



College of  
Massage  
Therapists of  
Ontario

**2025 CMTO**

**Annual Report**



# Table of Contents

<b>Messages from Board Chair and CEO</b>	<a href="#"><u>Page 2</u></a>
<b>About Us</b>	<a href="#"><u>Page 6</u></a>
<b>Highlights</b>	
<b>Policy &amp; Communications</b>	<a href="#"><u>Page 7</u></a>
<b>Hearings</b>	<a href="#"><u>Page 12</u></a>
<b>Governance</b>	<a href="#"><u>Page 14</u></a>
<b>Quality Assurance</b>	<a href="#"><u>Page 15</u></a>
<b>Professional Conduct</b>	<a href="#"><u>Page 17</u></a>
<b>Registration Services</b>	<a href="#"><u>Page 20</u></a>
<b>Equity, Diversity and Inclusion</b>	<a href="#"><u>Page 22</u></a>
<b>Snapshot of Massage Therapy in Ontario</b>	<a href="#"><u>Page 23</u></a>
<b>Executive Committee</b>	<a href="#"><u>Page 27</u></a>
<b>Client Relations Committee</b>	<a href="#"><u>Page 29</u></a>
<b>Fitness to Practice Committee</b>	<a href="#"><u>Page 31</u></a>
<b>Inquiries, Complaints and Reports Committee</b>	<a href="#"><u>Page 32</u></a>
<b>Ontario Massage Therapists Discipline Tribunal</b>	<a href="#"><u>Page 36</u></a>
<b>Quality Assurance Committee</b>	<a href="#"><u>Page 41</u></a>
<b>Registration Committee</b>	<a href="#"><u>Page 45</u></a>
<b>Equity, Diversity and Inclusion Committee</b>	<a href="#"><u>Page 48</u></a>
<b>Governance Committee</b>	<a href="#"><u>Page 49</u></a>
<b>2025 Board</b>	<a href="#"><u>Page 50</u></a>

# Messages from Board Chair and CEO

## Message from the Board Chair

As Board Chair, I am pleased to present CMTO's 2025 Annual Report. Our major achievement this year was developing and launching our 2026-2030 Strategic Plan, which renews our purpose and provides clear goals to guide our regulatory work.

This plan builds on our past achievements and defines the priorities the Board will lead over the next five years. Developed with input from over 3,600 RMTs/MTs, students, and members of the public, it strives for excellence in public protection while strengthening trust and confidence in the Massage Therapy profession. Ultimately, our focus is simple: ensuring every person seeking care can feel confident they are in the hands of a qualified professional who can deliver safe, effective clinical care.

The Board is proud of the foundation laid in recent years: modernizing our discipline process, enhancing sexual abuse prevention, updating key Standards of Practice, and expanding engagement. These are essential building blocks for our future.

In 2025, we reaffirmed our commitment to Equity, Diversity, and Inclusion (EDI) by approving a dedicated EDI strategy. Grounded in values of openness, continuous learning, empathy, collaboration, and dignity, it aims to ensure every RMT/MT and client experiences safe, inclusive care. This is fundamental to our role as a future-focused, compassionate regulator.

None of this is possible without the dedication of your Board, comprised of RMTs/MTs and public members. This year, I was honoured to be re-elected as a Board Member and Board Chair. I am also pleased to extend a warm welcome to our new members from Districts 6 and 9. Their fresh perspectives are invaluable.

As we look ahead, the Board is committed to ensuring every milestone of the Strategic Plan is met. Together, we are fully dedicated to advancing Massage Therapy's recognition as a trusted, clinical profession.

Sincerely,

Sean Adderley, RMT, Board Chair, CMTO

## Message from Registrar & CEO

It is my pleasure to share CMTO's 2025 Annual Report. This year was shaped by connection, important updates to our standards, and the launch of a new Strategic Plan that will guide our work in the years ahead.

A major theme for me in 2025 was the value of conversation. This year took me across Ontario to Sudbury, London, Belleville, Barrie, Windsor, Hamilton, Ottawa, and throughout the GTA - for Town Halls and visits to twenty Massage Therapy colleges. Speaking with RMTs/MTs and students face-to-face was invaluable. These conversations allowed me to answer your questions, hear your perspectives on the profession's challenges and opportunities, and see peers connect with one another. This direct feedback is essential; it grounds our work in the realities of your practice.

We also strengthened our commitment to preventing sexual abuse in the profession. This year's seminar focused on engaging male RMTs/MTs, recognizing the vital role they play in upholding ethical care and fostering a culture of accountability. It was a powerful reminder that every practitioner can be part of the solution.

As part of CMTO's ongoing work to prevent sexual abuse and reinforce that it has no place in Massage Therapy, we amended the Client-Centred Standard and Code of Ethics to support RMTs by making it easier to discharge clients who engage in abusive behaviour. We also introduced a new Standard of Practice on Collecting Personal Health Information from Clients. These changes are concrete steps in our unwavering mission to protect the public.

Looking to the future, we advanced the transition to accredited Massage Therapy education. Requiring all Massage Therapy programs to be accredited by January 2027 will help ensure every graduate entering the profession is equipped to deliver safe, effective, clinical care.

This progress was made possible because of the achievements made in the past three years under the guidance of our previous Strategic Plan. As we move forward, I am energized by the clear direction set out in our new Strategic Plan. Thank you for your partnership in our shared commitment to protecting the public interest.

Sincerely,

Maureen Boon, Registrar & CEO

# About Us

The College of Massage Therapists of Ontario (CMTO) is the regulator established by the provincial government. **Our mandate is to protect the public by regulating the Massage Therapy profession.** We do this by setting standards, ensuring the competence and professionalism of all Registered Massage Therapists/Massage Therapists (RMTs/MTs) throughout their careers, and responding to issues when they arise.



# Highlights

## Policy & Communications

**CMTO advanced regulatory excellence by modernizing key policies and strengthening community connections. In 2025, we established and amended regulations to better protect the public, launched a new Strategic Plan, and engaged directly with the profession. CMTO also built on its priority of preventing sexual abuse in Massage Therapy by hosting its third annual Prevention of Sexual Abuse Seminar.**

**1** On November 14, 2025, CMTO convened leaders in the Massage Therapy profession to tackle a critical issue: the disproportionate number of sexual abuse complaints against male RMTs/MTs, despite their low representation in the profession. Facilitated by Jeff Carolin – a conflict coach, relational mediator, and criminal defense lawyer, the seminar explored key themes:

- Preventing gender-based violence.
- Addressing power dynamics between male RMTs/MTs and female clients.
- Fostering healthy masculinities and male allyship in professional environments; and
- Building skills for accountability and maintaining professional boundaries.

The day featured:

- Presentations from [Male Allies](#), a program of the Sexual Assault Support Centre of Waterloo Region, who gave two presentations: Sexual Violence in the Workplace, and Masculinity, Violence, and Allyship. These sessions defined sexual violence and power dynamics in therapeutic relationships, consent, gender constructs, and bystander intervention.

- Facilitated discussions where participants grappled with questions like: what unique power dynamics must a male RMT/MT be hyper-aware of, what does a truly collaborative consent conversation sound like, how to develop actionable strategies in the workplace to make peer accountability feel more supported and less confrontational, and idea generation around what systemic changes would best address the gender disparity in complaints.
- A panel discussion on safety and shared accountability featuring:
  - **Dr. Amanda Baskwill:** An educator, researcher, former RMT/MT, and Executive Editor of the International Journal of Therapeutic Massage & Bodywork.
  - **Gabriel Flamminio:** An RMT/MT, educator, and academic program coordinator at Fanshawe College and member of the national executive board of the Canadian Massage Therapy Council for Accreditation (CMTCA).
  - **Archna Patel:** A Registered Nurse and Psychotherapist with nearly 20 years of experience in trauma-informed care and neuroscience supporting both client mental health and the development of compassionate healthcare systems.

CMTO's goal is to continue to educate, raise awareness, and reinforce that sexual abuse has no place in the Massage Therapy profession. This work continues in 2026.

## **2 Introduced a new Standard of Practice: Collecting Personal Health Information (PHI) from Clients**

CMTO's new [Standard of Practice for Collecting Personal Health Information \(PHI\) from Clients](#) came into effect on November 1, 2025. It requires RMTs/MTs to collect only the PHI necessary to provide safe, effective Massage Therapy care.

This new Standard was developed through open consultations with RMTs/MTs, members of the public, and other stakeholders. As healthcare professionals, RMTs/MTs require a client's PHI to deliver quality tailored care, and this Standard helps RMTs/MTs have open conversations with their clients about their health.

It specifies what PHI RMTs/MTs must ask, must never ask, and may ask clients under certain circumstances to provide safe and effective Massage Therapy care.

### **3 Modernized Regulation around Discharging Clients who Engaged in Abusive Behaviour**

CMTO made significant changes to the [Standard of Practice: Client-Centred Care](#) and [Code of Ethics](#). These important changes allow RMTs/MTs to discharge a client who engages in verbal, physical or sexually abusive behaviour without having to provide the client with advance notice. If the client still requires Massage Therapy care, RMTs/MTs can refer them to the [Public Register](#).

The definition of Abusive Client Behaviour includes 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)

This important regulatory change reinforces that there is no place for any form of abuse in Massage Therapy.

### **4 New 2026-2030 Strategic Plan**

A major milestone in 2025 was the development of CMTO's 2026-2030 Strategic Plan. With input from over 3,600 RMTs/MTs, members of the public and CMTO staff (a 78% increase in responses from CMTO's previous strategic planning work in 2022), this Strategic Plan is CMTO's roadmap to protect the public interest. It reflects the work CMTO has done and shapes the vision for the future of regulation in Massage Therapy.



The plan has three strategic priorities:

### **1 Professional conduct and accountability**

CMTO's focus is on preventing misconduct — including sexual abuse and insurance fraud — while upholding the highest professional standards to ensure public safety and high-quality care.

### **2 Clear, fair, and effective regulation**

This is a commitment to creating standards and processes that are transparent, modern, and forward-thinking. With this strategic plan, CMTO will excel in the delivery of core regulatory functions: registration, quality assurance, and addressing complaints.

### **3 Strengthen trust in Massage Therapy as a clinical health profession**

Massage Therapy is a clinical healthcare profession. CMTO will work to reinforce its value with government partners and the healthcare community. One way we will do this is by referring to people receiving Massage Therapy as “patients”, not “clients”, going forward, to emphasize the clinical nature of Massage Therapy treatment.

This new [Strategic Plan](#) marks the beginning of an exciting new chapter.

## 5 Town Halls

CMTO, alongside the Registered Massage Therapists' Association of Ontario (RMTAO), welcomed **268** attendees, comprised of RMTs/MTs and students at jointly organized Town Halls in Sudbury, Toronto, London, Windsor, Hamilton and Ottawa.

Maureen Boon, CMTO's Registrar & CEO, shared updates on regulatory changes and upcoming CMTO initiatives, while Michael Feraday, RMTAO's Executive Director & CEO, highlighted RMTAO's advocacy efforts. The events offered registrants and students a unique opportunity to engage directly with CMTO and RMTAO leadership, ask questions, and gain clarity on regulatory updates impacting their education and practice.

## 6 College Tours

As of January 1, 2027, only graduates from accredited Massage Therapy programs will be eligible to register with CMTO. To prepare for this change, CMTO launched a college tour for Maureen Boon to personally engage with educators and students from every Massage Therapy program in Ontario.

In 2025, Maureen connected with more than 690 Massage Therapy students at 20 colleges across Ontario. She visited Ottawa, London, Windsor, the Greater Toronto Area, Sudbury, Hamilton, and Belleville, discussing CMTO's registration process, its quality assurance program, and the role of investigations and hearings in regulation to help prepare them for what it's like to work within a regulated profession.

This initiative continues into 2026, with plans to visit every Massage Therapy program in the province.

# Hearings

**Enhancing efficiencies, adopting modernized and more independent approaches to professional discipline, and ensuring transparency and predictability in cost awards were central to CMTO's Hearings performance in 2025.**

## **1 Expanded Participation in the Health Professions Discipline Tribunals**

CMTO expanded its participation in the Health Professions Discipline Tribunals (HPDT) by transitioning all its discipline matters to the HPDT model (in an earlier pilot project, only sexual abuse matters were assigned to HPDT). The HPDT is a group of tribunals made up of the discipline committees of various participating health colleges in Ontario.

As part of this transition, CMTO renamed its Discipline Committee to the Ontario Massage Therapists Discipline Tribunal (OMTDT) and the Hearings Office implemented new case management and operational processes.

Key benefits of the transition included a modernized and more independent approach to professional discipline through the appointment of an independent Tribunal Chair and non-Board adjudicators with specialized expertise, and the adoption of new rules of procedure.

## **2 Hearings Tariff Review**

The Hearings Office led a comprehensive review of the discipline hearings tariff, which resulted in revised full-day and half-day tariff rates that more accurately reflect the current cost of conducting hearings. These new rates came into effect on January 1, 2026.

The tariff model enhances efficiency by eliminating the need for the College to prove actual expenses when seeking costs against a registrant that are at or below the tariff rate. The model promotes transparency and predictability in cost awards, while still allowing the OMTDT to exercise discretion in adjusting cost orders based on the specific circumstances of each case.

### **3 Hearing Activity**

In 2025, the Hearings Office:

- managed 50 discipline cases, with the most common primary allegation being sexual abuse;
- facilitated 25 hearings, 10 of which were contested and 15 were uncontested; and
- supported adjudicators in issuing 36 decisions. Despite the high volume and increasing complexity of files, all decisions were released within time standards.

# Governance

**CMTO is governed by a Board comprised of elected RMTs/MTs and appointed members of the public. The Board approves CMTO's regulatory activities and oversees operations to ensure we fulfill our mandate.**

## Board Elections

Board Elections were held this year in Districts 1, 6 and 9. In each district, an RMT/MT was elected to serve on CMTO's Board.

Voter engagement increased significantly in 2025, rising by 53% in District 6 and 122% in District 9. District 1, which did not have enough nominated candidates to hold a vote in its last election, saw a turnout of 102 votes. This engagement represents strong RMT/MT engagement in CMTO's governance processes.

An important role for CMTO, Board Members set the strategic direction for safe, ethical Massage Therapy care in Ontario and review and approve policies to protect and serve the public interest.

Congratulations to:

- District 1<sup>1</sup> Reelected: Sean Adderley, RMT
- District 6<sup>2</sup> Elected: Jennifer Da Ponte, RMT
- District 9<sup>3</sup> Elected: Suzy (Zongqin) Wu, RMT

As of January 1, 2026, these individuals have begun serving their three-year term.

---

<sup>1</sup> Composed of Kenora, Rainy River, Thunder Bay, Cochrane, Algoma, Manitoulin, Sudbury and Timiskaming.

<sup>2</sup> Composed of the counties of Grey, Bruce, Huron, Perth, Oxford, Elgin, Kent, Middlesex, Lambton, and Essex (excluding the postal codes that are in [District 5](#)).

<sup>3</sup> Composed of the City of Toronto east of Yonge Street, and postal codes beginning with M2M, M2N, M2P, M4N, M4P, M4S, M4T, M4W, M4Y, M5B, M5C, M5E.

# Quality Assurance

**Improving CMTO's Quality Assurance Program and supporting educators were key priorities in 2025.**

**1** CMTO continued its commitment to STRiVE by:

- Achieving a 99% Practice Profile compliance rate and a 97% Be the Best You Can Be compliance rate;
- Simplifying the Practice Assessment scheduling function; and
- Incorporating feedback from the profession into the Standards of Practice Quiz. This provided opportunities for reflective practice and helped RMTs/MTs apply the content to their practice experience.

**2** CMTO provided RMTs/MTs with updated processes and tools to help them identify gaps in knowledge, skill, and judgment, supporting public safety.

**3** In 2025, CMTO increased engagement with educators through several initiatives:

- Hosting three virtual webinars focused on popular practice questions to help students prepare for registration.
- Providing regular, real-time updates to schools and programs on profession-related developments.
- Updating and circulating the CMTO Student Handbook to Massage Therapy schools and programs, clarifying professional responsibilities for students.

**4** We supported Massage Therapy programs in achieving accreditation by sharing reminders and resources, presenting to program administrators, and providing updates to the Quality Assurance Committee.

**5** Supported the development of the new Standard of Practice: Collecting Personal Health Information from Clients.

## 2025 Risk-Based Assessment (RBA) Practice Assessment Outcomes

<b>Total RBA Practice Assessments Conducted</b>	<b>440</b>
First attempt at RBA Practice Assessment	408
Second Attempt at RBA Practice Assessment	32
<b>Required Quality Assurance Committee Review</b> (Second Attempt Unsuccessful)	<b>5</b>
Of the 440 Practice Assessments, only five (5) required Quality Assurance Review. All others required no further action.	

**Note:** These include 2025 RBA Practice Assessments conducted on or before December 31, 2025.

RMTs/MTs selected for 2025 RBA Practice Assessment are provided two attempts at the Practice Assessment. If unsuccessful in their first attempt, RMTs/MTs have a second attempt at successfully completing their Practice Assessment. **Those unsuccessful at the second attempt require Quality Assurance Committee review.**

# Professional Conduct

**CMTO exists to prioritize client safety and well-being. Central to this mandate is CMTO's zero-tolerance policy for all forms of abuse, including sexual abuse, in Massage Therapy. In 2025, CMTO advanced this commitment by leveraging resources, exercising fiscal responsibility, building stronger strategies to manage sexual abuse cases, and keeping the public informed on illegal practitioners.**

## **Internal Investigations**

A focus for CMTO was to build a more robust internal team to manage caseloads efficiently and effectively. We increased the number of investigations handled by in-house staff, achieving cost-savings and greater control over timelines and processes. Significant enhancements were also made to CMTO's in-house prosecution capacity, including increased staff resources, expanding its internal caseload, standardized procedures and templates, and launching a triage team to review high risk matters. These changes ensured that the most urgent cases were addressed promptly, protecting the public as needed.

## **Trauma-Informed Approach to Support Survivors**

We completed a Sexual Abuse Prosecution Strategy Project that embedded a trauma-informed approach to better support sexual abuse survivors. This project resulted in enhanced consistency in prosecutorial decision-making, reinforcing a zero-tolerance stance on sexual abuse, and ensured procedural fairness.

## **Illegal Practitioner Alerts**

CMTO published detailed illegal practitioner alerts across its social media feeds and website to alert the public when an individual is charged with a relevant offence (such as sexual assault), while illegally representing themselves as an RMT/MT.

All these initiatives reflect CMTO’s unwavering commitment to safeguarding public interest and upholding the highest standards of professional conduct.

**Number of 2025 New Complaints/Reports Cases by Type**

Type	Number
Sexual abuse	61
Intent to mislead, including fraud	20
Communication	14
Professional conduct & behaviour	46
Competence / patient care	40
All other categories *	20
<b>Total</b>	<b>201</b>

\* Note: All other categories include: Unauthorized Practice, Billing and Fees, Record Keeping, and Advertising

ICRC Decisions	#
No Further Action/Advice	105
Public Remediation	45
Referral to Discipline	20
Undertaking to Resign and Never Reapply	7
<b>Total</b>	<b>177</b>

# Registration Services

**CMTO is responsible for ensuring that only competent and ethical individuals become RMTs/MTs. In 2025, our registration team supported new applicants, answered registrant inquiries, managed annual renewal for over 16,000 RMTs/MTs, and continuously improved our policies and processes to ensure accuracy and transparency.**

## **Enhancing the Collection of Data**

We refined the data collected during Annual Renewal to confirm information was complete, accurate, and supported CMTO's decision-making. This helps ensure conduct was reported accurately and improved the efficiency of staff who review and investigate these reports.

## **Policy Development and Review**

We continuously review and update CMTO's policies to ensure they are accessible and reflect the current regulatory environment. In 2025, we updated the following policies:

- Vulnerable Sector Check Policy;
- Education Requirement for Exam Eligibility and Initial Registration Policy;
- Refresher Course Requirement at Initial Registration Policy; and
- Temporary Registration for International and National Events in Ontario Policy.

## **New Policy for Emergency Class Registrants**

CMTO also developed a new policy for the supervision of Emergency Class registrants. In the event an emergency is declared in Ontario, this policy outlines how this class of registrants will be managed and what actions they will take.

## Update to CMTO's Language Fluency Policy

We updated our Language Fluency policy to support effective communication between RMTs/MTs and their clients. The update clarifies how students can meet CMTO's language fluency requirements, including graduating from certain Massage Therapy programs. This upholds standards for clear communication in clinical care.

## Certification Examinations and Applications for Registration

Successful completion of CMTO's Certification Examinations: the Multiple-Choice Question (MCQ) exam and the Objective Structured Clinical Evaluation (OSCE), are requirements for registration with CMTO. In 2025:

- 1,490 candidates took the MCQ exam
- 1,316 candidates took the OSCE exam

We also processed more than 1,000 applications for registration this year. Most applicants met the requirements, however, when there are doubts that an applicant meets registration requirements, the application is referred to the Registration Committee for decision. In 2025, 88 applications were reviewed:

Reviewed By:	Number of Applications
Staff	77
Registrar	6
Registration Committee	5

## Customer Service

In addition to processing new applications, we managed renewal for nearly 17,000 registrants and responded to inquiries about reinstatement, professional incorporation, and name changes. Our team addressed nearly 4,000 phone inquiries and approximately 4,000 email inquiries on registration matters.

# Equity, Diversity and Inclusion

**CMTO developed a review process to embed an Equity, Diversity, and Inclusion (EDI) perspective across programs, policies, and processes, and reported on projects and initiatives that advanced our EDI goals.**

CMTO adopted an EDI strategy to guide initiatives that support fairness, representation, and equality. This framework reflects the diversity of our province and helps us meet the evolving needs of the Ontario public.

*Grounded in the vision of a future where every RMT/MT and client experience safe, empowering, and inclusive care. In this future, Massage Therapy and its regulation are accessible, affordable, built on mutual trust and equitable representation, and integrated into a fair and sustainable health system for all Ontarians, the strategy is guided by these core values:*

- Openness
- Continuous learning
- Empathy
- Collaboration
- Dignity

This work is designed to improve regulatory clarity and compassion, foster professional growth for RMTs/MTs, and ensure financial accessibility and sustainability, by focusing on three key priorities:

1. Transform Regulation Through Clarity, Accessibility, and Compassion
2. Elevate Equity-Driven Professional Growth for RMTs
3. Advance Financial Resilience and Long-Term Sustainability

This strategy reflects CMTO's commitment to evolving into a more future-forward and compassionate regulator, one that advances care by deepening RMTs'/MTs' knowledge of equity and inclusion, acknowledging the challenges they face in the profession, and providing practical resources and regulatory changes to support their well-being. You can read more about [CMTO's EDI initiatives here](#).

# Snapshot of Massage Therapy in Ontario

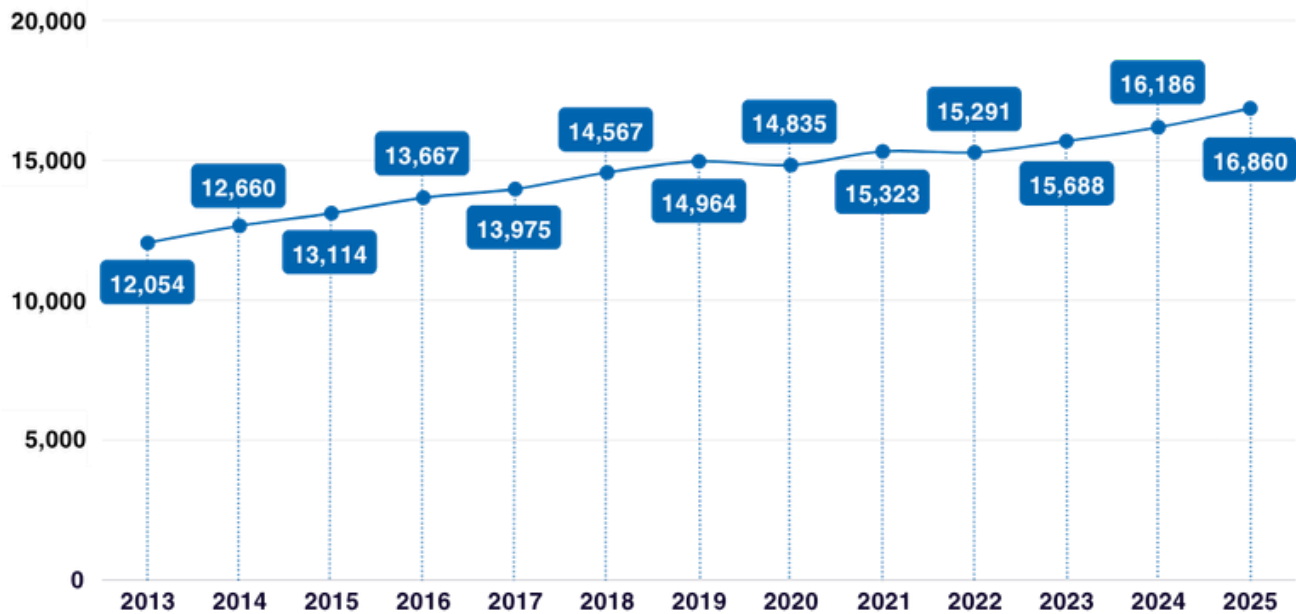
(As of December 31, 2025)

## RMTs/MTs registered with CMTO

General Certificate	16,216
Inactive Certificate	644
<b>Total GC and IN</b>	<b>16,860</b>

1,056 new RMTs/MTs registered in 2025

## Total Number of RMTs/MTs Year-Over-Year



From 2013 to 2025 there has been a 39% increase in the number of RMTs/MTs in Ontario.

## Gender of RMTs/MTs

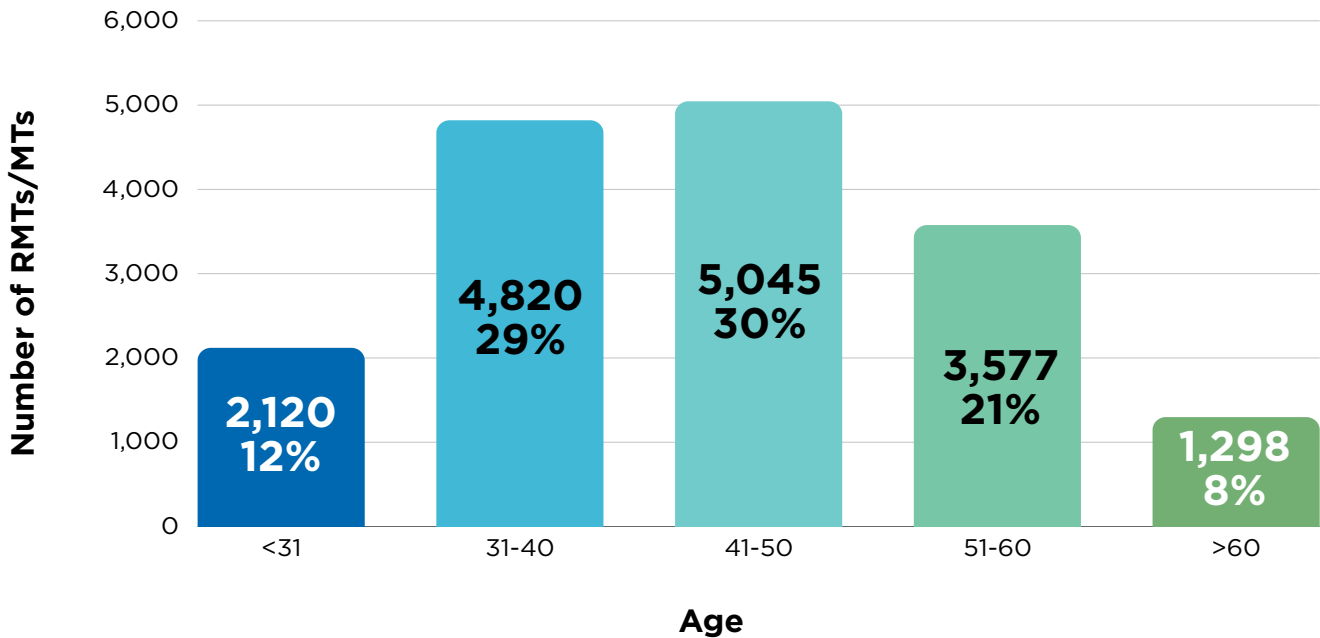
Male	3,818	22.64%
Female	13,005	77.16%
X	37	0.22%

\* "X" is not directly associated with male or female, including but not limited to Trans, TwoSpirit, Non-Binary, and/or Binary people. CMTO recognizes that there may be more terms that represent the diverse and unique forms of gender expressions/identities, including those of the LGBTQ2S+ community, and we will continue to respond to developments

## The largest group of RMTs/MTs (29.9%) is between 41 and 50 years old

Age	Number of RMTs	Percentage of Total RMTs
<31	2,120	12.6%
31-40	4,820	28.6%
41-50	5,045	29.9%
51-60	3,577	21.2%
>60	1,298	7.7%
<b>Total</b>	<b>16,860</b>	

**Total number of RMTs/MTs in 2025: 16,860**



**Top 3 Practice Settings**

**(General Certificates ONLY)**

**8,119 RMTs/MTs (50%)**

**Clinic Setting**

(e.g., multi-disciplinary clinic, hospital, urgent care clinic, rehabilitation facility)

**4,216 RMTs/MTs (26%)**

**Solo Practice**

(e.g., home-based and solo office practice)

**1,373 RMTs/MTs (8%)**

**Spa**

**Note:** These represent the top 3 most common practice settings, the remaining 16% of RMTs/MTs holding a General Certificate of Registration practise in 17 other practice settings.

## Most Asked Practice Questions of 2025

Well-informed RMTs/MTs deliver higher-quality care, which is why CMTO's Practice Specialists are always available to provide guidance and answer all your questions.

In 2025, **1,171** practice questions were received by CMTO's Practice Specialists.

**Email: 684**

**Phone: 487**

The Practice Specialist answered questions from RMTs, Massage Therapy students, clients, employers, insurance companies on the topics of:

- Fees and Billing
- Massage Therapy Scope of Practice
- Records
- Inappropriate client behaviour
- Client centred care
- Leaving a Practice
- Collecting Personal Health Information (PHI)
- Privacy and Confidentiality

# Executive Committee

## Executive Committee Mandate

The Executive Committee supports the Board with key responsibilities including financial monitoring, risk management, strategic planning, managing the Registrar/CEO's performance, and governance.

## Committee Members

- Sean Adderley, Chair
- Howard Shears, Public Member, Vice Chair
- Tammy Contois, RMT/MT
- Jalpa Patel, Public Member

## Summary of 2025 Accomplishments

- Auditor Evaluation
- Appointed the Auditor for 2025

**In 2025, the Committee oversaw the following items for the Board's approval:**

### Governance:

- By-law No. 8 request for circulation

### Strategy/Issue Management

- Development of the Strategic Plan

### Financial/Risk Management

- Organizational Risk Register
- Payroll audit
- 2024 Q4 financial report & preliminary year-end
- 2024 Draft audited financial statements

- 2025 Quarterly financial reports
- 2026 Annual fee review and
- 2026 Budget

**In 2025, the Committee oversaw the following items**

- Pre-audit communications
- Investment portfolio
- CPMF summary

**Registrar/CEO Oversight**

- Performance evaluation criteria; and
- Governance support and CEO's performance assessment process.

# Client Relations Committee

## Client Relations Committee Mandate

The Client Relations Committee has responsibility for all programs and measures that are designed to address preventing or dealing with sexual abuse of clients by registrants. This responsibility has been extended to address any aspect of relations between registrants and their clients.

## Committee Members

- Ravara Van Vliet, RMT/MT, Chair
- Jay Mathers, Public Member, Vice Chair
- Brian Highgate, Public Member
- Sandra Mintz, RMT/MT, non-Board Member

## Summary of 2025 Accomplishments

- Met **3** times over the year.
- Received and reviewed **11** applications for funding for therapy/counselling.
- Approved **11** applications for funding for therapy/counselling.
- Modernized its Terms of Reference to ensure language consistency and alignment with CMTO's other governing documents.
- Held CMTO's third annual Prevention of Sexual Abuse Seminar on November 14, 2025, focusing on:
  - The disproportionate number of complaints against male RMTs/MTs;
  - Gender-based violence;
  - Male allyship; and
  - Professional obligations.
- Managed the annual "*Look Before You Book*" public awareness campaign in-house, achieving strong engagement metrics and demonstrating internal capacity.
- Maureen Boon, CMTO's Registrar and CEO presented to over 690 students at 20 college visits, and over 260 RMTs/MTs at 6 Town Halls, with sexual abuse prevention a key focus of both presentations.

- Amended CMTO regulations to allow RMTs/MTs to immediately discharge abusive clients, emphasizing practitioner safety and zero tolerance for abuse, which received media coverage from top media outlets.
- Conducted a comprehensive communications audit which led to incremental improvements, including simplifying language, writing in a more accessible tone, and a future shift in terminology to make Massage Therapy care more clinical.
- Provided guidance to other health regulators on best practices for administering funding for therapy/counselling programs and sexual abuse prevention policies.

# Fitness to Practise Committee

## **Fitness to Practise Committee Mandate**

The Fitness to Practise Committee is responsible for hearing and determining allegations of incapacity made against a registrant.

## **Committee Members**

- All Board Members
- Jalpa Patel, Public Board Member, Chair
- Bobbie Flint, RMT/MT, non-Board Member, Vice Chair
- Allie Bisset, RMT/MT, non-Board Member
- Jennifer Da Ponte, RMT/MT, non-Board Member

## **Summary of 2025 Accomplishments**

- Received one referral, and the hearing in that matter is pending.
- One matter was resolved and closed.
- Provided Committee members with orientation and training to remain current on procedural and substantive issues relevant to incapacity proceedings.

# Inquiries, Complaints and Reports Committee

## **Inquiries, Complaints and Reports Committee Mandate**

The Inquiries, Complaints and Reports Committee (ICRC) investigates and disposes of complaints and reports related registrants' conduct and determines a course of action in accordance with legislation, which can include a referral to the Ontario Massage Therapists Discipline Tribunal for allegations of professional misconduct, directing remediation or taking no further action. The ICRC also has the authority to conduct inquiries for incapacity issues and can refer incapacity concerns to the Fitness to Practise Committee.

## **Committee Members**

- Carolyn Watt, Public Member, Chair
- Tammy Contois, RMT/MT, Vice Chair
- Simon Adeseko, RMT/MT, non-Board Member
- Sandra Cina, RMT/MT, non-Board Member
- Rebecca Cleaveley, RMT/MT, non-Board Member
- Krista Cranston, RMT/MT, non-Board Member
- Imelda Garce, RMT/MT, non-Board Member
- Neven Jeftic, RMT/MT, non-Board Member
- Jim Marinow, RMT/MT, non-Board Member
- Yvonne Marrello, RMT/MT, non-Board Member
- Dawn Oehring, RMT/MT
- Jalpa Patel, Public Member
- Howard Shears, Public Member
- Karalyn Van Aken, RMT/MT, non-Board Member
- Ashley Van Zelst, RMT/MT

## **Meetings**

In 2025, the Committee's work was completed by three Panels, each comprised of five Committee members. The Panels met 35 times over videoconference and eight times over email.

## Number of New Complaints/Reports Cases by Type

Type	Number of New Complaints/Reports
Sexual abuse	61
Intent to mislead, including fraud	20
Communication	14
Professional conduct & behaviour	46
Competence / patient care	40
Unauthorized practice	5
Billing and fees	6
Record keeping	6
Advertising	3
Harassment/boundary violations	0
Other	0
<b>Total</b>	<b>201</b>

## Incapacity Cases

New Cases Received in 2025	Cases Disposed of in 2025	Details
7	4	1 – Referral to Fitness to Practise 1 – Accept UT 2 – No Further Action

## Requests for Review of Complaints to the Health Professions Appeal and Review Board (HPARB)

New HPARB Reviews in 2025	HPARB Reviews Completed in 2025	Details
4	3	3 – Uphold ICRC Decision

## Decisions: Complaints and Registrar's Reports

Type	Number of Decisions
Specified Continuing Education or Remediation Program (SCERP)	21
Advice	33
Referral to discipline	20
No further action	71
SCERP with an oral caution	19
Undertaking/Agreement – resign and never reapply	7
Oral caution	3
Undertaking/Agreement – Remediation	2
Frivolous and vexatious/moot	1
<b>Total</b>	<b>177</b>

# Ontario Massage Therapists Discipline Tribunal

## Ontario Massage Therapists Discipline Tribunal Mandate

The Ontario Massage Therapists Discipline Tribunal (OMTDT) is the Discipline Committee of the College. It is responsible for hearing and determining allegations of professional misconduct or incompetence against registrants.

## Tribunal Members

1. All Board Members
2. David A. Wright, non-Board Public Member, Chair
3. Bobbie Flint, RMT/MT, non-Board Member, Vice-Chair
4. Raj Anand, non-Board Public Member
5. Allie Bisset, RMT/MT, non-Board Member
6. Jennifer DaPonte, RMT/MT, non-Board Member
7. Shayne Kert, non-Board Public Member
8. Sherry Liang, non-Board Public Member
9. Sophie Martel, non-Board Public Member
10. Amy McElroy, RMT/MT, non-Board Member
11. Alpa Patel, RMT/MT, non-Board Member
12. Jay Sengupta, non-Board Public Member
13. Jennifer Scott, non-Board Public Member
14. Eric Wu, RMT/MT, non-Board Member

## Summary of 2025 Accomplishments

- The tribunal issued 36 decisions in 2025. Despite this high volume and the increasing complexity of files, all reasons were released within time standards. This ensured that parties received decisions in a timely manner.
- The tribunal exceeded its goal of closing at least as many cases as it opened, obtaining a clearance rate of 145% in a year in which 20 cases were opened and 29 were closed. This result shows that the tribunal is keeping up with its incoming caseload.

- The tribunal provided regular professional development opportunities to its members, offering training on effective group deliberations, decision-writing, and substantive changes stemming from the adoption of the HPDT Rules of Procedure.
- Through continued participation in the Health Professions Discipline Tribunals (HPDT), adjudicators attended HPDT's Annual Conference and participated in mock hearing deliberations.

## Hearings

Type	
Contested	10
Uncontested	15
<b>Total</b>	<b>25</b>

## Cases Open in 2025, by Primary Allegation

Type	
Sexual abuse	35
Unauthorized practice	1
Intent to mislead, including fraud	6
Professional conduct and behaviour	7
Competence / Patient care	1
Record keeping	0
Communication	0
Harassment/boundary violations	0
Other	0
<b>Total</b>	<b>50</b>

## Findings of Misconduct from 29 Closed Matters

Type	
Conduct unbecoming	1
Disgraceful, dishonourable and unprofessional conduct	19
Falsifying records or documents	7
Convicted of an offence relevant to suitability to practise	2
Contravening professional standards	18
Sexual abuse	8

## Penalty Outcomes from 29 Closed Matters

Type	
Reprimands	22
Suspensions	10
Revocations	11
Terms, conditions or limitations	10
Reimbursement for therapy funding	9
Security for therapy funding	8

## Discipline Decisions

Decisions and reasons issued in the 29 matters closed in 2025 are listed below. On occasion, two or more discipline matters related to the same registrant are heard at the same hearing. In these cases, a single decision is issued that sets out the outcome for multiple matters. In other cases, more than one decision is issued related to the same registrant if the hearing proceeds in multiple phases.

- [Arango, Rolando](#)
- [Biller, Warren](#)
- [Chahal, Harman](#)
- [Cheung, Mable](#)
- [Cumberbatch, Gail-Anne](#)
- [Epps, Jason](#)
- [Feng, Jian Feng](#)
- [Garcia, German](#) (Penalty)
- [Gullia, Devinder](#) (Penalty)
- [Hogan, Joshua](#)
- [Mathew, Kurian](#)
- McCann, Jennifer
- [Mosher, Jeffery](#)
- [Murray, Brian](#)
- [Pitts, Jeffrey](#) (Merits), [Pitts, Jeffrey](#) (Penalty)
- [Registrant C](#)
- [Registrant S](#)
- [Registrant Z](#)
- [Reimer, Pamela](#) (Merits), [Reimer, Pamela](#) (Penalty)
- [Saloum, Nidal](#)
- [Sarkis, Michel](#)
- [Semenuk, Christopher](#) (Merits), [Semenuk, Christopher](#) (Penalty)
- [Shah, Nijay](#)
- [Tiller, Geoffrey](#) (Merits), [Tiller, Geoffrey](#) (Penalty)
- [Vranic, Zdenko](#) (Merits), [Vranic, Zdenko](#) (Penalty)
- [White, Justin](#)
- [Wu, Wan Hua \(Annie\)](#)
- [Yang, Jun](#)

# Quality Assurance Committee

## Quality Assurance Committee Mandate

The Quality Assurance Committee is responsible for overseeing the development and implementation of a Quality Assurance Program in accordance with the *Regulated Health Professions Act, 1991* and College regulations.

## Committee Members

- Brian Highgate, Public Member, Chair
- Jianjiang Li, RMT/MT, non-Board Member, Vice Chair
- Lauren Carnegie, RMT/MT
- Sandra Fattibene, RMT/MT, non-Board Member
- Brianne Lalande, RMT/MT, non-Board Member
- Robyn Libby, RMT/MT
- Jennifer McGill, RMT/MT
- Marvin Mohring, RMT/MT, non-Board Member
- Dawn Ricica, RMT/MT, non-Board Member
- Carolyn Watt, Public Member

## Summary of 2025 Accomplishments

- Recommended the draft Standard of Practice: *Collecting Personal Health Information from Clients* to the Board for approval.
- Reviewed proposed changes related to discharging abusive clients.
- Recommended the *Code of Ethics* and the *Standard of Practice: Client-centred Care* to the Board for decision.
- Approved the Quality Assurance Policies consolidation to guide and support STRiVE – the Quality Assurance Program.
- Reviewed and approved the 2026 Practice Assessment Decision Guidelines for implementation outlining the decision rules for selecting RMTs/MTs for 2026 Practice Assessment.
- Supported the hosting of three virtual webinars focused on sharing information about popular practice questions, and guidance to help students in their initial registration.

### STRiVE Update

- Practice Profile closed on March 31, 2025, with a compliance rate of 95.4%. The compliance rate increased to over 99% with outstanding RMTs/MTs being directed to participate in a Practice Assessment.
- The compliance rate for RMTs/MTs required to complete Be the Best You Can Be at the October 31st deadline was 87.5% and increased to 96.9% by the end of 2025.
- The Program adapted the Practice Assessment scheduling function to allow for easier appointment choice.
- The Program incorporated feedback from the profession into Standards of Practice Quiz (SOPQ) content. Thus, facilitating more opportunities for reflective practice and helping RMTs/MTs apply the quiz content to their practice experience.

### 2025 Risk-Based Assessment (RBA) Practice Assessment Outcomes

**Note:** These include 2025 RBA Practice Assessments conducted on or before December 31, 2025

RMTs/MTs selected for 2025 RBA Practice Assessment are provided two attempts at the Practice Assessment. If they are unsuccessful in their first attempt, RMTs/MTs have a second attempt at successfully completing their Practice Assessment. Those unsuccessful at the second attempt require Quality Assurance Committee review.

	# of Practice Assessments
<b>Total RBA Practice Assessments Conducted</b>	<b>440</b>
First attempt at RBA Practice Assessment	408
Second Attempt at RBA Practice Assessment	32
<b>Required Quality Assurance Committee Review (Second Attempt Unsuccessful)</b>	<b>5</b>

Of the 440 Practice Assessments, only 5 required Quality Assurance Review. All others required No Further Action.

## 2025 Quality Assurance Committee Matters Reviewed and Outcomes

**Note:** These include outcomes and follow-up from 2024 RBA Practice Assessments, where matters were reviewed by the Quality Assurance Committee.

Other Practice Assessments/Reassessments	Number of Practice Assessments
2025 Practice Assessments (Following Practice Profile Non-Compliance)	<b>24</b>
Other Practice Assessments/Reassessments	<b>5</b>
<b>Required Quality Assurance Committee Review</b>	<b>2</b>
<p>Of the 29 Other Practice Assessments/Reassessments, only 2 required Quality Assurance Review. All other 27* required No Further Action.</p>	

**Note:** The tables below include outcomes of those matters that required Quality Assurance Committee review but excludes the Practice Assessments/ Reassessments and “No Further Action” outcomes referenced in the tables above.

No Further Action (following remedial activities)	<b>10</b>
Specified Continuing Education or Remediation Program (SCERP)	<b>0</b>
Recommendations or Remedial Activities	<b>6</b>
Terms, Conditions and Limitations	<b>1</b>
Other (deferrals, notices, acknowledgements)	<b>20</b>

**Referrals to the Inquiries, Complaints and Reports Committee (ICRC)**

Professional Misconduct (non-compliance)	<b>8</b>
Incapacity of Incompetence	<b>0</b>

# Registration Committee

## Registration Committee Mandate

The Registration Committee has responsibility for determining the eligibility for registration of all applicants where there is a question about capacity, training, experience or education, and/or when the Registrar believes that terms, conditions, or limitations should be imposed on a Certificate of Registration.

## Committee Members

- Jay Mathers, Public Member, Chair
- Elisabeth Mathers, RMT/MT, Vice Chair
- Sean Adderley, RMT/MT
- Charles Gollob, RMT/MT
- Brian Highgate, Public Member
- Kimberly Kane, RMT/MT, non-Board Member
- Ellen Scott, RMT/MT, non-Board Member

## Summary of 2025 Accomplishments

- Reviewed and approved amendments to the following policies:
  - Language Fluency Policy
  - Vulnerable Sector Check Policy
  - Refresher Course Policy
- Approved the new Supervision of Emergency Class Registrants Policy.
- Recommended revisions to the Education Requirement for Exam Eligibility and Initial Registration Policy for Board for approval.
- Recommended the 2026 Certification Examination Content Outlines for Board approval.
- Reviewed the Temporary Registration or International and National Exams in Ontario policy and made a recommendation to rescind that will be shared with the Board for approval.
- Reviewed quarterly Certification Examination Reports.

## Quick Stats

<b>Total Initial Registrants</b>	<b>1,047</b>
General Certificate	1,043
Inactive Certificate	4

## Panel Decisions - Applications for Registration

<b>Reason for Referral</b>	<b>Number of Referrals</b>	<b>Outcome</b>
Registrar concerns that the applicant does not demonstrate that they will practise Massage Therapy with decency, honesty, integrity, and in compliance with the law	2	Direct the Registrar to refuse to issue a Certificate of Registration: 2
Review of Registrar's proposal to impose terms, conditions and limitations (TCLs) on the applicant's certificate of registration.	3	Approve proposed TCLs: 3

## Other Decisions

Category 3 Refresher Course Decisions	Complete Category 2 Refresher Course: 1 Complete a new Massage Therapy diploma: 3
Exemption to the amended language fluency requirement	Approved: 1

## Requests for Review of Decisions to the Health Professions Appeal and Review Board (HPARB)

HPARB Review Requests	HPARB Reviews Completed in 2025
1	0

# Equity, Diversity and Inclusion Committee

## Equity, Diversity and Inclusion (EDI) Committee Mandate

The EDI Committee will assist the Board in developing and implementing an EDI strategy to support CMTO's strategic plan and commitment to promoting and upholding the principles of equity, diversity, and inclusion in its practices, policies, and programs.

## Committee Members

- Tiffany Fearon, non-Board Public Member, Chair
- Simisola Johnson, non-Board Public Member
- Supriya Latchman, non-Board Public Member
- Jalpa Patel, Public Member
- Ashley Van Zelst, RMT/MT

## Summary of 2025 Accomplishments

- Developed CMTO's first EDI strategy for approval by the Board.
- Developed a proposed list of short-term and longer term initiatives in support of the EDI strategy.
- Reviewed the following policies with an EDI lens:
  - CMTO Board EDI Policy
  - Accessibility and Accommodation Policy
  - Vulnerable Sector Check Prior to Registration Policy
  - Language Fluency Policy
- Updated CMTO's EDI Commitment Statement.
- Completed training to guide equitable thinking and decision-making.
- Proposed updates to the EDI Committee Terms of Reference.

# Governance Committee

## Governance Committee Mandate

The Governance Committee assists the Board in establishing, developing, and implementing modern governance processes, and selects committee members based on competencies and experience to ensure the effective functioning of the College Committees in the public interest.

## Committee Members

- Kevin McCarthy, non-Board Public Member, Chair
- Anne Resnick, non-Board Public Member, Vice Chair
- David Janveau, RMT/MT
- Marlene Kesler, non-Board Public Member
- Kim Westfall-Connor, RMT/MT

## Summary of 2025 Accomplishments

- Reviewed Statements of Intent for Board Chair and Vice Chair positions.
- Reviewed non-Board selection criteria and processes for appointing applicants to non-Board Committees.
- Evaluated non-Board applications and recommended the 2026 committee slate to the Board.
- Recommended updates to the Governance Committee Terms of Reference for Board approval to provide compositional flexibility.
- Recommended updates to the Equity, Diversity and Inclusion Committee Terms of Reference for Board approval to reflect current and anticipated duties and responsibilities; and to provide compositional flexibility.
- Reviewed applications for the EDI and Governance Committee, interviewed candidates and selected the final committee members for CMTO's Board approval.
- Recommended the Board approve by-law changes to permit individuals contracted to CMTO to serve on committees provided there is no conflict of interest.

# 2025 Board

## (As of December 2025)

- Sean Adderley, RMT/MT, Board Chair
- Howard Shears, Public Member, Board Chair
- Lauren Carnegie, RMT/MT
- Tammy Contois RMT/MT
- Charles Gollob, RMT/MT
- Brian Highgate, Public Member
- Robyn Libby, RMT/MT
- Jay Mathers, Public Member
- Jennifer McGill, RMT/MT
- Dawn Oehring, RMT/MT
- Jalpa Patel, Public Member
- Ashley Van Zelst, RMT/MT
- Ravara Van Vliet, RMT/MT
- Carolyn Watt, Public Member