



College of
Massage
Therapists of
Ontario

TouchPoint

October 2025



Registration Renewal

CMTO's 2026 annual registration renewal is now open. To avoid late fees, please complete your renewal through the [Registrant Login](#) by November 1, 2025.

2026 Renewal Fees

There is no increase to registration fees for 2026:

- General Certificate: \$915
- Inactive Certificate: \$457.50

Payment Options

CMTO accepts most forms of payment, except for American Express, personal cheques, and electronic transfers (e-transfers).

Deadline and Late Fee

If you file your renewal after 11:59 p.m. on November 1, 2025, you will be charged a \$100 late fee.

Need Support?

We recognize that you may need support when completing renewal. We're here to help! Please contact us if you have any questions during the renewal period:

- Email us at: registrationservices@cmto.com
- Phone us toll-free at: 1-800-465-1933 and press "4" for registration renewal, or
- Visit our [FAQs](#) for troubleshooting guidance in accessing the [Registrant Login](#)

Discharging Clients Who Engage in Abusive Behaviour

CMTO has made major changes to the [Standard of Practice: Client-Centred Care](#) and [Code of Ethics](#) to address the issue of discharging clients who engage in abusive behaviour.

As of October 1, 2025, these changes now empower RMTs/MTs to discharge a client who engages in verbal, physical or sexually abusive behaviour without having to provide advance notice. If the client still requires Massage Therapy care, RMTs/MTs can simply refer them to the [Public Register](#). The definition of Abusive Client Behaviour is any act or threat that compromises an RMT's/MT's safety, dignity, or professional boundaries, including:

- **Physical:** Unwanted acts causing pain, injury, or fear of physical harm (e.g., hitting, pushing, threatening force)
- **Sexual:** Unwanted sexual acts/behaviours, including sexualization of the therapeutic relationship (e.g., sexual remarks, non-consensual touch, sexualizing treatment)
- **Verbal/Psychological:** Language or behaviour that demeans, intimidates, or harms the RMT's/MT's mental well-being (e.g., threats, insults, humiliation, racist, sexist, and discriminatory remarks)

CMTO takes all forms of abusive behaviour seriously, and it has no place in Massage Therapy.

For more information, contact:

Rebecca Grima
Communications & Media Relations Specialist
College of Massage Therapists of Ontario
rebecca.grima@cmto.com

What Does Abusive Client Behaviour Look Like?

How do you know if the client's behaviour is abusive? We break it down using two case scenarios. See the definition in CMTO's [Standard of Practice Glossary](#) as well.

Case Study 1: Sexualizing the Relationship

Case Study Summary

During Massage Therapy treatment for chronic low-back pain, a client makes an explicit request for a sexual act from the RMT/MT. This shocks the RMT/MT, and they decide to immediately stop treatment, state the request was abusive and unacceptable, and leaves the room to ensure their safety. The client is discharged from care immediately. When the client asks for a referral to another practitioner for more low-back pain treatment, the RMT/MT directs them to CMTO's Public Register.

CMTO's Perspective

The client's behaviour in this case is classified as sexual abuse. It sexualizes the therapeutic relationship, violates the RMT's/MT's professional boundaries and right to a safe workplace. CMTO's Standards of Practice empower RMTs/MTs to immediately discharge clients for such actions without notice. If additional treatments are needed, a referral to CMTO's Public Register will meet the requirement for referral.

Key Takeaway

Massage Therapy is clinical healthcare. Explicitly sexualizing the relationship is abuse, not part of care, and justifies immediate discharge.

Case Study 2: Poor Hygiene

Case Study Summary

A client arrives for an appointment with a strong, offensive body odour that makes the treatment difficult. The RMT/MT, while finding it unpleasant, understands they cannot discharge the client for this reason. The RMT/MT asks the client questions to better understand the client's background and needs; and assesses whether additional measures are needed in the practice setting to provide safe and effective care.

CMTO's Perspective

The client's hygiene is not abusive behaviour. Poor hygiene may be unintentional, and/or linked to health or social factors, but is not an abusive act against the RMT/MT. Abusive client behaviour threatens or violates an RMT's/MT's safety, dignity, or professional boundaries.

Key Takeaway

Address the issue with sensitivity and professionalism, using additional measures in the practice setting, if necessary. It requires empathetic communication with the client, and may require additional measures in the practice setting, but it is not a reason to discharge the client.

Complete STRiVE – Be the Best You Can Be by October 31, 2025

RMTs/MTs with a General Certificate of Registration must complete STRiVE – *Be the Best You Can Be* by October 31, 2025.

If you have an Inactive Certificate of Registration, you are not required to complete this part of STRiVE but we encourage you to do so.

Log in to the STRiVE platform

On the [STRiVE webpage](#), log in to the [STRiVE module](#) through the 'Access STRiVE' button and select *Be the Best You Can Be*. It will take approximately 1–2 hours to complete and you can save your progress and return at any time.

Setting RMTs/MTs up for success

Be the Best You Can Be highlights the Standards of Practice that are the focus of the Practice Profile in 2026, helping RMTs/MTs prepare for success.

The select 2026 Standards of Practice 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](#)

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

New Standard of Practice on Collecting Personal Health Information (PHI) from Clients in Effect from November 1

The new [*Standard of Practice for Collecting Personal Health Information \(PHI\) from Clients*](#) comes into effect on November 1, 2025. RMTs/MTs must collect Personal Health information (PHI) in a client-centred, respectful way, and not over collect PHI. It specifies the PHI RMTs/MTs must ask, must never ask, and may ask clients under certain circumstances to provide safe and effective Massage Therapy care.

To prepare for the new Standard, which is a Standard of Practice in 2026 STRiVE, RMTs/MTs are encouraged to carefully review the following resources to implement the new Standard into your practice effectively:

- [*Standard: Collecting Personal Health Information \(PHI\) from Clients*](#)
- [*Spotlight: Collecting Personal Health Information from Clients*](#): Includes thoughtful questions to help reflect on how and why you collect PHI.
- [*How to Collect Personal Health Information from Clients*](#): A step-by-step guide that will show if your current process for collecting PHI meets the new requirements.
- [*What to Expect When an RMT/MT Collects Personal Health Information*](#): A document you can share with clients, which helps explain why you collect PHI and answer common questions.
- [*How to Determine if it is Necessary to Collect Personal Health Information*](#): Guiding questions to help you decide when collecting certain PHI is necessary to provide safe care.

Questions? Reach out to CMTO's Practice Specialists practicespecialist@cmta.com.

Welcome New Board Members

CMTO is pleased to announce the results of the 2025 Board elections. Thank you to all candidates who stood for election and to everyone who participated in the voting process.

This year, we saw a large increase in voter engagement compared to when elections were held in these districts. Voter turnout rose by 53% in District 6 and 122% in District 9. District 1, which did not have enough nominated candidates to hold an election in 2023, saw a turnout of 102 votes. This engagement reflects an increasing level of commitment from registrants to support the regulation of the profession.

The following is the total number of votes cast in each district out of the total number of eligible voters and the individuals who have been elected to serve a three-year term beginning January 1, 2026:

District 1 Elected: Sean Adderley, RMT

- Composed of Kenora, Rainy River, Thunder Bay, Cochrane, Algoma, Manitoulin, Sudbury and Timiskaming.
- 102 votes cast/457 eligible voters (22%)

District 6 Elected: Jennifer Da Ponte, RMT

- Composed of the counties of Grey, Bruce, Huron, Perth, Oxford, Elgin, Kent, Middlesex, Lambton, and Essex.
- 296 votes cast/2101 eligible voters (14%)

District 9 Elected: Suzy (Zongqin) Wu, RMT

- Composed of the City of Toronto east of Yonge Street
- 304 votes cast/1563 eligible voters (19%)

[Click here for a map of CMTO's Districts.](#)

Congratulations to Sean Adderley, Jennifer Da Ponte and Suzy (Zongqin) Wu. They will join a dedicated Board of RMT/MTs and public members who work together to protect the public interest and maintain trust in Massage Therapy. They will begin their 3-year terms on January 1, 2026. Our thanks to every RMT/MT who put their names forward to join the Board or who voted in this year's elections.

Learn more about our newly elected Board Members below.

Sean Adderley

Sean Adderley has been registered with CMTO since 2008 and opened his solo practice in Thunder Bay in 2019. He has served on the Inquiries, Complaints and Reports Committee (ICRC)



as a non-Board Member and more recently was elected Chair of the Board for 2025. Sean has worked in physiotherapy clinics for much of his career and is honoured to continue using his professional knowledge, skills and judgement to serve the profession while protecting the public interest.

Jennifer Da Ponte

Jennifer Da Ponte is a graduate of Sir Sanford Flemming College who lives in Woodstock, Ontario where she operates a home-based practice. Jennifer is an active member of her community, participating locally for clean-up days, tree planting and participating in parent council. Jennifer also served on The City of Woodstock's Committee of Adjustment for 8 years.

Jennifer has demonstrated her dedication to Massage Therapy through her service as a non-Board committee member for the past 6 years as well as an elected member of the Board from 2015-2020. Welcome back Jennifer!

Suzy (Zongqin) Wu

In addition to being an RMT, Suzy Wu is a Registered Acupuncturist / Traditional Chinese Medicine Practitioner and holds a PhD in Philosophy from Queen's University.

Currently self-employed, Suzy has worked in diverse healthcare environments including multidisciplinary clinics and community houses. She brings a unique blend of clinical experience, academic rigor and a strong commitment to public service to the Board. Welcome Suzy.

If you are thinking of becoming a Board member and are a registrant in Districts 2, 4, 5, or 7 we encourage you to start working on your resume! The call for Board nominations will be coming to your inbox in summer 2026.



Massage Therapy Awareness Week 2025

Massage Therapy Awareness Week takes place October 19-25, 2025. During the week, CMTO will be raising awareness around the benefits of Massage Therapy as a valued health profession and the importance of seeing RMTs/MTs to receive care.

Help us spread the word! Follow and share our content on social media:

- [Facebook](#)
- [Instagram](#)
- [X](#)
- [Bluesky](#)
- [LinkedIn](#)

September Board Highlights

CMTO's Board met on September 29, 2025. Highlights of the meeting are below:

- During the meeting, the Board approved:
 - Amendments to the *Code of Ethics* and the *Standard of Practice: Client-Centred Care* to allow RMTs/MTs to discharge clients who engage in physical, verbal and/or sexual abusive behaviour.
 - A by-law amendment for CMTO committee reports to be separated from CMTO's Annual Report. Going forward, they will be published as stand-alone documents on CMTO's website.
 - The renewal of CMTO's contract with the Canadian Massage Therapy Council for Accreditation (CMTCA).
 - The 2026 Certification Examination content for both the OSCE and MCQ.
- Registrar Maureen Boon reported on the province's expanded "As of Right" labour mobility rules. She also provided an update on her ongoing presentations to Massage Therapy education programs, engaging students before they begin their careers.
- A special guest from the Canadian Massage Therapy Council for Accreditation (CMTCA) gave a presentation on accreditation for Massage Therapy programs.

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

Prevention and Infection Control in the Practice Setting

CMTO's [*Standard of Practice: Infection Prevention and Control*](#) states that RMTs/MTs must follow Public Health Ontario's requirements for cleaning and disinfecting an RMT's/MT's practice setting.

A key requirement is ensuring disinfectants remain wet on a surface for the full required contact time (e.g. 5 minutes) to effectively kill microorganisms that can cause illnesses.

Consider the following case scenario:

An RMT's/MT's client arrives early and asks to start immediately. However, the RMT/MT has just applied a disinfectant that requires a full 5-minute contact time to be effective. Prioritizing infection control, the RMT/MT waits the required time before changing the linens. This approach supports compliance with Infection Prevention and Control practices because it follows the manufacturer's recommendations for contact time, ensuring compliance with safety protocols over convenience.

Switching from Inactive to a General Certificate During Renewal

If you currently hold an Inactive Certificate and want to transition to a General Certificate during renewal, please contact CMTO's Registration department to submit a [Class Change Request](#). The team will review your request to ensure you [meet the requirements](#) to switch to a General Certificate.

When submitting a Class Change Request, please be advised of the following:

- The Class Change fee is a separate charge from your renewal fees.
- When you switch from Inactive to General, you must pay the remainder of the General Certificate fee to cover the difference between the two classes for the remainder of the current year. This is because the Inactive Certificate fee is less than the cost of a General Certificate.
- You will still be required to renew your registration for the following year before November 1 to avoid late fees.

If your class change hasn't been approved by November 1, you should renew as Inactive and contact registrationservices@cmto.com for support.

Risks of Using Artificial Intelligence in Practice

RMTs/MTs may be using Artificial Intelligence (AI) tools to seek practice advice and assistance with making decisions in their practice. However, AI tools may not give accurate answers. RMTs/MTs should always review [CMTO's Standards of Practice](#).

Case Study: What Kind of Personal Health Information (PHI) Can I Collect?

An RMT/MT uses an AI tool to give them a list of PHI they can collect from every client. The AI tool gives them a list, which includes HIV/AIDS status as something every client can be asked about.

Feeling uncertain about this advice, the RMT/MT did not ask a client this question. Instead, they read CMTO's [Standard of Practice: Collecting Personal Health Information from Clients](#) and emailed the Practice Specialist.

Both the Standard and the Practice Specialist confirmed that RMTs/MTs cannot ask about HIV/AIDS status. This incident highlights that AI-generated content must always be verified. Consulting CMTO's Standards of Practice and Practice Specialists should be the first choice for practice questions, not relying on AI.

Have Questions?

Email CMTO's Practice Specialist at practicespecialist@cmta.com.



Look Before You Hire

CMTO has been alerted of individuals illegally practising Massage Therapy (e.g. representing themselves as RMTs/MTs when they are not registered with CMTO). When CMTO receives information that an individual is practicing Massage Therapy illegally, the College takes steps to inform the public, including posting warnings on CMTO's social media channels and providing information on our [website](#).

Before you make an offer to hire someone as an RMTs/MTs, always check [CMTO's Public Register](#) to verify the applicant is approved to practise and holds a General Certificate of Registration from the College.

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 August 2025 issue of *TouchPoint*, the OMTDT has issued the following decisions:

[Jeffrey Pitts](#) (2025) [Read the full decision on CanLII.](#)

- Committed professional misconduct by engaging in sexual behaviour during a Massage Therapy appointment.

[Geoffrey Tiller](#) (2025) [Read the full decision on CanLII.](#)

- This registrant was criminally charged for sexual assault. The Discipline Committee found Mr. Tiller to have committed of sexual and physical abuse during Massage Therapy treatment. This individual contravened the Standards of Practice: Professional Boundaries, Prevention of Sexual Abuse, and Draping and Physical Privacy.



Thank You for Your Feedback: New Strategic Plan Coming Soon!

CMTO's planning for its new 2026-2030 Strategic Plan is fully underway. The strategic plan will identify priorities and guide our work for the next five years, helping ensure Ontarians continue to receive safe, ethical, and quality Massage Therapy care.

Over 3,600 stakeholders made up of RMTs/MTs, the public and CMTO staff provided feedback. Compared to CMTO's Strategic Plan survey in 2022, this represents a 78% increase in responses overall. Thank you!

More details will be shared in the coming months. We are excited to have this new Strategic Plan guide our work in Massage Therapy regulation.