



CERTIFIED REGISTERED
Massage Therapist Association

CRMTA

Anti-Discrimination Policy

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The Certified Registered Massage Therapist Association (CRMTA) is committed to ensuring that all individuals seeking massage therapy services through our CRMTA Members (Members) are treated with respect, dignity, and without discrimination. Discrimination in any form undermines our values of equality and inclusivity, and it is our responsibility to uphold the rights and well-being of both clients and our Members.

To uphold these principles, CRMTA adheres to the following policies:

Non-Discrimination Towards Clients:

- a. Members must not discriminate against any individual seeking massage therapy services on the basis of race, ethnicity, nationality, religion, gender identity, sexual orientation, age, disability, or any other characteristic protected under the Human Rights Act (Alberta) and Charter of Rights and Freedoms (Canada).
- b. All clients shall have equitable access to treatment, and no client shall be denied services based on discriminatory reasons.

Response to Discrimination by Clients:

- a. In situations where a Member experiences discrimination from a client, the Member is encouraged to address the issue calmly and professionally, asserting their right to a discrimination-free workplace.
- b. If the discrimination persists or escalates, the Member has the right to refuse service to the client in accordance with the guidelines outlined below.

Refusal of Service:

- a. Circumstances where it may be appropriate for a Member to refuse service include, but are not limited to, situations where the client's behavior is discriminatory, threatening, or poses a risk to the therapist's safety or well-being.
- b. When refusing service, Members should communicate their decision respectfully and clearly to the client, citing the reasons for refusal without engaging in further confrontation.
- c. Members should document incidents of refusal of service in writing and report them to CRMTA Administration for review and follow-up if necessary.

Guidance and Support:

- a. Members who require assistance with responding to a human rights issue or who have experienced discrimination are directed to seek guidance from the Alberta Human Rights Commission.
- b. The CRMTA shall provide support and resources to Members to ensure they are equipped to handle situations involving discrimination effectively and in accordance with the law.

We recognize that fostering a culture of inclusion and respect is essential for the well-being of both clients and Members. By upholding this anti-discrimination policy, we affirm our commitment to promoting equality, protecting human rights, and maintaining professional standards within the massage therapy profession.