherent power imbalance that exists in the RMT-client therapeutic relationship. By contacting your client about scheduling appointments and discussing their treatments at inappropriate hours of the night and/or early morning, you violated your responsibility to always maintain professional boundaries.

As a Massage Therapist, you are in a unique position of authority and trust, and you are always expected to adhere to the profession's Standards of Practice to ensure that your client's safety, comfort, and well-being are at the centre of any decisions made regarding their treatment. Your departure from these standards demonstrates a significant lack of professionalism in various aspects of your practice, while also undermining the public's confidence in the profession.

This panel would like to remind you that being a Registered Massage Therapist is a privilege, not a right, and that Massage Therapists are always expected to abide by CMTO's Standards of Practice. Your suspension is an opportunity for you to reflect on your professional obligations and commit to holding yourself to the highest ethical standards. We expect you to learn from this experience and that the successful completion of your ethics, record keeping, and professionalism workshops along with your thorough review and summary of the selected CMTO standards will ensure that this misconduct never happens again.