



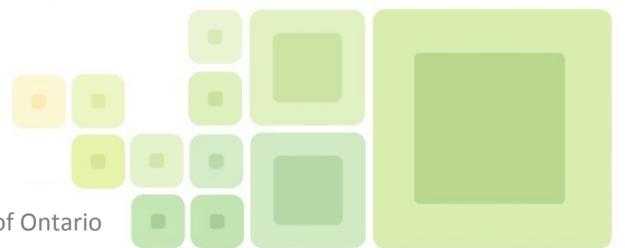
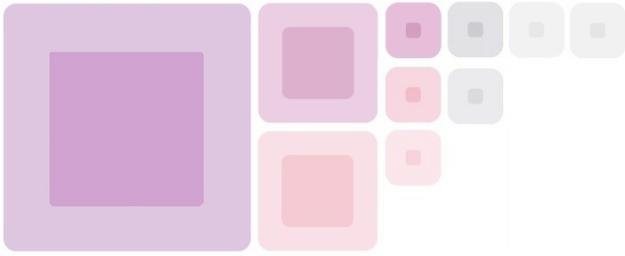
Registered Massage Therapists'
Association of Ontario

ANNUAL REPORT

2014

**PRESENTED AT THE
ANNUAL GENERAL MEETING
JANUARY 25, 2015**

**DELTA MEADOWVALE HOTEL
& CONFERENCE CENTRE
MISSISSAUGA, ONTARIO**



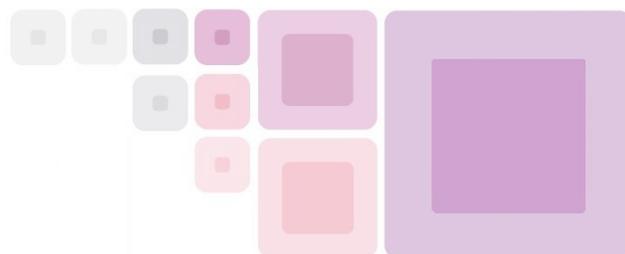


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BOARD CHAIR'S REPORT ON BOARD ACTIVITIES

It is my privilege, on behalf of the Board of Directors of the Registered Massage Therapists' Association of Ontario, to present this report on the activities of the Board of Directors for the past year. 2014 was a year of transformation and revitalization for the RMTAO and the organization has taken great strides in achieving the strategic objectives for the profession. The Association collectively takes on major and significant initiatives with the reliance on a relatively small group of volunteers and staff. We have successfully leveraged off the skills and competencies of our volunteers and staff to make 2014 a successful year. We hope to continue this trend which I believe will lead us into many prosperous and effective years to come.

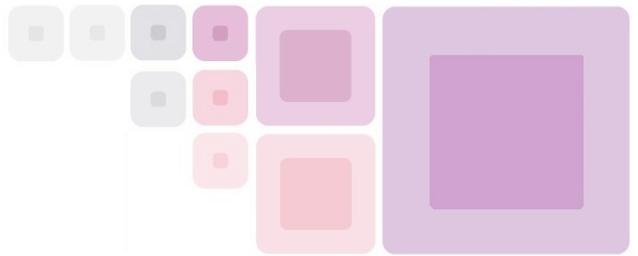
MANAGEMENT OF THE ORGANIZATION

In March 2014, the Board of Directors welcomed Andrew Lewarne to the role of Executive Director and Chief Executive Officer (ED & CEO). We look forward to working together with Andrew to achieve the goals and vision of the RMTAO. I would also like to take this opportunity to thank Jill Haig, who took on the role of Interim Executive Director while the Board performed the search for the new Executive Director. Her dedication and loyalty provided stability to the organization and the Board during the time of transition.

The Board of Directors of the Registered Massage Therapists' Association of Ontario operates under a policy governance structure. As such, the role of the Board is to envision the future of the organization and the profession, while ensuring the organizational structure is present for the vision to be achieved. The Board delegates the day-to-day operations of the Association to the Executive Director. It is the responsibility of the Executive Director to work toward achieving the vision set by the Board. The role of the Board can be divided in to management, board self-reliance, and leadership and vision.

BOARD SELF-RELIANCE

Board self-reliance means that the Board is responsible for its own commitments and development to provide structure and support for the Association. There are several committees in place that help the Board be self-reliant. These include the Board Development Committee (BDC), Membership and Elections Committee (MEC), Executive Committee (EC), Board Policy Committee (BPC), Performance Review Committee (PRC), and the Stakeholder Monitoring Committee (SMC).



Over the course of the last year the Board reviewed the committees and ultimately decided to merge the Membership Committee and the Nominations and Elections Committee in order to streamline the committees and associated processes. The Board also changed the Stakeholder Engagement Committee to the Stakeholder Monitoring Committee to better align with the policy governance structure of the RMTAO.

The BDC has been instrumental in organizing our educational focus over the year and ensuring the orientation process is comprehensive in preparing Directors for the next year. The SMC has provided updates to the Board regarding a variety of Stakeholders so that the Board can be informed in their decision-making process. The BPC continues its work preparing the Board to be in compliance with fast approaching Ontario Not for Profit Corporations Act. All of the committees have been engaged in dedicated work to further the goals and vision of the Association.

LEADERSHIP AND VISION

The Ends Policy is a document that describes the vision of the Board. The Board of Directors undertakes a review of the Ends Policy each year. In 2013 the Ends were completely re-written and revised. This year, during the review of the Ends, the Board of Directors made minor changes as a result of various conversations that transpired through early Board meetings and to ensure inclusivity of the needs of our membership who work in a variety of different settings. Currently the ends are related to high professional standards, credibility of the profession, financial stability, and a culture of inquiry and collaboration.

Early in 2014, the RMTAO Board of Directors made the decision to join the Canadian Massage Therapist Alliance (CMTA). The Board understood the importance of a national massage therapy presence and the RMTAO is committed to ensuring that the CMTA is a strong force in national advocacy efforts. Over the course of this past year the RMTAO has attended the CMTA meetings both in person and via teleconference.

The RMTAO has assisted the CMTA in taking significant steps toward the development of a National Communication Plan. The RMTAO, along with the CMTA, have been working diligently to complete various items in order to support projects of national importance for the profession of massage therapy. The Board looks forward to updating membership as these projects are completed and ready for publication from the CMTA.

Over the past year the Board also took action on a number of issues. These included meeting with the Registrar and President of the College of Massage Therapists of Ontario (CMTO) to discuss various projects and activities, providing feedback on the Workplace Safety and Insurance Board (WSIB) Musculoskeletal Program of Care as well as monitoring and commenting on items related to the National Accreditation Planning Committee. The Board continued to monitor and provided feedback on the issue of the Financial Services Commission of Ontario (FSCO) Service Provider Licensing, as well as provided necessary counsel and strategic guidance to the operation of the Association.



SUMMARY

This past year has been one of significant challenges and change for the Association. We continue to strive to balance human and fiscal resources with the aspirations we have for the profession. The goal of advocating on behalf of the profession of massage therapy is always at the forefront.

Your Board of Directors is committed to working on your behalf and on the behalf of all Registered Massage Therapists in Ontario. We have taken great strides for the profession and will continue to influence positive change when and where we can. The Board of Directors is looking forward to a new year and further advancement and evolution of the profession of massage therapy in Ontario.

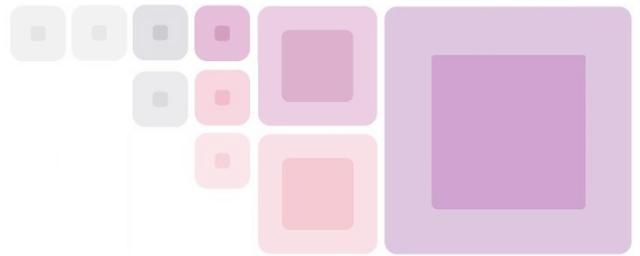
I would like to take this opportunity to express my sincere thanks to each and every member of the Board of Directors for their hard work over the past year. The Board of Directors has collectively risen to the many challenges and difficult decisions that were faced. We are excited to continue our efforts to influence the future of our profession. It is my privilege to serve as Chair of the RMTAO Board of Directors and to provide this report on behalf of the 2014 Board of Directors.

Respectfully submitted,



Krystin Bokalo
Board Chair
Registered Massage Therapists' Association of Ontario





EXECUTIVE DIRECTOR'S REPORT ON OPERATIONS

I am pleased to present the following report on the operations of the Registered Massage Therapists' Association of Ontario (RMTAO) for 2014. The Board of Directors, through its Ends Policies and Ends Priorities, establishes the strategic position for the Association. The Executive Director (ED) and Chief Executive Officer (CEO), with the guidance from the Board and support from the staff, develops and executes a plan aligned with these priorities. The activities described below were possible thanks to the hard work and dedication of the RMTAO Board, staff and volunteers.

Operational efforts at the RMTAO have been dedicated to increased engagement with membership and improving the services offered to membership. This includes the rejuvenation of the Community-Based Networks, increased advocacy on a provincial and national level, engagement with members at various speaking opportunities, engagement with educators, schools and students, development of new published materials, and participation in inter-professional, networking and research events.

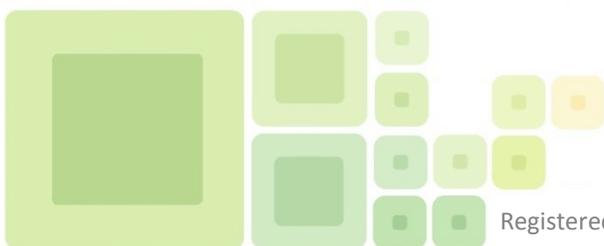
ADMINISTRATION

On March 3rd, 2014, I began in the role of Executive Director and CEO of the RMTAO. While the recruitment search for the new staff lead was underway, Jill Haig assumed the role of Interim ED & CEO. I would like to take this opportunity to personally thank Jill Haig for her commitment to the association so ably represented through her tenure as Interim Executive Director and CEO from November 2013 through to March of 2014. It is my sincere hope to carry on the same kind of diligence, vision and attention to detail that has characterized the leadership of the Association.

Jill Haig was given a new title that effectively recognized her increased responsibilities with the organization. She is now the Manager of Operations. She will oversee all aspects of the day-to-day operations as well as having primary responsibility for the education program.

Rachel Chuffart, Communication and Marketing Manager, left the Association in October 2014 to pursue other opportunities.

Laura Fixman joined the organization in August of 2014 as our Member Services Administrator and has since taken over responsibility for the magazine, *Massage Therapy Today*. Laura has also assumed primarily responsibility for our social media platforms and has taken great strides in ensuring that the RMTAO website remains up-to-date with accurate and useful information for our members.



Valbona Kapastra, Accounting Coordinator, has been exceptional in ensuring efficient and accurate financial records. Valbona continues with us part time and her experience with the Association has been invaluable.

This is a small, flexible and agile team that works together efficiently and cooperatively. I wish to extend my heartfelt thanks to this dedicated team of professionals.

EDUCATION

Education has been and will remain a priority for the RMTAO. In 2014, the RMTAO offered 29 in-person educational assessment workshops. The topics focused on clinical assessment, mobilizations, and treatment techniques. The RMTAO also introduced a professional portfolio preparation course for RMTs which was offered 3 times in 2014. Each educational workshop included an evaluative component and, based on the written feedback of attendees, the overall rating for these courses was 95%, a very positive result.

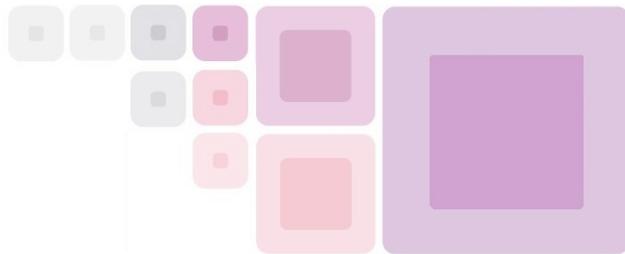
The RMTAO continued the Certificate of Excellence Program, which recognizes the efforts of members to update their knowledge and skills in the competencies of massage therapy. Three more ambitious members earned the Certificate of Excellence in Assessment, and several more RMTs are well on their way to completing the requirements. Since its launch in 2009, seven RMTs have earned this certificate and this program will continue to be a focus of RMTAO education.

The RMTAO continues to offer a variety of online continuing educational opportunities. One of our most popular courses is a joint effort with Centennial College for our course offering titled “Insurance Reimbursement for Massage Therapists: Working with Auto Insurance and WSIB Cases”. This course was offered three times in 2014 and a total of 78 individuals participated in this course and provided very positive feedback. We will continue to offer this important course in 2015.

The RMTAO continues to offer additional continuing education opportunities in an online multimedia format. In partnership with ScholarLab, four of the education sessions from the 2013 RMTAO Education Conference were recorded and made available online. The videos include slide presentations and other interactive content. The feedback has been incredibly positive and we are pleased to continue to offer our members this added educational benefit.

The RMTAO continued to offer an Advanced Accessible Customer Service Workshop in partnership with Accessibility Professionals of Ontario. This workshop ensures that RMTAO members are compliant with the Accessibility for Ontarians with Disabilities Act (AODA). Individuals showed a deep appreciation for this course offering.

We look forward to hosting the RMTAO Education Conference: *Excellence in Practice* in May 2015. We hope that members will join us in making this event another success.



Continuing education and professional development continues to be a key component and priority of the RMTAO operational activities. We will continue to create learning opportunities for our members and provide greater access to existing opportunities in the years to come.

COMMUNICATIONS

In the 2013-2014 membership year, four issues of *Massage Therapy Today: Putting Knowledge into Practice* were developed, designed, produced and distributed to all members of the Association. The summer 2014 issue was distributed to all RMTs in Ontario. Our quarterly publication provided both advocacy and practice-related articles focused on Low Back Pain, Credibility and Competency, Neurological Conditions, and Entrepreneurship. *Massage Therapy Today* represents a significant tool for the profession and members of the Association and continues to be an important source of evidence-based information.

The Friday File continues to be a source of current industry news and advocacy updates and maintains a high degree of popularity with members and partners of the Association. The Association is able to provide ongoing updates with respect to changes in the massage therapy profession, policies and positions, as well as opportunities to provide feedback to the Association. In addition to various profession-related news pieces, The Friday File has also provided members of the Association with weekly business tips, clinical tidbits and insight into other sectors of healthcare.

With an emphasis on increasing the Association's community of massage therapists, the Association has encouraged members to participate in social media tools such as Facebook, LinkedIn and Twitter. Discussions of advocacy and professional practices within the RMTAO Facebook Group provide opportunities for dialogue with respect to issues facing the profession. In early 2014, the RMTAO also launched a Facebook Page that is updated regularly with news and information. The decision to make the Facebook group private has allowed for the ongoing presence and participation in social media to increase among the membership and the profession which has also increased networking opportunities.

Through the use of The Friday File and social media, the Association has been able to encourage members and non-members to access RMTAO.com. This allows the Association to provide more detailed information to the membership with respect to the various services, advocacy updates and other resources including past articles of the RMTAO's various publications.

MEMBERSHIP

Active membership with the RMTAO continues to increase, and members have provided positive feedback with regards to the fee structure which allows for optional add-on programs. This allows the RMTAO to establish a low price point for basic membership with the Association.



Student membership remains a key priority of the Association. The Association has retained the ability for students to sign up online and provide proof of enrolment in a recognized massage therapy program. With a greater interest in the success and development of students, the Association has participated in five school visits since March 2014. These visits included a presentation on advocacy and how student members can become engaged in the profession. Student members of the Association get many of the benefits of a full membership with the Association during their time as a massage therapy student. This allows them to view all of the benefits of joining the Association and many do so upon graduation.

The following table provides comparable data with respect to RMTAO membership.

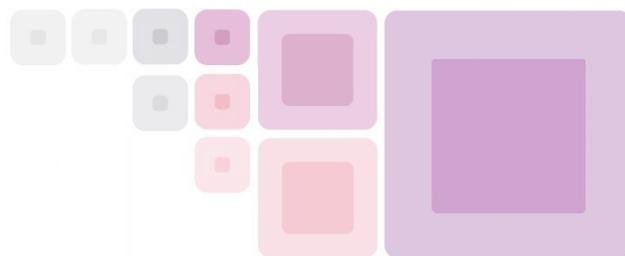
Members	Sept. 30 2010	Sept. 30 2011	Sept. 30 2012	Sept. 30 2013	Sept. 30 2014
Active	3524	4043	4371	4779	4947
Associate	36	20	14	15	4
Student	1345	1668	1793	1131	1182
Life	17	16	31	34	37
Total	4922	5747	6209	5959	6170

We have continued to increase the membership in the Association and over the past year have increased overall membership by 3.5%. We believe that given the increase in the number of members and the very positive feedback received from the members, that our recruitment and retention efforts have been successful and have increased the number of massage therapists in Ontario represented by the RMTAO.

MEMBER SERVICES

The RMTAO membership structure is such that members are able to opt in and receive relevant programs and services that match their individual needs.

The table below provides an outline of the optional programs and the number of individuals who purchased those services for the respective years. The figures and programs listed under the Optional Insurance Access as well as the MT Software Program represent the number of individuals that enrolled into the program during that membership year. These figures are not carried over year to year, as the enrollment fees are a one-time payment for the duration of continued membership. The professional liability insurance programs as well as the GoodLife gym membership are optional annual fees.



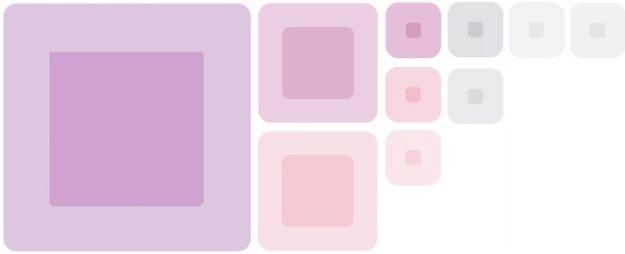
Program	2011-2012	2012-2013	2013-2014
Insurance Programs			
Professional Liability Insurance (PLI)	4152	4466	4528
PLI - Acupuncture	323	410	404
PLI - Ultrasound	85	106	102
Optional Insurance Access			
Health and Dental Insurance	77	128	122
Home and Auto Insurance	155	145	141
Personal Insurance	57	72	72
Legal Insurance	N/A	61	59
Member Services			
RMT Find Extra Listings	119	128	126
GoodLife Fitness Program	230	299	281
MT Software	41	90	91

Optional Insurance Programs are offered as additional services and over 95% of members have opted to purchase the Professional Liability Insurance (PLI) program with the Association. The Association currently offers the most competitive rate as a standalone Professional Liability Insurance product in the marketplace. This year we continued to offer the option of purchasing the PLI directly through the insurance company website, Trisura Guarantee Insurance Company, using the *Trisura Portal*. This alternate means of purchasing PLI coverage offers further discounts on the PLI premium. Approximately 30% of members opted to purchase their PLI through the *Trisura Portal* this year. We will continue to offer our members this option in the coming years.

The additional Optional Insurance Access Programs are available to members only. The one-time enrolment fee provides members with access to Health and Dental, Home and Auto, Personal Accident Disability, and Legal Expense Insurance rates through the RMTAO. As the figures are not cumulative, the chart is not indicative of members currently using the service. We continue to receive positive feedback on the programs that are offered and members are invited to make suggestions to the RMTAO at any time regarding services that they would like to see made available.

We have also included two new member services in 2014; a 20% discount on membership with IN-CAM Research Network and membership in Perkopolis, a program offering discounts on a variety of services.





In early 2014, a revised RMTAO Schedule of Services and Fee Guideline was released. This document is used by Ontario RMTs to assist in decisions surrounding the services offered and associated fees. The guideline also covers issues such as receipts, gift certificates, discounts, cancelled or missed appointments, and much more. This document is available for free download by all RMTs on RMTAO.com and has proven to be a valuable tool.

The RMTAO also created and instituted a strategy for complying with the Canadian Anti-Spam Legislation (CASL). This information was made available on the RMTAO website so that RMTs were aware of the legislative changes and could understand and comply with its requirements. Also included on RMTAO.com this year is a section on the prevention of fraud for massage therapists, which includes important information from the Canadian Health Care Anti-Fraud Association (CHCAA).

The RMTAO participated in a webinar with the Ontario Chiropractic Association, Ontario Physiotherapy Association and Ontario Society of Occupational Therapists regarding the new Workplace Safety and Insurance Board (WSIB) Programs of Care. This webinar was provided live and then posted to the RMTAO website for use by members at their convenience. We also provided a webinar for our members regarding the new Financial Services Commission of Ontario (FSCO) service provider licensing fees and direct payment through Health Claims for Auto Insurance (HCAI). This webinar has also been posted to the website and is available for members free of charge.

The RMTAO is committed to member engagement and has made great progress in the rejuvenation of the Community-Based Network (CBN) Program. We have created a series of resource packages which contain various templates that members may find useful, as well as reporting forms to assist the RMTAO in identifying which resources are considered necessary by the CBNs. These templates will include an opportunity for CBN members to participate in Retrospective and Prospective Case Study Research for inclusion in the Case Study Repository, where they would retain authorship for potential inclusion in larger research projects. In 2014 there have been new CBNs created in Toronto Centre, Thunder Bay, Sudbury, Durham Township, Tillsonburg, Kingston and Niagara West. These new CBNs are in addition to the already active 12 CBNs throughout Ontario.

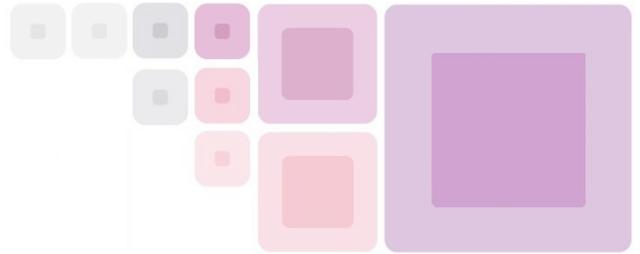
WEBSITES

The Association continues to maintain two website domains, www.RMTFind.com as well as www.RMTAO.com.

The Association provides a referral service for RMTAO members through www.RMTFind.com. Each member is permitted one listing with their basic membership, and can be searchable by the general public using postal code, name, or city. Additional listings may be purchased at a cost of \$12.00 + HST per year per listing. The following are the access statistics for RMTFind.com in 2014:

- Number of visits: 221,967
- Number of unique visitors: 179,930
- Number of page views: 426,698
- Percentage of new visits: 79.15%





The Association has also provided a significant resource through www.RMTAO.com. This website is used primarily by members of the RMTAO and members of the profession to access CEU course offerings, pertinent information regarding daily professional issues, and various services from the RMTAO. The following are the access statistics for RMTAO.com in 2014:

- Number of visits: 210,852
- Number of unique visitors: 135,478
- Number of page views: 769,630
- Percentage of new visits: 61.52%

FINANCES

The financial standing of the RMTAO at the end of the fiscal year remains in a positive position. Revenue from membership has increased as well as the revenue from the offered products and services including the professional development program.

The expenses for administration, services and programs, as well as professional development have been reduced. As a result, a surplus greater than anticipated for the 2013-2014 fiscal year will be applied to the reserves for the maintenance of the Association's fiscal health.

BOARD SUPPORT

In 2014, the Board of Directors held eight meetings as well as an orientation session on the Policy Governance Model. Four of the Board of Directors meetings were held by teleconference to control costs.

The Annual General Meeting was planned and delivered on January 19, 2014 in Niagara Falls, Ontario. Considerable operational resources were used to support the Board of Directors and complete the administrative tasks relating to these Board meetings. I would like to take this opportunity to thank the Board for its ongoing commitment to the profession and the Association.

OPERATIONS PLANNING

This past year has included a number of shifts in priorities and organizational focus, which was driven by changing Board priorities based on the changing health care landscape and member feedback.

Over the coming years, membership in the Association will continue to grow through improved connection with massage therapy students, schools, new graduates, and members of the profession. Through the process of increased engagement with those striving to become RMTs and those that have achieved that qualification, we will increase the percentage of Registered Massage Therapists that are members. This in turn will improve the



Association's position in negotiation and representation of Ontario Registered Massage Therapists and the profession of massage therapy.

The RMTAO Continuing Education Program will transition to new formats while building on program options through partnerships with educational institutions and organizations. This will decrease internal administrative costs while providing more choices for membership.

Efforts to support the profession in Ontario and across Canada through advocacy will be achieved through cooperation with fellow professional associations and other stakeholders. We will continue to work with the provincial associations across the country to clarify the role that massage therapy plays in the healthcare field through collaborative communication with government and industry stakeholders. Increasing support for the further development of massage therapy research and evidence-based resources will result in more opportunities for membership.

A number of important activities are planned for the upcoming year. These include updating the website for ease of access and clarity of information, further resources for the Community-Based Networks, the aforementioned Education Conference, as well as increased online resources, education and research events.

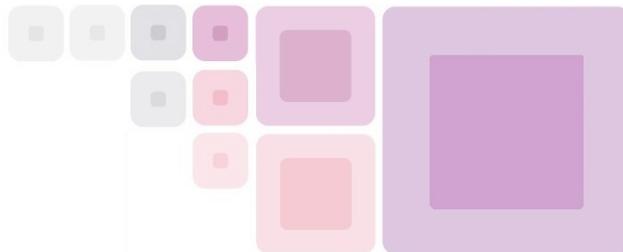
ADVOCACY

The RMTAO advocates on behalf of its members and the profession of massage therapy in Ontario. Advocacy refers to the activity of supporting specific causes, ideas, or plans deemed to be desirable or supportive of the profession of massage therapy. This helps to ensure that RMTs have opportunities in all aspects of their profession.

This year, advocacy efforts focused on increased communication with the various stakeholders in the province of Ontario and also on a national scale. These activities have been built on partnerships and collaborative efforts with many organizations, including health care professional associations, regulatory colleges, educators and a variety of other stakeholders.

Here are some of the advocacy activities and events participated in this year:

- Meeting with the Canadian Health Care Anti-Fraud Association (CHCAA) regarding the profession of massage therapy and fraud prevention
- Attendance at the 10th Annual Advanced Palliative Care Medicine Update
- Consultation with Municipal Licensing & Standards regarding the Professional Holistic Association's regulations and by-laws in the City of Toronto
- Meetings with the College of Massage Therapists of Ontario (CMTO) to discuss issues of mutual concern
- Provincial election initiatives, including: Health Care Tax Credit, Harmonized Sales Tax (HST) Exemption, Ministry of Health and Long-Term Care (MOHLTC) Low Back Pain Pilot Project



- Participation with partner health care associations in discussions with the Workplace Safety and Insurance Board (WSIB) regarding the development of the new structure for the Programs of Care and associated fees
- Participation with partners in the Coalition Representing Health Professions in Automobile Insurance Reform regarding the three year Statutory Accident Benefits Schedule (SABS) legislation review and the Financial Services Commission of Ontario (FSCO) service provider licensing
- Consultation with Canada Revenue Agency (CRA) and FSCO regarding the application of HST as a separate fee outside of the Minor Injury Guideline (MIG) block payments
- Coordination of FSCO and CMTO regarding Professional Credential Tracking Program Proof of Concept
- Meetings with the Coalition of Ontario Regulated Health Profession Associations (CORHPA) in regards to inter-professional relations as it related to government issues as well as other issues of mutual concern and benefit
- Attendance at the 2014 IN-CAM Research Symposium
- Participation in the selection of nominees for the first Canadian Massage Therapy Council for Accreditation (CMTCA) Board of Directors
- Association with the Canadian Massage Therapist Alliance (CMTA)
- Meeting with the Ministry of Health and Long-Term Care (MOHLTC) to discuss the state of massage therapy in Ontario and the involvement in government-funded research initiatives
- Presence at the Minister of Health's announcement of the Low Back Pain Pilot Project

CONCLUSION

This year has seen a number of changes to staff and operations of the RMTAO. While a number of challenges were faced, the year has been a strong one with many new programs and activities accomplished and many more under way. Membership with the Association provides unparalleled value and future growth will allow for an even better year in 2015. This success is only possible due to the hard work and dedication of staff, partners and volunteers.

I would like to express our sincere thanks to the following organizations and individuals for their support and assistance:

- Daryl Oliver, Revilo Networks, website programming and hosting
- Kris Gaetano and team, BF Lorenzetti, our Professional Liability and Legal Insurance program broker
- Tim Wade, BF Lorenzetti, our Health and Dental and Personal Accident Disability Insurance program broker
- Trisura Guarantee Insurance Company, our Professional Liability Insurance provider



- Guy Ellison, Robertson Hall, our Home and Auto Insurance broker
- BCS Communications, publishers of MTT
- Julia Martin, Julia Martin Law, legal counsel
- Deana Alexander and Fiona Donaldson, GoodLife Fitness
- Jason Dempsey, Alliance Merchant Services, our Point of Sale program provider
- Jim Sheddon and team, mindZplay Solutions Inc, our MT Software provider

Finally, the Association is deeply indebted to the staff and volunteers who share their time, skills, and passion. The work of the organization is very dependent on the active participation and dedication of RMTAO volunteers across Ontario. Those who participate on our Board, committees, working groups, panels, and student outreach programs play a monumental role in our success. Please accept our sincere thanks for all your effort and support in numerous activities throughout the year.

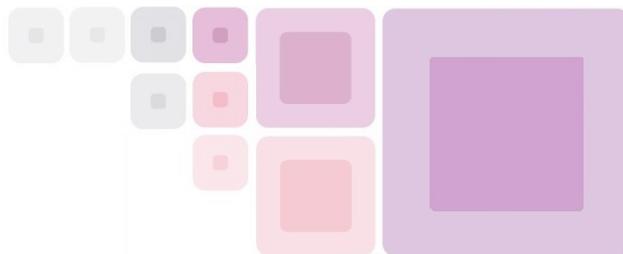
In closing, I would like to once again take this opportunity to thank the Board of Directors for the confidence expressed to me as the new ED and CEO of the RMTAO. Thank you for all the kindness, support and well wishes from the Board, staff, members and stakeholders.

Respectfully submitted,



Andrew Lewarne
Executive Director & Chief Executive Officer
Registered Massage Therapists' Association of Ontario





AUDIT AND FINANCE COMMITTEE REPORT

I am pleased to present this report, as the Chair of the RMTAO Audit and Finance Committee, on the financial outcomes for the fiscal year October 1, 2013 to September 30, 2014.

The Executive Director and Chief Executive Officer (ED & CEO) is responsible for the management of the day-to-day financial operations of the Association. The Board of Directors is responsible for monitoring financial performance against a budget developed by the ED & CEO. The Board of Directors fulfills this role by receiving and reviewing internal reports of the Association's financial performance from the ED & CEO and by retaining the services of an external auditor to conduct an audit.

INTERNAL REPORTS

Prior to the beginning of each fiscal year, the Board of Directors receives a budget that is presented by the ED & CEO. The 2013-2014 operating budget was reviewed and accepted by the Board in September of 2013.

During the fiscal year, the Board receives quarterly unaudited financial statements and variance reports. These reports allow the Board and its Audit and Finance Committee to review the financial performance of the organization and to compare that performance against the same period the previous year and also against the annual budget.

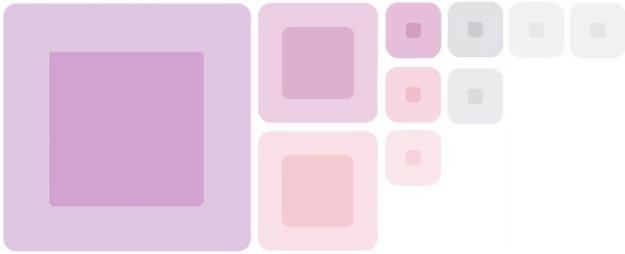
Over the course of this fiscal year, the Board has been satisfied that the activities of the ED & CEO have met the requirements of the financial policies established by the Board. The Board has been kept well informed of all financial matters and transactions, and has monitored closely the projected results of this fiscal year. The ED & CEO has maintained a transparent relationship with the Board about financial matters.

The Auditor has confirmed that the year-end results indicate an excess of revenue of \$137,772.00. This results from increased membership revenue, a reduction in salary costs and careful control of expenses. The ED & CEO has indicated that the excess revenue will be contributed to the Association's financial reserves.

EXTERNAL REVIEW

An Auditor, on behalf of the Board of Directors and the members of the RMTAO, conducts an external review of the financial management of the organization. Excerpts from the Auditor's Report have been made available in this Annual Report and on the RMTAO website. As an external reviewer, Kriens-Larose, LLP audits the financial results and renders an opinion on whether they are representative of the organization's financial situation.





Mr. Kriens has reported that, in his professional opinion, the financial statements presented are free of material misstatement and therefore accurately reflect the financial position of the organization. He has also determined that the financial matters of the organization have been reported in accordance with Canadian generally accepted accounting principles.

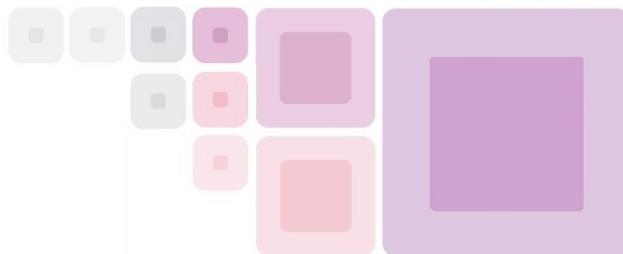
CONCLUSION

The Board has received a satisfactory report from its external auditor and is satisfied that the overall results are in keeping with the Financial Limitations Policies and its Ends Priorities. The Board of Directors is satisfied with the financial report and is asking that members accept the Auditor's Report and the Audited Financial Statements for 2013-2014.

Respectfully submitted,

Juliana Fernandes
Chair, Audit and Finance Committee
Registered Massage Therapists' Association of Ontario

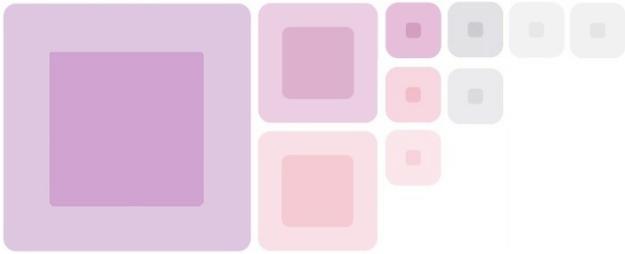




EXCERPTS FROM THE AUDITOR'S REPORT

The following pages are excerpted from the Auditor's Report for the purposes of providing brief highlights from the report for members. It is not intended to replace or alter the Auditor's Report. A complete copy of the full Auditor's Report, including important Notes to the Statements, is available as a download from the RMTAO website or by contacting the RMTAO office. A full copy will be mailed to any member at no cost upon request.





INDEPENDENT AUDITOR'S REPORT

To the Members of the
Registered Massage Therapists' Association of Ontario

We have audited the statement of financial position of the Registered Massage Therapists' Association of Ontario as at September 30, 2014 and the statement of changes in net assets, statement of operations and statement of cash flows for the year then ended, and a summary of significant accounting policies and other explanatory information.

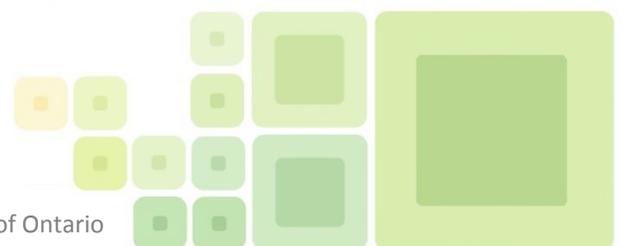
Management's Responsibility for the Financial Statements

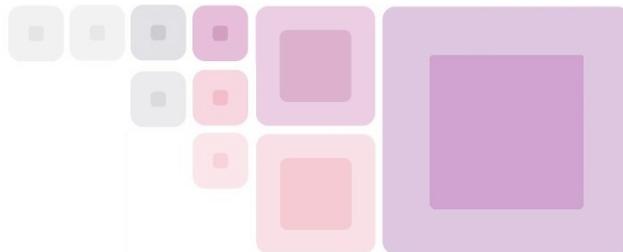
Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian accounting standards for not-for-profit organizations, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.





INDEPENDENT AUDITOR'S REPORT (CONTINUED)

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

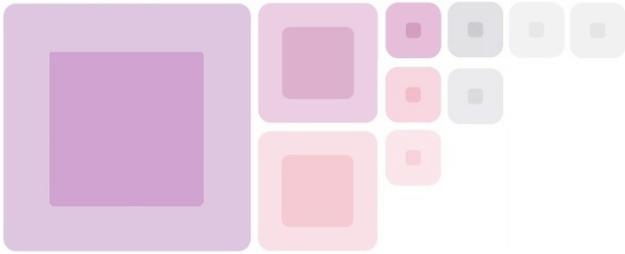
In our opinion, these financial statements present fairly, in all material respects, the financial position of the Association as at September 30, 2014 and the results of its operations and its cash flows for the year then ended in accordance with Canadian accounting standards for not-for-profit organizations.

KRIENS~LAROSE, LLP

**Chartered Professional Accountants
Licensed Public Accountants**

Toronto, Canada
December 2, 2014

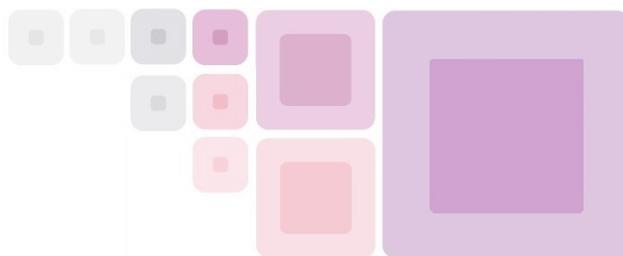




REGISTERED MASSAGE THERAPISTS' ASSOCIATION OF ONTARIO
STATEMENT OF FINANCIAL POSITION
AS AT SEPTEMBER 30, 2014

	2014 \$	2013 \$
ASSETS		
CURRENT		
Cash	1,188,343	958,504
Accounts Receivable	141,612	127,396
Prepaid Expenses	9,892	1,112
	1,339,847	1,087,012
EQUIPMENT (Note 2)	5,151	6,948
	1,344,998	1,093,960





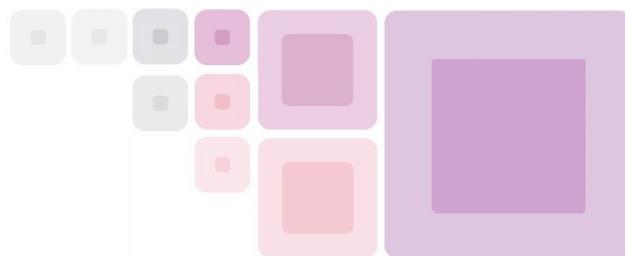
REGISTERED MASSAGE THERAPISTS' ASSOCIATION OF ONTARIO
STATEMENT OF FINANCIAL POSITION
 AS AT SEPTEMBER 30, 2014

	2014 \$	2013 \$
LIABILITIES		
CURRENT		
Accounts Payable and Accrued Liabilities	362,471	318,833
Accounts Receivable	62,242	55,477
Prepaid Expenses	514,766	451,903
	939,479	826,213
NET ASSETS		
UNRESTRICTED NET ASSETS	400,368	260,799
	5,151	6,948
	405,519	267,747
	1,344,998	1,093,960



REGISTERED MASSAGE THERAPISTS' ASSOCIATION OF ONTARIO
STATEMENT OF CHANGES IN NET ASSETS
 FOR THE YEAR ENDED SEPTEMBER 30, 2014

	Unrestricted Net Assets \$	Invested in Equipment \$	Total 2014 \$	Total 2013 \$
Balance, beginning of year	260,799	6,948	267,747	197,991
Excess of revenues over Expenses for the year	137,772	-	137,772	69,756
Purchase of equipment	(200)	200	-	-
Amortization	1,997	(1,997)	-	-
Balance, end of year	400,368	5,151	405,519	267,747



REGISTERED MASSAGE THERAPISTS' ASSOCIATION OF ONTARIO

STATEMENT OF OPERATIONS

FOR THE YEAR ENDED SEPTEMBER 30, 2014

	2014 \$	2013 \$
REVENUES		
Membership Fees	460,228	443,680
Membership Services and Programs	251,167	249,497
Professional Development	60,826	75,993
Administration	2,479	2,730
	774,700	771,900
EXPENSES		
Administrative	311,872	332,474
Members Services and Programs	122,654	130,158
Membership	110,886	96,067
Professional Development	45,969	104,321
Board and Committees	45,547	39,124
	636,928	702,144
EXCESS OF REVENUES OVER EXPENSES FOR THE YEAR	137,772	69,756



SECRETARY'S REPORT – ELECTION OF THE BOARD OF DIRECTORS

It is my pleasure to submit the following report on the nominations and election process for the 2015 RMTAO Board of Directors.

In accordance with the RMTAO Bylaws, the Board of Directors issued a Call for Nominations on October 2, 2014, which detailed that up to five open positions for Director were open for nomination. The deadline for receipt of nominations was set for November 6, 2014. At the close of nominations, five nominations for the five Director positions were received. As the number of nominations did not exceed the number of vacancies, all individuals nominated were acclaimed to the position of Director.

It is my pleasure to report that the following five individuals were elected and have accepted their position for a three year term on the RMTAO Board of Directors:

- Krystin Bokalo
- Jennifer Hewitt
- Debbie Wilcox
- Juliana Fernandes
- Darren Nixon

The Board of Directors elect from their ranks, the positions of Board Chair, Board Vice Chair and Secretary. This election for Executive Officers will take place immediately following the Annual General Meeting.

In addition to the five individuals elected this year, the Board of Directors also has several Directors who are continuing to serve from elections or appointments made in the two prior years. They are:

- Scott Bukovac, Dan Carell, Kimberly Paterson and Tracy Lovitt who each have one year remaining in their term.
- Andrea Collins and Sergio Muredda who each have two years remaining in their term.

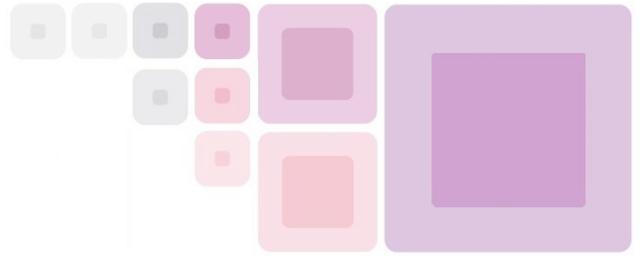
Two Board members, Ivan Lukaroski and Jessica Westbrook, have completed their term and chose not to enter nominations. They will be missed! I think I can speak for us all when I say thank you for their outstanding service.

Respectfully submitted,



Tracy Lovitt
Board Secretary
Registered Massage Therapists' Association of Ontario





REGISTERED MASSAGE THERAPISTS' ASSOCIATION OF ONTARIO

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