

RMTAO ANNUAL REPORT 2023



Registered Massage Therapists'
Association of Ontario



Annual Report Contents

Message From The Board Chair	4
Message From The Executive Director	6
RMTAO Staff and Board Of Directors	8
2023 RMTAO Membership	
– Membership Numbers	9
– Membership Programs	10
– Program Updates.....	10
– Member Survey Results.....	10
– Member Testimonial Contest	10
RMTAO Education	
– Conference.....	11
– Webinars	11
– In Person Courses.....	11
RMTAO Communications	
– New Presentations	12
– Resources	12
– Infographics	12
– Massage Therapy Awareness Week	13
– Blog Posts.....	14
– Massage Therapy Today	14
– The Friday File.....	14
– Massage Therapy Videos.....	15
– Social Media	15
RMTAO Connection and Recognition	
– Community-Based Networks.....	16
– School Ambassadors.....	16
– Town Hall Meetings.....	17
– Member Recognition Dinner	17
RMTAO Advocacy	
– Provincial Overview.....	18
– Tax Exemption.....	19



Message from the Board Chair

Ian Kamm, BSc, RMT
Board Chair




I would like to start my message by thanking all the members of RMTAO Board of Directors. Every single person on the Board has contributed to our successes throughout 2023. In addition I would like to offer a special thanks to Susan Bessonette who stepped up and resumed Board roles at short notice, after we had a drop in the number of Board members earlier this year. That could have led to chaos, but our board was able to step up to the plate admirably. Thank you also to Erika Kuehnel whose term on the Board will be ending at the Annual General Meeting.

The return to all in-person meetings, which started in September 2022, helped us work more effectively together. We met in person in January, March, June and September. A lot of these meetings included refining our own policies and procedures to ensure we are able to most effectively guide the association forward.

Part of our role as a Board is also to review and approve the Operational plan developed by the Executive Director. After a thorough review, I am confident that the plans developed by Operations will be beneficial both to members and to our profession as a whole.

I continue to work closely with Michael, our Executive Director, as an integral part of the Canadian Massage Therapy Association (CMTA), and this has been some of my most important work as Board Chair specifically. I was able to attend the CMTA meeting in Saskatoon this year, and it was a very productive one. Our primary focus was the creation of a strategic plan for the CMTA. This will be essential in helping to guide our work on national issues and ensure that the massage therapy profession has a strong national voice.

The primary project that the CMTA focuses on is the achievement of HST/GST exemption for all RMTs in Canada. Since this is a federal tax, achieving tax exemption is a federal issue. We worked together to develop a letter that all associations could send to Members of Parliament (MPs) in their province. We also ensured that we would regularly be in contact with key individuals at the Ministry of Finance.



These initiatives will keep our request for tax exemption top of mind, and will help gather support for our request. At the CMTA meeting in Saskatoon, we also discussed our new national benefits plan with Perlinger and how that might evolve in the future, and I'm happy to say that this plan continues to be a success.

Another important part of my role as Board Chair is to regularly participate in meetings with the CMTO Registrar, Maureen Boon, along with the Executive Director. We discuss issues that concern our members including concerns about CMTO changes to CMTO standards, changes to the quality assurance program and CMTO fee increases. I was also able to actively participate in a Prevention of Sexual Abuse Symposium with other healthcare partners, where we explored solutions for addressing sexual abuse in massage therapy, which is also an important issue for the CMTO. The relationship between the RMTAO and CMTO is important so that RMTs are heard when it comes to regulatory decisions, and I believe that this year I was able to help make that relationship stronger than ever.

I will be handing over the role of Board Chair after our 2024 Annual General Meeting as I reach the new maximum term length for chair that we recently implemented in order to keep the roles on the Board fresh. I look forward to finishing the remaining two years of my current term on the Board in other positions and committees. My three years as Chair has been a time of growth both for myself and for the Association. I believe that I am leaving the Board in good hands, and I look forward to seeing how future Board Chairs and board members build upon my work to build an even more successful association. Looking ahead to 2024, the Board intends to create a strategic plan for the Association, which will only further guide the association's growth. I would like to thank my Board Colleagues, The RMTAO Operations Team and the membership for your support during my term as Chair. Anything I've been able to achieve, I could only achieve with all of your support.



Message from the Executive Director

Michael Feraday, MBA
Executive Director and CEO



We are living in a time of profound transformation in healthcare, and massage therapy is no exception.

It's essential to acknowledge the ever-changing landscape of healthcare. In recent years, there has been a growing recognition of the importance of holistic and complementary approaches to health. Massage therapists are uniquely positioned to play a crucial role in this shift. In the coming year, I foresee a continued integration of massage therapy into mainstream healthcare, where our services will be sought.

What should we be proud of as massage therapists in Ontario? Firstly, our profession is based on a foundation of education and ethics. Our rigorous training as a regulated health profession ensures that we are well-equipped to provide safe and effective treatments. We demonstrated during the pandemic how effective that training was as we were considered an essential service by the Ministry of Health in Ontario. Our commitment to ethical standards, patient confidentiality, and professionalism sets us apart as trusted regulated healthcare providers. We should take pride in the fact that we contribute positively to the well-being of our patients and uphold high standards of practice.

More RMTs also recognize the RMTAO's ability to break down barriers so that RMTs are included in all areas of health care which has led to strong member retention.

A primary area of focus, with the goal of including massage therapy in all areas of health care in mind, has been our work to have massage therapy included in the West Toronto Community Health Services. We initiated a strategic partnership with the West Toronto Community Health Service, incorporating two RMTs in their Community Health Centre. This is a fully integrated primary health team servicing marginalized communities in Toronto. The pilot project is being evaluated with the quadruple aim, the results of which will be shared with the Ministry of Health, Ontario Health and other health leaders. The initial feedback about the RMTs in this program has been overwhelmingly positive, and this information will be essential in advocating for the inclusion of massage therapy in other government healthcare initiatives.

This has resulted from my regular meetings with Members of Provincial Parliament, sharing with them the benefits of massage therapy and the ways that massage therapy can contribute to health care in Ontario.

These meetings also helped lead to a private member's bill advancing to the Ontario Legislature in February proposing an annual Massage Therapy Day in the province. This private member's bill will be introduced at our Queen's Park Day in February 2024, where RMTAO members will speak with MPPs to further promote the benefits of massage therapy to the government.

The Association advocates for our profession and its recognition within the healthcare system, promoting the benefits of massage therapy through education and outreach efforts. As we look to the future, there are several areas where we can help our community better themselves and support one another. Some of these efforts are federal in nature or affect other health professionals as well, which is why they require that we work closely with other associations.

For example, we are advocating with the Canadian Massage Therapy Association (CMTA) for the removal of HST/GST. Our application has been filed and is in process and has been acknowledged by the Federal

Ministry of Finance. We have also, along with our partners at the CMTA, sent letters to all MPs to ask for their support for tax exemption. We created template letters so our members can send letters to their MPs, and regularly follow up with the Ministry of Finance on this issue. I am very hopeful that we will see this to a successful conclusion and will keep our membership apprised of developments.

Building upon our pre-existing relationships and participating in groups focused on issues that impact all health professionals has been crucial to our advocacy efforts over the past year. We participated in the Coalition of Ontario Regulated Health Professional Associations (or CORHPA) to discuss a variety of issues of concern to all health professionals, including barriers in the insurance industry, proposed changes in healthcare regulation and government bills that can impact health professionals. This partnership helped us to take our advocacy efforts further than would be possible independently. We also advocate with our partners in the Coalition of Health Professions in Auto Insurance for increased WSIB fees, to further support our members who work with patients injured at work.

A lot of our advocacy efforts are focused on what will make the professional lives of our members better. Last year we received around 2,000 phone calls and emails from members asking for assistance. This includes continued individual advocacy to help members who have been delisted by insurance companies. This also includes regularly meeting with the Registrar of the CMTO to discuss issues of mutual concern, such as peer assessment, treatment of spouses, regulatory reform and concerns about fees.

We further advocated to the insurance industry against the requirement that exists in some extended health benefits plans that patients get a doctor's note before accessing massage therapy. We received a response from the Canadian Health and Life Insurance Association (CHLIA) indicating that the insurance industry is moving away from this requirement, and we will continue to advocate against this barrier to

care. Another barrier to care that we've advocated against is the requirement for an RMT to have a listed health practitioner co-sign the OCF-18 when the RMT is treating individuals who have sustained injuries in a motor vehicle accident. This is the responsibility of the Ministry of Finance, and I will continue to advocate for the removal of this requirement.

The RMTAO also supports increased massage therapy research. The RMTAO is providing a bursary of \$10,000 to an RMT who is taking a master's degree to further their research. We have partnered through Canadian Massage Therapy Association with the Massage Therapy Foundation which promotes research contributing to the body of knowledge surrounding massage therapy. This is another thing that helps elevate our profession.

The RMTAO acts as the voice of the massage therapy profession in health care and helps the profession move above and beyond any previous expectations. It's your support that allows us to successfully advocate on your behalf and provide you with the tools you need to be successful.

I would like to thank the Board of Directors, our volunteers and our partners who have continued to support the Association. I also thank the RMTAO staff: Gilles Lavigne, Jill Haig, Laura Fixman, Angela Paton, Hariti Malhotra and Eman Abubakar. They are the force working tirelessly behind the scenes to ensure the association is successful, and they are the reason we are able to continue to work to help our members in any way possible.

In conclusion, as we end 2023 and step into 2024, the future of massage therapy in Canada looks promising. Our profession is evolving to meet the changing healthcare landscape, and we should take pride in our role as healthcare providers. By continually improving our skills, giving back to the community, and supporting one another, we can ensure that massage therapy remains an integral part of healthcare in Canada. Together, we can help our patients lead healthier lives and contribute to the well-being of our society.



RMTAO

Staff and Board of Directors

Michael Feraday
CEO and Executive Director

Jill Haig
Director of Operations

Gilles Lavigne
Director of Operations (Interim)

Laura Fixman
Manager of Communications

Hariti Malhotra
Education and Events Planner

Angela Paton
Member Services Coordinator

Eman Abubakar
Administrative Coordinator

Ian Kamm, BSc, RMT
Chair

Alex Kidd, BKin, RMT
Vice-Chair

**Dylan Crake, BSc, MSc,
RKin, RMT**
Secretary

Susan Bessonette, BA, RMT
Director

Deborah Coburn, BA, RMT
Director

**Dr. Erika Kuehnel, DC,
RMT, CMAG**
Director

Erin Pierson, BHSc, RMT
Director



Membership

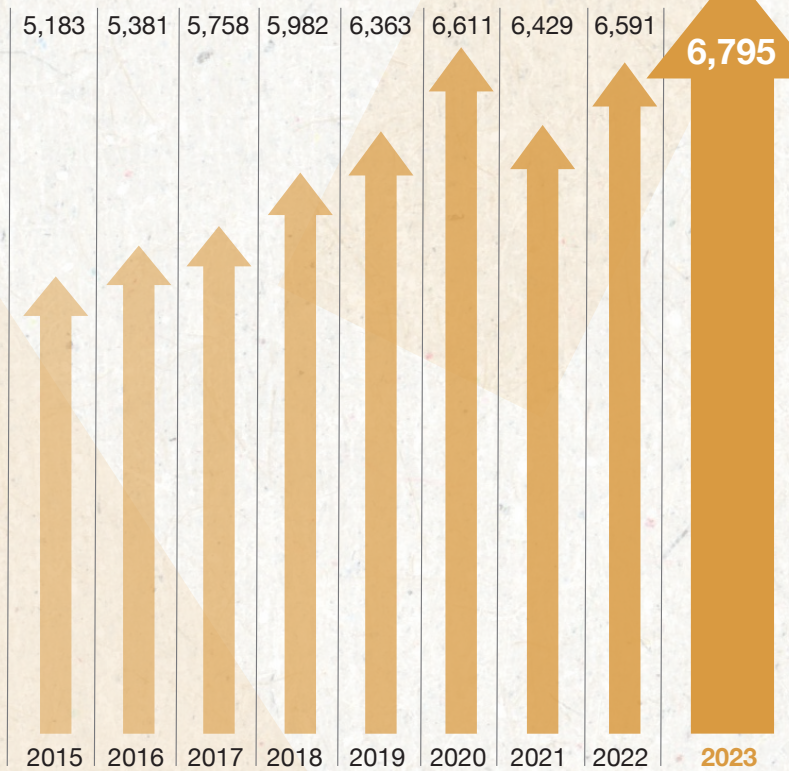
2023 Membership Numbers

With graduates joining the association at high rates, and experienced members continuing to see the value in membership and continuing to renew at high rates, we have seen an increase in members this year. Members were able to see and appreciate our renewed focus on providing members with the tools they need to be successful and our engagement in advocacy on behalf of

the profession, which also led many members to rejoin the association after several years away.

By continuing to focus on what members want and need and focusing on the growth of the entire massage therapy profession, we will be able to continue to grow our membership throughout 2024 and beyond.

Yearly Activity for RMTAO Membership



6795
Active

15
Associate

1
Retired

233
Life

820
Students



Membership Programs

RMTAO members have access to a variety of programs as part of their membership including a free RMTFind listing, a subscription to our magazine *Massage Therapy Today*, continuing education opportunities at member rates and access to various resources and discounted programs. Members can still choose to pay for the programs and services that work best for them with our flex membership model.

We would like to thank all of our program partners who work closely with us to continue to provide our members with discounted valuable benefits.

Member Survey Results

We conducted our annual survey of our members to canvass their views and interests in the different activities of the RMTAO and determine their areas of priority. The survey was conducted from March 1, 2023, to March 15, 2023, and was open to all Active and Life Members. A total of 688 members responded to the survey. Members were provided with the results at the conclusion of the survey, located on our website.

The majority of members are either satisfied or extremely satisfied with their RMTAO membership, webinars and resources offered. When asked to select the most valuable aspect of RMTAO membership, the most popular response was the opportunity to support RMTAO advocacy efforts and the support provided by RMTAO by phone or email. 95% of RMTAO members feel RMTs should have the opportunity to be included in Family Health Teams. They felt that RMTs play a vital role in an individual's health care and that working closely in a team environment would allow for more cohesive and assured connections for patients. Some areas of concern identified were the need for more promotion of the benefits of massage therapy to the public, government and insurance companies, advocating for the HST exemption issue and acquiring adequate pay for MVAs. These areas have remained a focus for the RMTAO throughout 2023 and beyond.

Program Updates



In 2023 we added a new member program partner,

Noterro. Noterro is an online clinic management tool for Massage Therapists and offers RMTAO members a 25% discount. There are currently 88 RMTAO members who are using the discount, including new and existing Noterro users.



Our program partner, FBC, began offering RMTAO members free 30-minute

general tax and bookkeeping consultation calls. They also developed a bookkeeping resource to assist RMTAO members with tracking their annual income and expenses. The bookkeeping resource can be found in the RMTAO Resource Library.

Member Testimonial Contest

We asked our members to tell us their favourite part of RMTAO membership written as a testimonial and they could win prizes from RMTAO and our program partners. 31 members sent in their testimonials, and we included the testimonials on our website to encourage new members to join or current members to renew.

The prizes members won were 1 year free of RMTAO membership, one free RMTAO webinar, 2 \$50 LCBO gift cards from Alliance Merchant Services, a \$50 Home Depot gift card from Robertson Hall, a \$100 Visa card from FBC, \$50 Marks Work Wearhouse gift card and a 6-month subscription to ClinicSense.



Education

Conference

The RMTAO hosted an in-person conference on June 10 in Toronto that focused on Pain.



The conference included a keynote by physiotherapist Luke Bongiorno about helping patients

understand pain, and a panel discussion on the multidisciplinary treatment of pain featuring a variety of health professionals. These sessions were well received by the audience and very informative.

Many attendees were excited for the opportunity to attend our first in-person conference since 2019, and attendees enjoyed our 9 breakout sessions in the pain science, location/condition specific pain, and population specific pain streams.

Although the in-person format was well received, many people unable to attend indicated that a virtual conference would work better for them. We look forward to welcoming members to a virtual conference on June 1 and 2, 2024.

Webinars

The RMTAO offered a variety of webinars in 2023 that were very popular with members. Topics included assessment and treatment of headaches, tips for successful finances, low-back and pelvic



pain, things RMTs need to know about truth and reconciliation, overview of changes to STRiVE by the CMTO, treating patients with joint problems, pain knowledge and more.

We have received great feedback from our members that have attended the webinars. While some topics would lend themselves well to in-person courses, most have found our webinars to be a great approach to continuing education due to the flexibility it provides with their schedules.

In-Person Courses

The RMTAO held 9 in person courses throughout 2023. Topics in 2023 included Shoulder Mobilizations, Upper Cervical Mobilizations, and Thoracic Mobilizations. The courses have taken place across Ontario.

We will continue to offer in-person courses in the coming year for the members that prefer to learn in-person and for topics that are better suited to be taught in an in-person setting.



Communications



Resources

The RMTAO continued to add to our Resource Library in 2023 based on areas members identified as preferences or priorities. The Resource Library is divided into a variety of helpful categories based on the topics of the resources, the type of resources, and the category of resources. We added a number of new helpful resources in 2023 that are outlined below.

- **Bookkeeping Resource – Income and Expenses**
This resource, created in conjunction with FBC, provides members a way to effectively track their income and expenses. This includes a column to track HST collected, to help see how much HST should be remitted.
- **Scripts to Respond to Difficult Practice Situations**
Some practice situations can be more difficult to communicate about than others. These scripts help members respond to difficult practice situations including when a patient may be intoxicated, when a patient's family may want more involvement, when a patient won't comply with certain requirements, and more.
- **Guideline to Risk-Based Assessments**
The RMTAO created a guideline to help members understand the CMTO's new Risk-Based Assessments process, including completing the

practice profile, and what the practice assessment process will now look like.

- **Supports to Competence from RMTAO membership CMTO** outlined several different risks to dyscompetence and supports to RMT competence as part of their risk-based assessment process. The RMTAO outlined how different aspects of RMTAO membership such as participating in CBNs, reading The Friday File, accessing our practical resources, and attending RMTAO events.

New Presentations

The RMTAO created two additional presentations that members can use when speaking to the public and other health professionals about massage therapy. These presentations focused on the benefits of massage therapy for sports injuries, and for low-back pain.

Infographics

The RMTAO created more new infographics in 2023. These infographics provide an overview of various benefits of massage therapy and are a great resource members can use to promote their practice and the profession. These infographics, along with applicable references, are posted in the RMTAO Resource Library and shared on the RMTAO Facebook page.

Topics for 2023 infographics have included but are not limited to massage therapy for babies and children, massage therapy for the lower body, massage therapy for arthritis, and massage therapy for people in long-term care. New infographics are currently being created and shared approximately once per month.



Massage Therapy Awareness Week



During Massage Therapy Awareness Week in 2023 we focused on highlighting the ways that massage therapy can help people recover from injury, relieve the symptoms of illness, and better get through various

stages of life. We wanted to provide content and information to help our members promote these diverse benefits of massage therapy. We did this by creating a series of shareable social media images and posts and encouraging members to share them during massage therapy awareness week, as well as posting them on our own channels.

We also updated our social media toolkit to include information about paid/boosted posts, updated instructions and suggestions, and specific social media considerations for health professionals, to help members be more effective on their own social media channels.

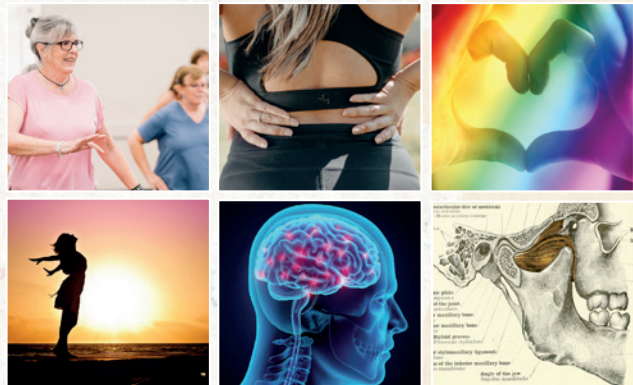
We also used this opportunity to further promote the patient stories videos we created to further promote the benefits of massage therapy.

We would like to thank all of our members who shared this content with their networks to help spread the word about the ways that massage therapy can help people get back to doing what they love.



Blog Posts

We continued to add blog posts throughout 2023 on various benefits of massage therapy as well as topics that are important to RMTs. Many of these posts are meant to be easily shareable by our members on their social media channels to further spread the word to their audiences. 2023 also included blog posts from our conference presenters. Topics in 2023 have included massage therapy for stroke recovery, low-back pain and chronic conditions.



Massage Therapy Today

The RMTAO released four issues of *Massage Therapy Today* in 2023. The themes of these issues were Pain Experience, Burnout, Remedial Exercise and Head and Neck. The Winter, Spring and Fall issues were sent to all RMTAO members. The Summer issue was sent to all RMTs across Ontario, with content encouraging members to join the RMTAO. The Winter, Spring and Summer issues were printed and mailed to members, and the Fall issue was only available virtually.

The Friday File

The Friday File e-newsletter continues to be sent weekly to our members and partners for updates on Association activities, highlights of practical resources and news that affects the massage therapy profession, and remains a trusted source of information for RMTAO members.



The regular advocacy updates from our Executive Director and CEO Michael Feraday so that members can keep up-to-date with the advocacy efforts of the Association, and are also posted on the RMTAO website, remain popular.



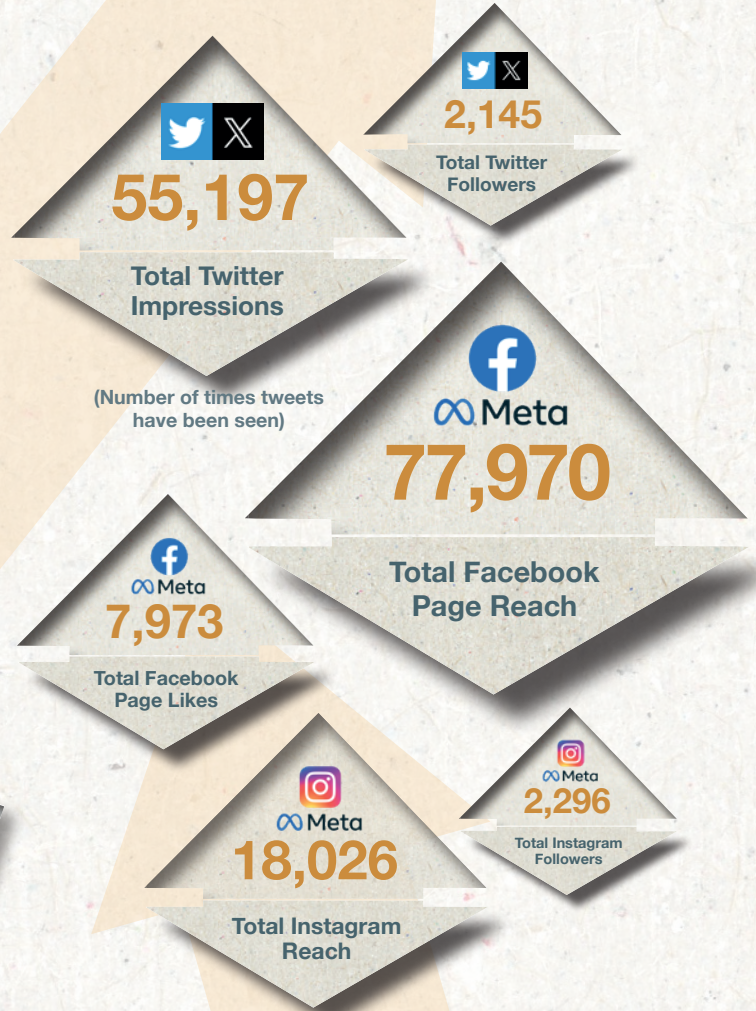
Massage Therapy Videos

The RMTAO worked with an external company to film and release

two massage therapy videos highlighting patients' experiences with massage therapy. We found patient volunteers with different massage therapy stories, as well as RMT volunteers to participate in the videos. These videos covered the benefits of massage therapy for people with physically demanding jobs and physically demanding jobs, and were shared in The Friday File, on the RMTAO and multiple times on RMTAO social media.



Social Media



The RMTAO maintains an active presence on Facebook, Instagram and X (formerly Twitter). We post a variety of content, with the most popular being image-based content focused on the benefits of massage therapy that our followers can share on their networks. We also use all of our social media channels to share news that impacts the Massage Therapy profession and spotlight RMTAO events and initiatives.

Our overall social media reach and engagement continues to grow, and we continue to focus on posts to visually highlight the diverse benefits of massage therapy, which help drive that growth by being very easy and appealing to share.

Connection and Recognition

Community-Based Networks 2023

Community-Based Network (CBN) Coordinators volunteer their time to help create and nurture a robust community of local RMTs. The CBN groups allow RMTs and RMT students to connect with other RMTs in their area.



The CBNs continued to meet in 2023 and increased the total number of meetings held by 17% over 2022. The number of CBN groups remained the same.

Many CBNs have started to meet

again in person or are using a hybrid model of in-person and virtual attendees. In 2023 there were 73 CBN meetings held across Ontario, 32 meetings were held in person, and 1 meeting was a hybrid model.

In 2023, the RMTAO continued to offer support to the CBN groups. Our support includes sending a monthly newsletter highlighting the available RMTAO resources, providing relevant articles, and meeting topic suggestions. We also continue to send emails to members in specific locations to promote a CBN meeting in their area.

We continue to provide meeting template agendas on relevant topics such as a guide to business planning, guideline to risk-based assessments, strategies to collaborate effectively with peers and common practice concerns.

We continue to hold bi-annual CBN Coordinator only meetings. These meetings encourage Coordinators to meet virtually with other CBN Coordinators and discuss different ways to run a successful CBN group. The meetings help foster a sense of community among the CBN Coordinators.



We held our second CBN Guest Speaker evening on February 22nd. The guest speaker was Nicki Iskander and the topic was 'New Grad Masterclass'. The meeting was designed for current students and recent graduates of any massage therapy program, and all CBN groups were invited to attend. The meeting had 33 attendees and was very well received. We will continue to offer CBN Guest Speaker evenings ongoing.

School Ambassadors

We regularly contact all Massage Therapy schools in Ontario to schedule visits from our School Ambassadors. School Ambassadors are RMTAO members who volunteer their time to visit Massage Therapy schools to inform students about the RMTAO and encourage students to sign up for free RMTAO student memberships. In 2023 we added 3 new Ambassadors from all over Ontario. We translated the School Ambassador presentation and hand-out materials into French for schools that have a large French speaking population. We send RMTAO branded post-it notes to leave with the students after their visit.



Most school visits have moved back to in-person, which has increased the number of scheduled visits. In 2023 there were 25 visits to schools across Ontario from School Ambassadors, and 21 of the visits were in person.

Town Hall Meetings

For two weeks throughout the month of April, the Executive Director, Michael Feraday, travelled across Ontario to speak in person to members about the RMTAO's latest advocacy initiatives and upcoming priorities. Michael hosted Town Hall Meetings in Windsor, London, Toronto, Hamilton, Ottawa, Barrie and Sudbury.

The town hall meetings had positive feedback from members, and were well attended in every city. In May we also held a virtual Town Hall for those that couldn't make the in person events, or who did not live near an in-person Town Hall.

Topics that came up at all the Town Hall events included the CMTO practice profile and Risk-Based Assessment, questions about our quest for HST exemption, other CMTO-related concerns surrounding fees and difficulties with entry-to-practice testing, the desire for more standardization in education, and some confusion over the resources offered by the RMTAO.

We were able to address all of these issues at our Town Hall meeting, and it was a great opportunity to connect with members in person and open the door to future connections. We look forward to hosting further Town Hall meetings in 2024.

Member Recognition Dinner

We held an in-person awards ceremony this year with a Member Recognition Dinner attached to our conference in June 2023! Our Member Recognition Dinner was held on Saturday, June 10 in Toronto, and we escaped to Paris for an evening of fantasy, drama and fun at the Moulin Rouge. Attendees were able to dance the can-can, eat and drink Parisienne style while enjoying the evening with fellow colleagues and friends. We also took this opportunity to recognize the dedicated RMTAO volunteers. Attendees enjoyed the spectacular spectacular at the infamous Moulin Rouge!



Congratulations to our Award Winners!

Radha Rampersaud
RMT of the Year in
Remembrance of Ken Rezsnyak

Krystin Bokalo
Professional Service Award

Robert Harris
Educator of the Year

Advocacy



RMTAO
ADVOCACY

Below we've outlined our overall advocacy efforts towards

the provincial government, the insurance industry, the CMTO and other health professionals to ensure massage therapy is recognized and respected as an evidence-based health profession. We've also outlined the specific advocacy updates related to the process of HST exemption.

Provincial Overview

1 Advocated to insurance companies to remove the requirement to obtain a doctor's note to obtain extended health benefits coverage, and received a response from the Canadian Life and Health Insurance Association indicating the insurance industry is moving away from this. This has not yet been achieved and is still ongoing.

2 Met with various Members of Provincial Parliament (MPPs), as well as key decision makers within the Ministry of Health to promote the benefits of massage therapy and promote the inclusion of massage therapy in government funded health care initiatives.



**France Gelinas, MPP,
and Michael Feraday, Executive
Director and CEO of the RMTAO.**

3 In cooperation with other Associations, advocated for the extension of the deadline for repayment for business loans instituted during the COVID-19 pandemic.



4 Meet regularly with the CMTO Registrar and Council president to discuss issues of mutual concern such as fee increases, changes to health history form recommendations, advertising

standards, the practice profile, and concerns related to sexual abuse.

5 Successfully advocated for inclusion of massage therapy as part of a Pilot Project at West Toronto Community Health Services. This is just a first step in integrating massage therapy into primary healthcare, and the results of this will inform the integration of massage therapy into primary healthcare in the future.

6 As a member of the Coalition of Health Professional Associations in Auto Insurance, lobbying the provincial government to increase payments to RMTs (and other health professions) who treat patients who have been in car accidents.

7 Advocating with a group of healthcare organizations called Team Primary Care for more comprehensive human resources data about the healthcare field.

8 Advocated to the Financial Services Regulatory Authority of Ontario (FSRA) and key representatives of the Ontario government for the removal of the requirement to have another health professional listed as a Health Practitioner to certify and review and RMT's Treatment and Assessment Plans (OCF-18) when they are treating people who have been in car accidents. This is also an ongoing initiative that we hope to continue to advocate for.

9 Continued to help people navigate being delisted from insurance companies, as well as helped gather a delisting hotline with numbers from various insurance companies RMTs can call in the event that they're delisted.

10 The confirmation and announcement of a Queen's Park Day to be held February 21, 2024. This will include teams of RMTs meeting with MPPs to discuss the benefits of massage therapy being included in government health care initiatives. This will also include the introduction of a bill to proclaim the third Wednesday of October each year as Massage Therapy Day.



Tax Exemption

Regularly follow up with key members of the Ministry of Finance, the Canada Revenue Agency (CRA) and Members of Parliament to ensure our request for HST exemption remains top of mind, along with our partners at the CMTA.

Wrote a letter to all MPs in Ontario to get their support for HST exemption. The other associations in the CMTA did the same for MPs in their own provinces.

Created a template letter to MPs that RMTs could send asking for their local MP and provided our members with guidance on how they could find their local MP and send the letter.





rmtao.com

1-800-668-2022

1243 Islington Ave, Suite 704, Toronto, ON M8X 1Y9 • 416-979-2010

info@rmtao.com

