



College of
Massage
Therapists of
Ontario

Touch**Point**

October 2026



CMTO's 2027 Registration Renewal is Open

The College of Massage Therapists of Ontario's (CMTO's) 2027 annual registration renewal is now open. All registrants should complete their renewal through the [Registrant Login](#) by **November 1, 2026**. Your renewal applies from January 1 to December 31, 2027.

2027 Renewal Fees

There will be no increase to the General Certificate fee, and the Inactive Certificate fee has been reduced by 50% for 2027:

- General Certificate: \$915
- Inactive Certificate: \$228.75

Payment Options

CMTO accepts payment by credit card, except for American Express. Personal cheques and electronic transfers (e-transfers) are not accepted.

Deadline and Late Fee

Completed renewal forms and payment must be received by **11:59 p.m. on November 1, 2026**. Registrants completing their renewal after this deadline will be charged a **\$100 late fee**.

Need Support?

If you need support when completing renewal, we're here to help! Please contact us if you have any questions during the renewal period by:

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

Welcome CMTO's New Board Members

The College of Massage Therapists of Ontario (CMTO) is pleased to announce the results of the 2026 Board elections. Thank you to all candidates who stood for election and to everyone who participated in the voting process.

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, 2027:

District 2 Elected: Marta Hanrahan

- Composed of the territorial district of Nipissing, the counties of Renfrew, Hastings, Prince Edward, Frontenac and Lanark, the united counties of Lennox and Addington, Leeds and Grenville, Prescott and Russell, Stormont, Dundas and Glengarry and the regional municipality of Ottawa-Carleton, excluding the postal codes that are in District 3.
- 328 votes cast/ 1,877 eligible voters (17.5%)

District 5 Re-Elected: Tammy Contois

- Composed of the counties of Simcoe, Dufferin, Wellington, Halton and Peel, and postal codes beginning with LOK, NOB, excluding the postal codes that are in District 3.
- 468 votes cast/3,169 eligible voters (14.8%)

District 7 Elected: Parisa Carello

- Composed of academic members
- 111 votes cast/ 615 eligible voters (18%)

Congratulations to Marta, Tammy, and Parisa! They will join a committed team of Registered Massage Therapists/Massage Therapists and public members who work together to protect the public interest, maintain trust in Massage Therapy, and build confidence in Massage Therapy regulation.

Reminder: *Be the Best You Can Be* Will Not Be Completed in 2026

Registered Massage Therapists and Massage Therapists (RMTs/MTs) will not complete *STRiVE Part 1: Be the Best You Can Be* in 2026.

STRiVE, *Be the Best You Can Be* and *Practice Profile* are being streamlined into a single process to create a more integrated approach to quality assurance and reduce the number of touchpoints with the profession.

Scheduled to launch in **March 2027**, further updates and details will be shared as they become available.

Thank you for your patience and support as *STRiVE* continues to evolve and improve.

If you have any questions, please contact professionalpractice@cmto.com.

Board Highlights

CMTO's Board met on Tuesday, September 29. The complete meeting package is available on [CMTO's website](#) and the livestream recording is available on [CMTO's YouTube channel](#).

Highlights from the meeting are below:

The Board approved:

- The unaudited 2026 Q2 Statement of Operations and Statement of Financial Position
- The following updated CMTO fees effective January 1, 2027:
 - The Inactive Fee will be reduced from \$457.50 to \$223.75 (25% of GC fee)
 - The Initial application fee will be reduced from \$225 to \$150
 - The CMTO Workshop fee will be eliminated (\$225 to \$0)
- Updated compensation and expenses guidelines for Professional Board and non-Board Committee Members
- The 2027 Certification Examination Content Outlines effective January 1, 2027
- To consult on proposed amendments to the Quality Assurance section of the General Regulation under the *Massage Therapy Act*

Information

- The Board decided to not proceed with the Registered Massage Therapists' Association of Ontario's funding request because of concerns around the funding model, governance, accountability, and alignment with CMTO's regulatory mandate.

Decisions

- The Board decided not to remove Massage Therapy education information (institution and year of graduation) from the register.
- The Board provided direction for the Governance Committee to reconsider establishing the Patient's Relations Committee as an arm's-length committee composed of non-Board registrant and non-Board public members and report back to the Board.

CMTO is Moving

The College of Massage Therapists of Ontario (CMTO) is relocating to the corner of Church Street and Bloor Street East. Centrally located, the new office provides CMTO with the opportunity to share office space with two other health regulators, creating efficiencies and fostering collaboration.

The new address is:

**175 Bloor Street East
North Tower, Suite 600
Toronto, ON M4W 3R8**

Scheduled to open to the public in late November, CMTO remains committed to serving registrants and the public by email and telephone and is available to answer any questions. You can contact us at:

Telephone: 416-489-2626

Toll-free (in Ontario): 1-800-465-1933

Fax: 416-489-2625

Email: cmto@cmto.com (general enquiries and information about the Public Register)

Please refer to the [frequently asked questions](#) for more information.

Massage Therapy Awareness Week 2026

Massage Therapy Awareness Week takes place from October 25-31, 2026. Throughout the week, CMTO is sharing seven facts about Massage Therapy to raise awareness of Massage Therapy as a regulated health profession and how patients can find and verify a Registered Massage Therapist/Registered Massage Therapist in Ontario. Stay tuned!

Please follow and share our content on social media:

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

Thank you to all Registered Massage Therapists/Registered Massage Therapists for your hard work on delivering safe, ethical, and high-quality Massage Therapy care to patients across Ontario!

Highlights from the Webinar on Intimate Partner Violence

Please note, this story has triggering language.

On September 22, 2026, the College of Massage Therapists of Ontario (CMTO), along with 19 other health regulatory colleges, hosted a webinar for registrants on intimate partner violence (IPV) and intimate partner homicide involving firearms. The webinar featured subject matter experts from various professional backgrounds who shared valuable information about IPV.

Some of the highlights discussed were:

- Anyone can experience intimate partner violence, regardless of gender, race, sexual orientation, age, or faith.
- IPV occurs when a current or former intimate partner causes physical, sexual, or psychological harm. This may include physical aggression, sexual coercion, psychological abuse, or controlling behaviours.
- IPV generally involves a pattern of power and control exercised by the abuser over the victim.
- IPV can take different forms over time and may increase in frequency or severity especially at the time of separation. It can include emotional, psychological, verbal, spiritual, family, and financial abuse, as well as neglect and threats to harm children, other family members, or pets.
- IPV is not always obvious. Signs may include unexplained injuries, anxiety, frequent health care visits, a partner answering questions on behalf of the victim, or concerns related to finances, children, or personal safety.

The panel also discussed the importance of recognizing the signs of IPV and knowing how to respond appropriately:

- Professionals and community organizations should be equipped to recognize warning signs and risk factors of IPV and know how to respond and make appropriate referrals.
- When assessing safety concerns, such as threats, stalking, strangulation, access to weapons, or fear of going home, it is recommended to create a safe space for conversation, and use a trauma-informed, person-centred approach. This includes letting victims know they are believed and reassuring them that the abuse is not their fault.

This session supported recommendations from the [2022–2023 Domestic Violence Death Review Committee Annual Report](#).

[Watch the recorded session and download the Understanding Intimate Partner Violence \(IPV\) Resource Package.](#)

Highlights from CMTO's Educator Event

On September 2, the College of Massage Therapists of Ontario (CMTO) brought together 44 Massage Therapy educators from 23 public and private schools across Ontario to explore competence, performance, and the role of education in helping prevent sexual abuse of patients and Registered Massage Therapists/Massage Therapists (RMTs/MTs).

The day included discussions that focused on:

- Understanding how performance is an outcome of competence and how competence extends beyond knowledge, skills, and abilities.
 - Recognizing the risks to competence, including previous complaints, personal transitions, burnout, professional environments, and challenges with developing and maintaining a professional identity.
 - Understanding that performance concerns can involve more than one Standard of Practice and why it is important to recognize potential risks to competence early.
 - Preventing sexual abuse through learning strategies using case scenarios.
- Communication skills and the learning environment were also identified as having important roles in helping learners understand and maintain professional boundaries.

Through collaborations amongst the group, educators were able to share experiences, discuss practice-based cases, and explore reflective learning strategies that can help address performance concerns and support ongoing professional development.

For more information or questions about the topics discussed, RMTs/MTs, Massage Therapy Educators and Students can contact CMTO's Practice Specialist: practicespecialist@cmto.com.

Express Consent: What RMTs/MTs Need to Know When Releasing Records to Third Parties

The [Standard of Practice: Record Keeping](#), which was updated on September 8, provides direction to Registered Massage Therapists/Massage Therapists (RMTs/MTs) on how to meet their *record keeping requirements which includes consent regarding releasing records to insurers and other third parties. RMTs/MTs must continue to obtain consent before releasing a patient's personal health information, but consent can now be obtained verbally or in writing.

When obtaining consent, RMTs/MTs must meet the expectations for “express consent” as defined in the *Personal Health Information Protection Act, 2004 (PHIPA)*. This means that a patient clearly agrees with the specific disclosure of their personal health information such as what personal health information will be shared, who will receive it, and why their information is being disclosed. Once express consent is provided, RMTs/MTs must document both the expressed consent and the details of the request from the third party in the patient's health record.

The following is an example that helps illustrate how express consent can be obtained and documented in practice.

Practice Scenario:

Ryan, an RMT/MT, receives an email request from an insurer for a copy of a patient's health record to support an insurance claim. Ryan is aware of the obligation to obtain consent and contacts the patient to discuss the request and describes the specific information the insurer is asking for, the name of the insurance agent who is making the request, and the reasons for the request given by the insurer. The patient confirms that they understand what will be shared and gives verbal consent to release the records. Ryan documents the conversation and the patient's verbal consent in the health record, including the details of the disclosure before providing the records to the insurer.

For more information about express consent, RMTs/MTs can review [Standard of Practice: Record Keeping](#) or contact the College of Massage Therapists of Ontario's (CMTO's) Practice Specialist: practicespecialist@cmto.com.

*The [Massage Therapy Act, 1991](#) (MTA) and the [Personal Health Information Protection Act, 2004](#) (PHIPA).

Public Health Ontario's New Hand Hygiene Program

Public Health Ontario (PHO)'s Hand Hygiene resources are getting an update. Effective September 28, 2026, PHO will replace its Just Clean Your Hands (JCYH) program with a new Hand Hygiene Program, that looks at the practical and behavioural factors that can make hand hygiene easier to maintain in everyday practice.

It includes a guide and practice resources focused on education, environmental support, habit formation, and team-based problem solving.

What does this mean for RMTs/MTs?

To meet the requirements in the [Standard of Practice: Safety and Risk Management and Infection Prevention and Control](#), the College of Massage Therapists of Ontario (CMTO) recommends RMTs/MTs familiarize themselves with the updated hand hygiene program to remain informed and support the application of hand hygiene practices.

Additionally, if RMTs/MTs use JCYH materials in their practice, now would be a good time to identify where they appear in policies, training, and other materials so they can be updated. PHO will provide additional resources and information as they become available.

Please visit [PHO's hand hygiene webpage](#) for more information and access resources.

Discipline Decisions

When the College of Massage Therapists of Ontario (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. The OMTDT has issued new decisions since the [last edition of TouchPoint](#).

- [Wan Hua \(Annie\) Wu](#) (2026) [Read CanLII](#)

The tribunal found Wan Hua (Annie) Wu did not complete a specified continuing education or remediation program (SCERP) required by the CMTO's Inquiries, Complaints and Reports Committee and did not participate in the subsequent investigation into her conduct.

- [David Symonds](#) (2026) [Read CanLII](#)

David Symonds was found guilty of sexual and physical abuse.

- [Thanh Nguyen](#) (2026) [Read CanLII](#)

The Tribunal found Thanh Nguyen guilty of professional misconduct that included multiple instances of submitting false claims to insurers for treatments she did not provide, falsely advertising the availability of direct billing to certain insurers despite having been delisted by them, and she failed to maintain clinical and financial records in accordance with the standards.

- [Dimitrios James Nistas](#) (2026) [Read CanLII](#)

The Tribunal found that Mr. Nistas engaged in sexual acts with and made sexualized comments to a patient during a massage therapy appointment in 2014. Mr. Nistas also failed to obtain consent for treatment, including written consent for treatment of sensitive areas.