



CALIFORNIA
MASSAGE THERAPY
COUNCIL

Board of Directors Meeting

AGENDA

September 6 & 7, 2017

Portofino Hotel and Marina

Redondo Beach, CA



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MISSION STATEMENT

California Massage Therapy Council's mission is to protect the public by certifying massage professionals in California that meet the requirements in the law and approving massage programs that meet the minimum standards for training and curriculum.

California Massage Therapy Council

Board Members

Mark Dixon, Chairman, Appointed by American Massage Therapy Association, California Chapter

Jeff Forman, Vice Chair, Appointed by the Office of the Chancellor of the California Community Colleges

Michael Marylander, Treasurer, Appointed by Board

Allison Budlong, Secretary, Appointed by California Association of Private Postsecondary Schools

Ronald Bates, Appointed by League of California Cities

Michael Callagy, Appointed by Board

Shana Faber, Appointed by Board

Heather Forshey, Appointed by San Mateo County Department of Health

Minouche Kandel, Appointed by Department of Consumer Affairs

Stephany Powell, Appointed by Journey Out, Anti-Human Trafficking Organization

Alejandro Diaz, Appointed by California Police Chiefs Association

Dixie Wall, Appointed by American Massage Council

FUTURE BOARD MEETINGS*

November 2, 2017 - Northern California

Dates and locations are subject to change. Official meeting agendas are posted 10-days in advance of the meeting. Minutes are posted after approval at the following regular meeting.



RULES OF DEBATE AND DISCUSSION

1. Only one item, the item on the floor, is discussed at a time.
2. Only one person speaks at a time:
 - The person introducing the item;
 - The person speaking for or against the item;
 - Or the person asking or answering a question or raising a point of order.
3. Side conversations will be ruled out of order.
4. Directors debating a motion will have two minutes to speak, once on each motion, with three each from supporting and opposing sides, at which time the motion will go to a vote. The board may vote to extend time for debate.
5. When you want to speak, raise your hand and wait to be called on by the Chair.
6. A question is not an occasion to make an argument.

See accompanying Parliamentary Procedures At-A-Glance

Parliamentary Procedures At-A-Glance

To Do This (1)	You Say This	May You Interrupt Speaker?	Must You Be Seconded?	Is the Motion Debatable?	Is the Motion Amendable?	What Vote is Required?
Adjourn the meeting (before all business is complete)	"I move that we adjourn."	May not interrupt speaker	Must be seconded	Not debatable	Not amendable	Majority vote
Recess the meeting	"I move that we recess until..."	May not interrupt speaker	Must be seconded	Not debatable	Amendable	Majority vote
Complain about noise, room temperature, etc.	"Point of privilege"	May interrupt speaker	No second needed	Not debatable (2)	Not amendable	None (3)
End debate	"I move the previous question"	May not interrupt speaker	Must be seconded	Not debatable	Not amendable	Majority vote
Amend a motion	"I move that this motion be amended by.."	May not interrupt speaker	Must be seconded	Debatable	Amendable	Majority vote
Object to a procedure or to a personal affront	"Point of Order"	May interrupt the speaker	No second needed	Not debatable	Not amendable	None (3)
Request information	"Point of information"	If urgent, may interrupt speaker	No second needed	Not debatable	Not amendable	None

Notes:

1. These motions or points are listed in established order of precedence. When any one of them is pending, you may not introduce another that's listed below it. But you may introduce another that's listed above it.
2. In this case, any resulting motion is debatable.
3. Moderator decides.



CALIFORNIA MASSAGE THERAPY COUNCIL

One Capitol Mall, Suite 800 | Sacramento, CA 95814
tel 916.669.5336 fax 916.669.5337 www.camtc.org

Sent and Posted: August 25, 2017

NOTICE OF PUBLIC MEETING

Wednesday, September 6, 2017 - 10:30 a.m.
Thursday, September 7, 2017 – 8:30 a.m.
Portofino Hotel and Marina

260 Portofino Way
Redondo Beach, CA 90045
Meeting Room:
Newport

AGENDA

1. Call to order, roll call, and establish quorum
2. Chair's Comments
 - Welcome/Introductions
 - Rules of Debate
3. Approval of minutes from June 8, 2017 meeting
4. Election of officers
5. Schools Advisory Committee update and recommendations
6. Proposed amendments to Policies and Procedures for Approval of Schools
7. Closed session with CAMTC legal counsel pursuant to California Government Code Section 11126(e) – schools; lawsuits
8. Resolution regarding definition of “health care providers” governed by the statute of limitations present in C.C.P. § 340.5
9. Selection of Legislator of the Year Award recipient
10. Chief Executive Officer's report
 - Update on 2017 strategic priorities
 - Operations
 - Finance
 - Outreach

11. Public comments regarding issues not in this agenda/suggested agenda items for future meetings

12. Director of Governmental Affairs and Special Projects' report

- Local government update
- Legislation
- Human Trafficking
- Database Development and implementation update

13. Treasurer's report

- Applications Received
- Financial Statements
- Conclusions
- Comments/Discussion on Financial Reports

14. Director of PSD's report

- Interaction with law enforcement agencies
- Training
- Media

15. Director of ESD's report

- ESD database
- School Statuses
- CAMS Database Implementation

16. Outreach Director's report

17. 2018 strategic priorities

18. Closed Session regarding the appointment, employment, evaluation of performance, or dismissal of an employee pursuant to California Government Code Section 11126(a)

19. Return to open session and announce action taken in closed session, if any, under item 18

20. Federation of State Massage Therapy Boards (FSMTB) presentation

21. Items/suggestions from Board members for future meeting agendas

22. Adjourn

All agenda items are subject to discussion and possible action. All interested parties are invited to attend the meeting. Time will be allowed for members of the public to make comments on each agenda item (up to 2 minutes). To make a request for more information, to submit comments to the Board, or to make a request regarding a disability-related modification or accommodations for the meeting, please contact Jon Walters at (916) 669-5336 or One Capitol Mall, Suite 800 Sacramento CA 95814 or via email at info@camtc.org. Requests for disability-related modification or accommodation for the meeting should be made at least 48 hours prior to the meeting time. This notice and agenda is available on the Internet at <http://www.camtc.org>

CAMTC Schools Advisory Committee
Summary report
August 14, 2017

This CAMTC Schools Advisory Committee was formed by the CAMTC board to gather much needed input from schools regarding the policies and procedures for school approval that have been implemented. We were charged with creating and submitting to the board this summary report of recommendations we have made by September 1, 2017.

Meeting 1 -March 8, 2017
Hilton San Francisco Airport Bayfront

MOTION 03082017:1 Lee/Mickey - Move to recommend to the Board to add language to the changes made to Section 3.A.a.4) of the proposed amendments to CAMTC's Policies and Procedures for Approval of Schools to extend past the proposed extension of date of December 29, 2017 by providing additional proof of adequate education through the education hearing process. 7-0 Motion passed

MOTION 03082017:2 Forman/Grant - Move to recommend to the Board to accept the rest of the proposed amendments, 2 - 7, to CAMTC's Policies and Procedures for Approval of Schools. 7-0 Motion passed

Staff recommended amendments to the Procedures for Un-Approval of Schools

MOTION 03082017:3 Grant/ Forman - Move to recommend to the Board to accept the proposed amendments to CAMTC's Procedures for Un-Approval of Schools. 3 7-0 Motion passed

Length of school approval/renewal cycles

MOTION 03082017:4 Mickey/ Forman - Move to recommend to the Board a proposed change in the Policies and Procedures for Approval of Schools to extend the re-application time-period for re-approval of schools extend to four years after the initial two-year approval. 7-0 Motion passed

Fees charged for school approval

MOTION 03082017:5 Lee/Russ - Move to recommend to the Board a proposed change in the Policies and Procedures for Approval of Schools for the application fee for a new school approval to remain \$1500 and the re-application fee to change to \$750. 2-5 Motion failed

MOTION 03082017:6 Grant/Forman - Move to recommend to the Board for staff to explore the imposition of a re-application fee in proportion to revenue. 6-1 Motion passed

Meeting 2- 6/7/2017
Hyatt Regency Los Angeles International Airport

MOTION Budlong/ Lee- Move to request that the Board direct staff to ask developer to get online school reapproval process completed by Sept 1, 2017. 7-0 Motion passed

MOTION Budlong/Forman- Move to recommend that the Board consider an email blast approximately 2 weeks after board meetings and whenever urgent communication is necessary to approved and pending schools with summary of decisions, policy changes and timelines for student and school application processing. 7-0 Motion passed

Policies and Procedures for Approval of Schools – were discussed page by page and the following recommendations were made:

MOTION Grant/Forman- Move to recommend to the Board that Policies and Procedures on approval of school section 1. B. a. Change “from as a college or university” to “at a college or university”. 7-0 Motion passed

MOTION Grant/ Budlong- Move to recommend to the Board that Policies and Procedures on approval of school section 2.D change to “Within 180 days”. 7-0 Motion passed

MOTION Grant/Forman- Move to recommend to the Board that Policies and Procedures on approval of school section be amended to require that a letter be sent to schools stating when an application is deemed complete, and a follow-up letter be sent if new information deems it is no longer complete. 7-0 Motion passed

MOTION Grant/Lee- Move to recommend to the Board that Policies and Procedures on approval of school section 1. D. e. – be amended from “pursuant to this chapter” to “pursuant to the Massage Therapy Act” 7-0 Motion passed

MOTION Budlong/ Lee - Move to recommend to the Board that Policies and Procedures on approval of school item 5. C be removed in light of new FSMTB policies. Motion passed, 6 for 1 abstention

MOTION Grant/Noble- Move to recommend to the Board that Policies and Procedures on approval of school section 5 I be amended to “for calendar year 2018.” Motion passed, 6 for 1 abstention

MOTION Grant/ Budlong Allison- Move to recommend to the Board that the Policies and Procedures on Approval of Schools be amended to address additional fee structures, for example annual installment payments, and itemizing changes and setting additional fees based on usage. 7-0 Motion passed



CALIFORNIA MASSAGE THERAPY COUNCIL

DOCUMENT 6.1

One Capitol Mall, Suite 800 | Sacramento, CA 95814
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August 30, 2017

TO: BOARD OF DIRECTORS CALIFORNIA MASSAGE THERAPY COUNCIL

FROM: JOE BOB SMITH, DIRECTOR, EDUCATIONAL STANDARDS DIVISION
AHMOS NETANEL, CEO

RE: REASONS FOR PROPOSED AMENDMENTS TO CAMTC'S POLICIES
AND PROCEDURES FOR APPROVAL OF SCHOOLS

Per the Board motion on changes to policies, the following information is provided:

The language of the current policy and when the policy was adopted.

See attached Policies and Procedures for Approval of Schools (approved 3/9/17) with proposed additions in red and deletions in strikethrough.

A short description of why the policy should be changed.

The proposed language affects the following main areas:

1. Clarification that ALL campuses must meet and maintain requirements for approval – Section 1. (page 1)

A school campus is typically identified as a main, branch, or satellite campus. CAMTC, BPPE, and other organizations charged with approving or accrediting schools have varying definitions for these campus types. Adding “and branch” clarifies that ALL of a school’s campuses must meet and maintain the requirements set forth in the Procedures.

2. Clarification of reference – Section 1.D.e. (page 2)

This language was originally copied directly from the Massage Therapy Act. In doing so, the original reference to “this chapter” did not make sense in this context. Substituting “the Law” provides the correct reference.

3. Addition of 4-year time period for re-approval – Section 2.B. (page 2), Section 3.D. (page 5), and Section 4.A.a. (page 6)

This provision allows school re-approval to be for a 4 year time period if the school has not had disciplinary action taken against it by CAMTC or a break in approval.

4. Clarification for definition of Provisional School Approval – Section 2.D.a. (page 3)

Provisional School Approval was created to help new schools demonstrate to prospective students that the school has met the initial requirements for approval. The deleted language inadvertently opened up the definition to mean any school that did not have students at the time. This deletion corrects that.

5. Better instructions for electronically submitted application – Section 4. (page 6)

Since the beginning, schools have had to submit both a paper copy of the application, as well as a pdf copy of the application on a flash drive. The Procedures provided explicit instruction on how the paper application should be submitted with the assumption that schools would organize the electronic application similarly. Unfortunately, this has not always happened, creating much more work for staff. Adding this language allows staff to send back any electronic application that is submitted in a disorganized fashion.

6. Asks schools to submit ALL reports from other approval/accrediting agencies – Section 4.B.b. (page 6)

Previously, the Procedures only asked schools to submit the most recent site visit reports and other documentation from their other approval/accrediting agencies. This has caused important information to be missed and created additional investigative work for staff. We recommend asking for ALL such documentation.

7. Adds Administrator Qualification Form – Section 4.C.a.(3) (page 6)

The Administrator Qualification Form has always been a part of the application packet, even though it was not listed in the Procedures as similar documents were. Adding it here creates consistency.

8. Better defines expectations for instructor evaluations – Sections 4.H.c. (page 8) and 5.G.b. (page 18)

It was assumed that schools would have policies and procedures in place for management to evaluate instructor performance. This has not always proven true. Adding it here provides schools that expectation.

9. Removes time limit for advertising samples – Section 4.J. (page 8)

Provides for schools to submit advertising materials from prior to 6 months. Many schools do not update or refresh advertising often, so this provides for them to

submit more materials.

10. Clarifies definition of where classes can occur – Section 5.A.f. (page 9)

Clarifies that all classes must be conducted at an approved location regardless of whether it is a main, branch, or satellite campus or other location.

11. Clarifies definition of direct supervision – Sections 5.F. and 5.F.c. (page 15)

Several schools have interpreted “direct supervision of a qualified instructor” to mean an instructor is simply on premise or in or near a classroom but not actively instructing. This additional wording aims to clarify that.

12. Defines expectation of lesson plans – Section 5.F.f. (page 17)

It was anticipated that schools would have lesson plan documentation to support the information provided in their syllabi. However, many have not. This language defines this expectation for those schools.

13. Clarifying changes

Additional minor language changes have been made to clarify some provisions of the Procedures.

The language of related statutes that may have an impact on the decision: **None**

The fiscal impact the proposed changes may have on CAMTC and certificate holders and applicants:

None.

Potential pros and cons if the new policy is adopted:

Pros – The requested changes provide clarity in processes and procedures. This increases staff efficiency in regards to the school application process and helps schools better understand how to meet and maintain requirements for approval. The addition of a 4 year approval period helps schools to have certainty regarding their CAMTC approval.

Cons – None.

The impact on current certificate holders and applicants.

Clarifying expectations for schools potentially leads to faster processing times which benefits both schools and applicants from those schools.

A suggested date for the change to be implemented. **Effective immediately.**



POLICIES AND PROCEDURES FOR APPROVAL OF SCHOOLS

The California Massage Therapy Council ("CAMTC") hereby adopts the following policies and procedures for the approval of schools, pursuant to California Business and Professions Code sections 4600 et. seq. (hereinafter the "Law"). In accordance with the Law, CAMTC approved schools shall meet minimum standards for training and curriculum.

1. Eligibility for approval.

In order to receive and maintain CAMTC school approval, a massage school, and any CAMTC approved satellite and branch locations, shall meet ALL of the following requirements:

- A. The school must offer at least one eligible program clearly identified as a professional massage program that grants students a certificate, diploma, or degree in massage. Other professional education programs that include massage as a component of their programs are not eligible.
- B. Massage program(s) provides an organized plan of study of massage and related subjects for a minimum of 500 supervised clock hours (or credit unit equivalent) containing, at minimum, 100 hours of instruction addressing subjects specified by the Law and CAMTC, including but not limited to: anatomy and physiology; contraindications; health and hygiene; and business and ethics. The massage program(s) shall also incorporate appropriate school assessment of student knowledge and skills. CAMTC does not accept online or distance learning hours, including but not limited to, externships, homework, and self-study or credits through challenge examinations, achievement tests, or experiential learning.
 - a. For programs qualifying as a college or university of the state higher education system, as defined in Section 100850 of the Education Code, units must be for academic credit and appear on an official college transcript. Certificates from non-credit adult education classes and programs are inapplicable. Community College degrees and certificates must be approved by the California Community Colleges Chancellor's Office.
- C. The school and/or massage program is not currently un-approved by CAMTC.

- D. The school and corresponding massage program(s) shall also meet at least one of the following requirements:
- a. Approved by the California Bureau for Private Postsecondary Education (BPPE).
 - b. Approved by the California Department of Consumer Affairs.
 - c. Accredited by the Accrediting Commission for Senior Colleges and Universities or the Accrediting Commission for Community and Junior Colleges of the Western Association of Schools and Colleges and that is one of the following:
 - (1) A public school.
 - (2) A school incorporated and lawfully operating as a nonprofit public benefit corporation pursuant to Part 2 (commencing with Section 5110) of Division 2 of Title 1 of the Corporations Code, and that is not managed by any entity for profit.
 - (3) A for-profit school.
 - (4) A school that does not meet all of the criteria in subparagraph (2) that is incorporated and lawfully operating as a nonprofit public benefit corporation pursuant to Part 2 (commencing with Section 5110) of Division 2 of Title 1 of the Corporations Code, that has been in continuous operation since April 15, 1997, and that is not managed by any entity for profit.
 - d. A college or university of the state higher education system, as defined in Section 100850 of the Education Code.
 - e. A school requiring equal or greater training than what is required pursuant to ~~this chapter~~^{the Law} and is recognized by the corresponding agency in another state or accredited by an agency recognized by the United States Department of Education.
- E. To prevent a possible lapse of CAMTC School Approval, CAMTC needs to receive an application for re-approval at least six months prior to the school's approval expiration date as stated in the letter of approval. While CAMTC may send a complimentary reminder, it is the school's responsibility to submit the application for re-approval on time.

2. Approval Process.

- A. Complete the application packet entirely and submit all requested documents.
- B. Pay the initial application fee of \$1,500 and any required background check fees. All fees are non-refundable. If approved, the initial application fee provides for 2 full years of CAMTC approval, so long as the school maintains the requirements for approval set forth herein and is not in violation of these Procedures. A school that has been continuously approved for the full 2-year initial approval period, with no disciplinary action taken against it by CAMTC and no break in the approval period, may apply for re-approval. The re-approval fee shall be \$3,000 and provides for 4 full years of CAMTC approval, so long as the school maintains the requirements for approval set forth herein and is not in

violation of these Procedures. Schools with a break in the approval period, or who have had disciplinary action taken against them by CAMTC, must apply and meet the requirements of a new applicant, including paying the initial application fee, which shall provide for 2 full years of CAMTC approval if approval is obtained.

- C. Host a scheduled site visit from a CAMTC representative(s) who will verify information submitted in the application packet and compliance with requirements for approval set forth herein.
- D. 180 days from the date an application is deemed complete by CAMTC, CAMTC will send a letter to the school notifying it of CAMTC's decision to approve the school, provisionally approve the school, propose to deny the school, propose to otherwise act against the school in accordance with these Procedures, or notify the school that corrective action is needed in accordance with the procedures set forth herein.
 - a. Provisional School Approval for New Schools and/or New Massage Programs. For new schools and new massage programs, ~~or schools and programs currently without any enrolled students,~~ CAMTC will follow the same application review process set forth in these procedures, except for those procedures applicable to the site visit. For schools seeking CAMTC provisional school approval, a minimum of two site visits will occur. The initial site visit will follow the guidelines of a regular site visit except for class observations, student interviews, and student file review. A follow-up site visit will be performed once students have started the program to complete these items. If granted, CAMTC provisional school approval is valid for only 180 days, unless otherwise extended by CAMTC in its sole discretion.
 - b. Request for Corrective Action. CAMTC, in its sole discretion, may determine that specific corrective action is needed. If CAMTC determines that corrective action is needed, it will send a letter to the school notifying it of the specific corrective action requested and specify a time period for the school to take the requested corrective action and provide proof to CAMTC that the requested corrective action has been taken. Once CAMTC has reviewed submitted proof that the school has taken the specific corrective action requested pursuant to this section and made a determination as to whether the action taken satisfies the request for corrective action, CAMTC will send a letter to the school notifying it of CAMTC's decision to approve the school, provisionally approve the school, propose to deny the school, or propose to otherwise act against the school in accordance with these Procedures or notify the school that additional corrective action is needed.

3. Important Dates.

- A. July 1, 2016. As of this date, CAMTC will accept, for purposes of certifying individuals who received massage education in California, only those hours completed from CAMTC approved programs offered at CAMTC approved schools unless otherwise allowed pursuant to these procedures.
 - a. CAMTC will accept education for CAMTC certification purposes from schools closed on or before June 30, 2016, with either no lawful custodian of records or a

lawful custodian of records that is not a CAMTC approved school as long as all of the following conditions are met:

- 1) The education occurred at a time when the closed school was approved or accredited by at least one of the organizations listed in California Business and Professions Code section 4601;
 - 2) The closed school is or was not subject to any disciplinary actions or pending investigations by any approval or accrediting agencies, Law Enforcement Agencies (LEA), government agencies, CAMTC or other massage or school related entities;
 - 3) The applicant for CAMTC certification provides verifiable proof that the education received at the closed school meets minimum standards for training and curriculum and the statutory education requirements for certification; and
 - 4) The individual application for CAMTC CMT certification is received in the CAMTC office on or before December 31, 2018. Applicants whose applications are received after this date may still use education from closed schools described in this section 3.A.a. for CAMTC certification purposes as long as they either provide proof of current and continuous city and/or county permit(s) to provide massage for compensation or they pass a CAMTC education hearing (oral telephonic hearing or consideration of a written statement).
- b. CAMTC will accept education for CAMTC certification purposes from schools closed on or before June 30, 2016, that have a CAMTC approved school as their lawful custodian of records as long as all of the following conditions are met:
- 1) The education occurred at a time when the closed school was approved or accredited by at least one of the organizations listed in California Business and Professions Code section 4601;
 - 2) The closed school is or was not subject to any disciplinary actions or pending investigations by any approval or accrediting agencies, Law Enforcement Agencies (LEA), government agencies, CAMTC or other massage or school related entities;
 - 3) The CAMTC approved school identified as lawful custodian of records remains approved by CAMTC; and
 - 4) The CAMTC approved school identified as lawful custodian of records adheres to the following requirements:
 - A. Submits transcripts from closed school(s) in accordance with these Procedures, noting either on the transcript or in an attached letter that the transcript is being submitted by the lawful custodian of records;
 - B. When education is completed at multiple schools, submits either 1) one transcript listing education from all schools clearly identifying when and at which school specific education was received, or 2) provides a separate transcript for each school identifying when and at which school specific education was received;
 - C. Maintains detailed information including, but not limited to, attendance records, syllabi, instructor names, and course catalogs for the programs and curriculum from the closed school(s) as they are listed on transcripts for CAMTC review; and
 - D. Maintains detailed information on the purchase, merger, or other legal transaction that resulted in the CAMTC approved school becoming the lawful

custodian of records for the closed school for CAMTC review.

- c. CAMTC approved schools that are closed or merged with a CAMTC approved school on or after July 1, 2016 and are in good standing with CAMTC at the time of closure or merger: Education will be accepted from the lawful custodian of records as long as the closed school is or was not subject to any disciplinary action or pending investigations by any approval or accrediting agencies, Law Enforcement Agencies (LEA), government agencies, CAMTC or other massage or school related entities.
 - d. CAMTC reserves the right to review and accept or deny all or part of any education submitted for individual CAMTC certification purposes from a closed, sold, or merged school described herein.
 - e. For schools that have been un-approved by CAMTC, and who had an effective un-approval date on or after April 2, 2016, a 90-day grace period from the date of the adoption of this provision (March 9, 2017), or from the effective date of un-approval, which ever is later, will be provided for acceptance of individual certification applications. During this 90-day grace period, the school's students who apply for certification, and all of those whose applications were previously held, will be required to provide additional proof of adequate education (beyond merely a transcript from the subject school) in order to prove their education. Students whose applications are received after the 90-day grace period has expired will be notified that, unless they have also supplied evidence of completion of required hours of massage education from one or more CAMTC approved schools, their applications are incomplete and that they have one year to complete their education and provide an acceptable transcript to CAMTC before their applications are purged.
- B. May 1, 2015. To ensure a site visit and the possibility of approval by July 1, 2016, a school shall apply by this date. Schools may apply for approval while working to fulfill all of the requirements set forth herein, but may not receive approval until all requirements are met. Schools applying after this date or schools sent a letter requesting corrective action, proposed for denial, or proposed to be otherwise acted against may not be approved by July 1, 2016.
- C. All schools sent an official letter from CAMTC on or before July 1, 2016, notifying them that the school has been approved, will have an effective approval date starting on July 1, 2016. Approval shall be for a two year time period, unless the school is otherwise acted against in accordance with these Procedures. Schools that have received official written notice of approval from CAMTC may not verify or represent to others in any manner whatsoever that they are CAMTC approved until on or after January 1, 2016.
- D. Schools approved or provisionally approved after July 1, 2016, will have an effective date of approval starting on the date of approval or provisional approval. ~~Approval (including the time period of provisional approval) shall be for a two-year time period, unless the school is otherwise acted against in accordance with these Procedures.~~

4. Application Packet.

A School Approval Code issued by CAMTC is for a single campus, including CAMTC approved satellite locations and specific owner(s), and may not be used for any other locations, schools, or owners. Therefore, for each campus or school, a separate application, fee, and requested materials shall be submitted in a three-ring binder in which the following shall be labeled, with its own divider, in this order and accompanied by electronic pdf format on a flash drive with matching organization:

A. Application

- a. The application shall be completed in its entirety, typed, signed, dated, and accompanied by thea non-refundable application fee ~~of \$1,500.00~~. The application fee is waived for public colleges or universities of the California state higher education system, as defined in Section 100850 of the Education Code, and public schools accredited by an agency recognized by the United States Department of Education. Additionally, employees of public colleges or universities of the California state higher education system, as defined in section 100850 of the Education Code, may use campus ID number in lieu of social security number, campus ID as a form of government issued photographic identification, and may omit home address.

B. Approvals

- a. Documented proof of current approval or accreditation by an agency listed in Business and Professions Code section 4601(a). Schools with more than one approval or accreditation shall submit proof of all.
- b. Schools shall submit the most recent all site visit report(s), compliance inspection report(s), disciplinary actions and other related documents issued to the school by all respective agencies documented above, if any.
- c. Pursuant to Business and Professions Code section 4615(b), CAMTC, in its sole discretion, may adopt provisions for the acceptance of accreditation from a recognized accreditation body.

C. Management

- a. For private post-secondary schools:
 - (1) Organizational chart showing owners and all full and part-time employees, independent contractors, volunteers, and any other individuals who participate in massage program operations, including but not limited to management, staff, faculty members, advisory boards, and administrative personnel.
 - (2) Ownership worksheet (included with application) and copy of a current valid government issued photographic identification for all owners of the school.
 - (3) Administrator Qualification form (included with application) and copy of a current valid government issued photographic identification for all full and part-time

employees, independent contractors, volunteers, and any other individuals who participate in massage department operations, including but not limited to department management, staff, advisory boards, and administrative personnel.

- (1) Copy of property tax bill, lease agreement, local business license, and fictitious business name filing, if applicable, proving that the owner(s) either owns or leases the property where the school is located.
 - (2) For corporations, limited liability companies, or partnerships, copies of articles of incorporation, partnership agreements, contracts, and/or EIN certificate from the IRS showing proof of ownership.
- a. For public colleges or universities of the California state higher education system, as defined in section 100850 of the Education Code, and public schools accredited by an agency recognized by the United States Department of Education:
 - (1) Organizational chart showing all full and part-time employees, independent contractors, volunteers, and any other individuals who participate in massage department operations, including but not limited to department management, staff, faculty members, advisory boards, and administrative personnel.

A. Transcripts

- a. Sample transcript and massage program addendum, if any, with no additional markings.
- b. Sample transcript and massage program addendum, if any, with highlights and descriptions for unique security measures.
- c. Signatures, printed names, and titles for all approved signers.
- d. Transcript checklist (included with application).
- e. Sample diploma (NOTE: Diplomas are not accepted in lieu of transcripts as proof of education).
- f. Sample envelope from the school in which transcripts will be mailed to CAMTC.

B. Enrollment Agreement

- a. Blank enrollment agreement and massage program addendum, if any.
- b. Enrollment agreement checklist (included with application).

C. Course Catalog

- a. Current course catalog and massage program addendum, if any.

- b. Course catalog checklist (included with application).

D. Curriculum

- a. Program hour requirement worksheet (included with application).
- b. Calendar for each massage program noting beginning and end dates and daily schedule of all classes.
- c. Syllabi detailing all massage courses.
- d. List of textbooks, educational materials, and classroom equipment used for massage program.
- e. Policies for creating, reviewing, and updating curriculum.

E. Faculty

- a. Massage program faculty list worksheet (included with application).
- b. Submit instructor Qualification forms (included with application) for all massage program faculty, including but not limited to visiting teachers, volunteers, and all those who will be teaching on a full or part-time or temporary basis.
- c. Policies and procedures for hiring, training, evaluating (including student and management evaluations), and disciplining faculty.
- d. Massage program staff and faculty meeting and/or training policy, minutes, and attendance records within the last 12 months.
- e. Student-teacher ratio policy and ratios for all current classes.

F. Facility

- a. Simple floor plan with approximate measurements and square footage.
- b. Clear, color pictures of the following:
 - (1) Exterior signage.
 - (2) Building exterior.
 - (3) All classrooms utilized for massage classes.
 - (4) All areas utilized for student massage clinic.

G. Advertising

- a. Copies of online and print advertisements and marketing materials related to the massage program ~~within the last 6 months~~.

5. Requirements for Approval.

Failure to meet and maintain minimum standards for training and curriculum, as determined by CAMTC in its sole discretion, is a basis for denial of an application for school approval or discipline of a school.

To achieve and maintain approval, schools shall fulfill the requirements of all other agencies through which they are approved or accredited pursuant to Business and Professions Code section 4601 and comply with all of the following provisions:

A. Administration

- a. Continuously maintain all eligibility requirements for approval or accreditation by the organization(s) listed in Business and Professions Code section 4601 that the school is accredited or approved by, and for approval by CAMTC.
- b. Include CAMTC School Approval Code (once approved) in any and all massage program advertising and marketing materials, including but not limited to website, business cards, brochures, print advertisements, and online banners. The school may indicate that it is "CAMTC approved" or "approved by CAMTC," but may not state or imply that the school or its educational programs are endorsed or recommended by CAMTC, or that approval indicates the school exceeds minimum standards.
- c. Post any and all approvals and accreditations, including from CAMTC, on the school premises in an area easily visible to the public.
- d. Continuously maintain the exact same owner(s) and ownership structure matching CAMTC records, which shall match the records of all other agencies that have approved or accredited the school pursuant to Business and Professions Code section 4601.
- e. Operate; advertise; issue certificates, diplomas, degrees, and/or transcripts; and conduct all other school business under the exact school name matching CAMTC records, which shall match the records of all other agencies that have approved or accredited the school pursuant to Business and Professions Code section 4601.
- f. Teach all classes and conduct business only at ~~campus and~~ CAMTC approved ~~approved satellite~~ locations ~~addresses~~ matching CAMTC records, which shall match the records of all other agencies that have approved or accredited the school pursuant to Business and Professions Code section 4601.
 - (1) Occasional, site-specific classes, including but not limited to First Aid/CPR Certification, cadaver labs, sports massage events, health and professional expos, career fairs, and spa tours accounting for no more than 50 total hours and

specifically provided for in the curriculum, complete with detailed learning objectives, assignments, and assessments, may be taught at an appropriate off-site location under direct supervision of a qualified instructor. Instructors must sign off on appropriate documentation attesting to the total number of acceptable clock hours completed by each student and students shall only receive credit for the actual clock hours for which they engaged in massage activities and activities related to massage. Under no circumstances shall students receive credit for travel time, idle, non-educational, or unsupervised activity. CAMTC reserves the right, in its sole discretion, to not accept off-campus hours.

- g. Changes of owner(s) and/or ownership structure, operating under a different school name, teaching and/or conducting business at a different or additional address, and/or changes in program name or content may only occur after the school first obtains an approval letter from the appropriate agencies that have approved or accredited the school pursuant to Business and Professions Code section 4601, submits the appropriate application for change to CAMTC, and CAMTC approves such application. (Please note that BPPE currently only requires approval for a change of location if the move is more than 10 miles from the original location; however, CAMTC requires approval for any change of location.)
- h. The school is responsible for the conduct of all owners, full and part-time employees, independent contractors, volunteers, and any other individuals who participate in school operations, including but not limited to management, staff, faculty members, advisory boards, and administrative personnel. CAMTC may deny approval or take disciplinary action against a school if an owner, full or part-time employee, independent contractor, volunteer, or any other individual who participates in school operations, including but not limited to management, staff, faculty members, advisory boards, and administrative personnel, engages in unprofessional conduct while engaged in school activities.
- i. The school must report to CAMTC, within 15 days of receiving notice, all legal actions, arrests, police reports, and complaints against professional conduct, involving the school; school personnel including owners, full and part-time employees, independent contractors, volunteers, and any other individuals who participate in school operations, including but not limited to management, staff, faculty members, advisory boards, and administrative personnel; and/or students or graduates engaged in school or massage related activities.

B. Transcripts

- a. Transcripts and massage program addendums, if any, from private post-secondary schools shall, at minimum, contain the following information:
 - (1) School name, address, telephone number, website, and CAMTC School Approval Code (once approved), which shall exactly match information on file at CAMTC.
 - (2) Heading entitled "Official Transcript."

- (3) Student's full legal name and date of birth.
 - (4) Date student started program and date student graduated or, for programs longer than 500 hours, completed CAMTC requirements, if applicable.
 - (5) Breakdown of courses completed with total number of supervised clock hours attended and passing grades for each course. Courses shall match those listed in the provided syllabi and program hour requirement worksheet (included with application).
 - (6) Total number of supervised clock hours attended for massage program.
 - (7) At least one authorized signature with printed name, title, and date.
 - (8) Official school seal affixed, embossed, or otherwise attached to transcript.
 - (9) Sufficient security measures that uniquely identify the school's transcripts.
- b. Transcripts from public colleges or universities of the California state higher education system, as defined in Section 100850 of the Education Code, and public schools accredited by an agency recognized by the United States Department of Education shall meet or exceed standards as determined by governing laws and regulations.
 - c. Only sealed transcripts sent directly from the school or an authorized transcript provider in an envelope matching the sample submitted to CAMTC will be considered for certification purposes.
 - d. CAMTC staff shall clearly be able to discern whether a student has completed the required hours without having to interpret any information.
 - e. Clearly identify or DO NOT include unsupervised clock hours.
 - f. Clearly identify or DO NOT include courses or hours considered incomplete by the school.
 - g. Pursuant to Business and Professions Code section 4604, CAMTC can only consider transfer hours from CAMTC approved schools. Transcripts shall clearly identify transfer hours, including but not limited to name, CAMTC School Approval Code, address, telephone, and website of other school(s); number of hours transferred; class requirements met by transfer hours; reason(s) for transfer; and attached copy of transcript(s) from other school(s). Transfer hours may not make up more than 50% of the 500 hours required for certification.
- (1) CAMTC will consider up to 125 hours of equivalent anatomy and physiology, health and hygiene, and/or business completed at a college or university of the state higher education system, as defined in Section 100850 of the Education Code, as meeting the definition of a CAMTC approved school.

(2) CAMTC reserves the right, in its sole discretion, to not accept any or all transfer hours.

- h. Schools shall take necessary precautions to avoid the creation and/or reproduction of fraudulent transcripts. Fraudulent transcripts, whether from within or without the school, may lead to suspension or revocation of school approval, among other consequences.
- i. Any changes in transcript format, authorized signers, and/or security features may only occur after the corresponding application for change has been submitted to and approved by CAMTC.
- j. The school shall have clearly defined written policies that it follows for accurately and securely keeping and maintaining student files and transcript information, including but not limited to enrollment agreements, payment ledgers, attendance rosters, coursework, and grades.
- k. Transcript information shall be securely kept permanently. If a school closes, it shall designate a custodian of records for that school and notify CAMTC of the name, address, email address, and telephone number of its designated custodian of records 30 days before the date of the school's closure.

C. Student/Graduate Eligibility List

- a. Transmit the names of all CAMTC eligible students or graduates to CAMTC within 30 days of their eligibility, if applicable, using the Massage School Eligibility List template.

Eligibility is defined as successfully completing a minimum of 500 hours of supervised massage instruction (with a minimum of 100 hours of instruction addressing anatomy and physiology, contraindications, health and hygiene, and business and ethics or as further specified by CAMTC) that satisfies the school's coursework and appropriate school assessment of student knowledge and skills.

Applications and accompanying transcripts submitted for certification will be reviewed against these lists. Discrepancies or omissions may result in applicant delays, school investigation, and/or disciplinary actions against the school.

Students who do not achieve eligibility at a single CAMTC approved school may not be included on any school's list and may have to independently prove their own eligibility to CAMTC.

D. Enrollment Agreement

- a. Enrollment agreements and massage program addendums, if any, from private post-secondary schools shall, at minimum, contain the following information:

- (1) School name, address, additional addresses where classes will be held, telephone number, and website.
 - (2) Student's full legal name, date of birth, address, email, telephone number, and signature.
 - (3) Copy of a current valid government issued photographic identification.
 - (4) Title of massage program and total scheduled number of supervised hours received upon completion.
 - (5) Program schedule with start date and scheduled completion date.
 - (6) All scheduled charges and fees including, as applicable: tuition, registration fee, equipment, lab supplies, textbooks, educational materials, uniforms, charges paid to an entity other than the school as required by the program, and any other charge or fee.
 - (7) Scheduled payment terms.
 - (8) Clearly visible disclosure statement: "Attendance and/or graduation from a California Massage Therapy Council approved school does not guarantee certification by CAMTC. Applicants for certification shall meet all requirements as listed in California Business and Professions Code sections 4600 et. seq."
 - (9) Statement directing students to CAMTC for unanswered questions and for filing a complaint: "A student or any member of the public with questions that have not been satisfactorily answered by the school or who would like to file a complaint about this school may contact the California Massage Therapy Council at: One Capitol Mall, Suite ~~320800~~ 320800, Sacramento, CA 95814, www.camtc.org, phone (916) 669-5336, or fax (916) 669-5337."
- b. Enrollment agreements from public colleges or universities of the California state higher education system, as defined in section 100850 of the Education Code, and public schools accredited by an agency recognized by the United States Department of Education shall meet or exceed standards as determined by governing laws and regulations.

E. Course Catalog

Course Catalogs and massage program addendums, if any, shall, at minimum, contain the following information:

- a. School name, address, additional addresses where classes will be held, telephone number, website, and CAMTC School Approval Code (once approved).
- b. Date printed/revised.

- c. Title of massage program(s) and total number of scheduled supervised hours received upon completion.
- d. Program prerequisites, including but not limited to admission requirements, previous training, and language comprehension skills.
- e. Completion and graduation requirements, including but not limited to clock hours to attend, assignments to complete, and assessments to pass.
- f. Transfer credit policy.
- g. Attendance and leave of absence policies, including but not limited to:
 - (1) Notice that applicants for CAMTC certification shall have attended 500 supervised hours total with 100 of those hours satisfying CAMTC specified subjects.
 - (2) For 500-hour programs, how students make up missed hours and, for programs longer than 500 hours, percentage of hours students can be absent and how they make up any additional hours.
 - (3) Length, terms, and allowances for leaves of absence.
- h. Hygiene, dress code, and draping policies.
- i. If the school admits foreign or ESL students, the catalog shall contain language proficiency information, including the level of English language proficiency required of students and the kind of documentation of proficiency that will be accepted; and whether English language services are provided and, if so, the nature of the service and its cost. The catalog shall also identify whether any instruction will occur in a language other than English and, if so, identify the other language(s) instruction will be provided in, the level of English proficiency required, and the kind of documentation of proficiency that will be accepted.
- j. Publication of CAMTC's Law related to unfair business practices as related to massage:
 - (1) Pursuant to California Business and Professions Code section 4611, It is an unfair business practice for a person to do any of the following:
 - (a) To hold himself or herself out or to use the title of "certified massage therapist" or "certified massage practitioner," or any other term, such as "licensed," "certified," "CMT," or "CMP," in any manner whatsoever that implies or suggests that the person is certified as a massage therapist or massage practitioner, unless that person currently holds an active and valid certificate issued by the California Massage Therapy Council.
 - (b) To falsely state or advertise or put out any sign or card or other device, or to falsely represent to the public through any print or electronic media, that he or she or any other individual is licensed, certified, or registered by a

governmental agency as a massage therapist or massage practitioner.

- k. Clearly visible disclosure statement: "Attendance and/or graduation from a California Massage Therapy Council approved school does not guarantee certification by CAMTC. Applicants for certification shall meet all requirements as listed in California Business and Professions Code section 4600 et. seq."
- l. Statement directing students to CAMTC for unanswered questions and for filing a complaint: "A student or any member of the public with questions that have not been satisfactorily answered by the school or who would like to file a complaint about this school may contact the California Massage Therapy Council at One Capitol Mall, Suite [320800](tel:320800), Sacramento, CA 95814, www.camtc.org, phone (916) 669-5336, or fax (916) 669-5337."

F. Curriculum

All 500 hours of education must be provided under [active and](#) direct supervision of qualified instructors.

- a. Provide a minimum of at least 100 supervised clock hours (or credit unit equivalent) addressing the following subjects:
 - (1) A minimum of 64 hours of Anatomy & Physiology, including but not limited to orientation to the human body; integumentary, skeletal, fascial, muscular, nervous, cardiovascular, and other body systems; and kinesiology.
 - (2) A minimum of 13 hours of Contraindications, including but not limited to endangerment areas, contraindications, and medications and massage.
 - (3) A minimum of 5 hours of Health & Hygiene, including but not limited to understanding disease, therapist hygiene, infection control, and standard precautions.
 - (4) A minimum of 18 hours of Business & Ethics, including but not limited to obtaining and maintaining credentials, adhering to laws and regulations, ethical principles, standards of ethical practice, and compliance with the Law applicable to CAMTC certified massage professionals.
- b. Provide a minimum of 400 additional and appropriately weighted supervised clock hours in subjects substantially related to the massage profession, including but not limited to additional hours for topics required above, massage theory and principles, professional practices, therapeutic relationship, assessment and documentation, massage and bodywork application, palpation and movement, and career development. CAMTC reserves the right, in its sole discretion, to determine whether curriculum is substantially related to massage or not.
- c. Student clinic hours may count for no more than 75 of the required 500 supervised clock hours and shall demonstrate educational purpose by meeting the following

conditions:

- (1) Operate at all times under active and direct supervision of qualified instructors and on school premises.
 - (2) Maintain detailed lesson plans, learning objectives, policies and procedures, attendance records, and grade requirements.
 - (3) Include a client intake form for every client that, among other things, informs client that the practitioner is a student.
 - (4) Include SOAP notes, or equivalent, completed by the student practitioner for every client.
 - (5) Provide for written client feedback.
 - (6) Maintain clinic attendance for each student detailing massages and other duties performed during clinic hours.
 - (7) Offer alternate, faculty-supervised learning experiences to students participating in clinic but who do not have a clinic client or specific clinic duties. Under no circumstances shall students receive credit for idle, non-educational, or unsupervised activity.
 - (8) Student clinic hours may include, but are not limited to, hands-on treatments of paying and non-paying public clients or other students; setting up, tearing down, and cleaning massage area; reviewing intake forms, interviewing clients, providing and receiving client feedback, and recording SOAP notes, or equivalent; greeting customers at reception, handling payments, answering and returning calls for appointments, interacting with appointment systems, placing confirmation calls, and managing client files; other duties reasonably befitting a professional massage therapist; and instruction related to these items. Students may not be required to clean school premises or work beyond normal procedures inclusive to treatment areas and immediate office space used during clinical sessions.
 - (9) Schools should carefully weigh and be prepared to support the purpose, duration, and effectiveness of student clinic hours in terms of educational value to the student. CAMTC reserves the right, in its sole discretion, to not accept clinic hours.
- d. Students may not be credited more than 40 hours of total education in any 7-day period, with no more than 10 hours in any one day.
- e. Maintain current syllabi, including but not limited to the following information for each course and/or subject:
- (1) Name of course or subject.
 - (2) Detailed description.

- (3) Learning objectives.
- (4) Prerequisites.
- (5) Total number of hours.
- (6) Instructional material(s) to be used.
- (7) Required assessments and assignments for successful completion.
- f. Maintain current daily lesson plans for each course that support syllabi. Daily lesson plans should include, at minimum: educational objectives; instructor resources; required or suggested readings; required or suggested assignments; and assessments with assessment criteria, if any, for each class.
- g. Maintain policies for creating, reviewing, and updating curriculum.

G. Faculty

- a. Qualified instructors are responsible for the delivery of all 500 supervised clock hours (or credit unit equivalent). CAMTC reserves the right in its sole discretion to determine whether an instructor is qualified or not. Requirements for qualified instructors include but are not limited to:
 - (1) Complete and submit the instructor qualification form, including supporting documents.
 - (2) Hold a current CAMTC certification, other allied health license with advanced training in soft tissue modalities, or possess documented higher education applicable to the specific subject(s) taught.
 - (3) Have at least 2 years of documented professional experience applicable to the specific subject(s) taught.
 - (4) Instruct only in those subjects in which qualified through documented education, certification, and professional experience, and not instruct techniques or procedures that require specialized training, licensure, or experience for which they are not qualified.
 - (5) Behave within principles of acceptable, ethical, and professional behavior, including but not limited to:
 - (a) Truthfully and completely administer, record, and represent duties, including but not limited to attendance records, curriculum delivery, and student assessments.
 - (b) Refrain from soliciting, encouraging, or consummating romantic, sexual, or otherwise inappropriate relationships with current students on or off school

premises by written, electronic, verbal, or physical means.

- (c) Refrain from possessing, consuming, furnishing, allowing, or working under the influence of alcohol or illegal or unauthorized drugs during professional activities, including but not limited to being on school premises or at school-sponsored events involving students.
- (d) Refrain from financial transactions with students, including but not limited to payments, loans, advances, donations, contributions, deposits, or monetary gifts, except for lawful collection and transfer of funds as required by regular school business.
- (e) Refrain from violating federal, state, and local laws and/or CAMTC rules and regulations, including but not limited to the reasons for denial or discipline/revocation as stated in CAMTC's Procedures for Denial of Certification or Discipline/Revocation.

- b. Maintain policies and procedures for hiring, training, evaluating (including student and management evaluations), and disciplining faculty.
- c. Maintain policies and procedures, minutes, and attendance records for regular massage program staff and faculty meetings and/or trainings.
- d. For private post-secondary schools, student-teacher ratios for practical (hands-on) classes may not exceed 25 total students to 1 teacher. For public colleges or universities of the California state higher education system, as defined in Section 100850 of the Education Code, and public schools accredited by an agency recognized by the United States Department of Education student-teacher ratios shall meet or exceed standards as determined by governing laws and regulations.

H. Facility

- a. Appropriate in size and design for the number of students.
- b. Sufficient reference materials and other resources to support educational objectives.
- c. Instructional aids and equipment consistent with the educational content, format, and teaching methodology of each course.

I. Student/Graduate Passage Rates on CAMTC Approved Exams

Beginning with graduate passage rates on CAMTC approved exams for calendar year 2015, an approved school's graduate passage rates on CAMTC approved exams shall equal or exceed the required passage rates for the previous calendar year or CAMTC may place the program on probationary status and/or may require the school to appear before CAMTC to present a plan for remediation.

- a. An approved program shall achieve a graduate passage rate on CAMTC approved exams that is not lower than 10 percentage points less than the national average passage rate for graduates of comparable degree programs who are first-time test takers on the CAMTC approved exams during a calendar year.
- b. If the program does not achieve the required passage rate for 2 consecutive calendar years or show significant improvement, CAMTC may revoke approval or take other disciplinary action against the school.

J. Site Visits

- a. CAMTC reserves the right to visit any approved school or school applying for approval during stated business hours with or without notice at any time whatsoever and for any reason.

6. Reasons for Imposing Discipline, Denying, or Revoking Approval.

Schools may be denied approval or may have their school approval revoked, suspended, or otherwise acted against, including the imposition of probationary conditions, for any of the following reasons:

- a. Failing to meet or maintain the requirements for approval set forth herein or in CAMTC's Procedures for Un-Approval of Schools, which includes but is not limited to the following:
 - (1) Selling or offering to sell transcripts, or providing or offering to provide transcripts, without requiring attendance, or full attendance, at the school;
 - (2) Failure to require students to attend all of the classes listed on the transcript;
 - (3) Failure to require students to attend all of the hours listed on the transcript;
 - (4) Engaging in fraudulent practices, including but not limited to, the creation of false documents to aid or abet students seeking CAMTC certification, aiding or abetting students to use false documents and/or to present false testimony in CAMTC hearings, aiding or abetting students in engaging in fraudulent practices with respect to CAMTC hearings, making false claims, or otherwise engaging in fraudulent practices;
 - (5) Denial, suspension, revocation, or otherwise being acted against by the National Certification Board for Therapeutic Massage and Bodywork, including but not limited to, denial, suspension, or revocation of assigned school code;
 - (6) Failure to create, record, or maintain accurate records, including but not limited to student attendance records and student transcripts;

- (7) Failure to identify transfer credit from other institutions (including name of other institution(s), hours transferred, and class requirements met by transfer credit) on transcripts;
- (8) A finding by a local law enforcement agency, a state or local agency, or a private certifying, permitting, or accreditation agency related to massage, that a school has engaged in any of the conduct identified in this section 6;
- (9) Failure to meet the requirements for an approved school as defined in Business and Professions Code section 4601(a).b. Engaging in or has engaged in unprofessional business practices or an owner, faculty member, or other member of the school's staff (including but not limited to a visiting instructor, independent contractor, administrative staff, or volunteer) has engaged in or is engaging in unprofessional business practices;
- c. Procuring or attempting to procure school approval by fraud, misrepresentation, or mistake or an owner, faculty member, or other member of the school's staff (including but not limited to a visiting instructor, independent contractor, administrative staff, or volunteer) has procured or attempted to procure school approval by fraud, misrepresentation, or mistake;
- d. Violating or attempting to violate or has violated, directly or indirectly, or assisting in or abetting the violation of, or conspiring to violate, or has assisted in or abetted the violation of, or conspired to violate, any provision of the Massage Therapy Act or any rule, regulation, policy, or procedure adopted by CAMTC by the actions of the school or an owner, faculty member, or other member of the school's staff (including but not limited to a visiting instructor, independent contractor, administrative staff, or volunteer);
- e. Conviction of an owner, faculty member, or other member of the school's staff (including but not limited to a visiting instructor, independent contractor, administrative staff, or volunteer) of any felony, misdemeanor, infraction, or municipal code violation, or being held liable in an administrative or civil action for an act that is substantially related to the qualifications, functions, or duties of a CAMTC certificate holder or CAMTC approved school. A record of the conviction or other judgment or liability shall be conclusive evidence of the crime or liability;
- f. Committing any fraudulent, dishonest, or corrupt act that is substantially related to the qualifications, functions, or duties of a CAMTC certificate holder or CAMTC approved school or an owner, faculty member, or other member of the school's staff (including but not limited to a visiting instructor, independent contractor, administrative staff, or volunteer) commits or has committed any fraudulent, dishonest, or corrupt act that is substantially related to the qualifications, functions, or duties of a CAMTC certificate holder or CAMTC approved school;
- g. An owner, faculty member, or other member of the school's staff (including but not limited to a visiting instructor, independent contractor, administrative staff, or volunteer) commits or has committed any act punishable as a sexually related crime or is or has been required to register pursuant to the Sex Offender Registration Act (Chapter 5.5 (commencing with Section 290) of Title 9 of Part 1 of the Penal Code), or is or has been required to register as a sex offender in another state, or commits or has committed an

act that is a violation of human trafficking laws or a violation of the education code or a violation of the Bureau of Private Postsecondary Education's rules, regulations, policies, or procedures;

- h. Failure to fully disclose all information requested on the application or provide information upon request to an individual working on behalf of CAMTC;
- i. Denial of licensure, permit or certificate, or revocation, suspension, restriction, citation, or any other disciplinary action against the school, an owner, faculty member, or other member of the school's staff (including but not limited to a visiting instructor, independent contractor, administrative staff, or volunteer) by CAMTC, by a state or territory of the United States, by a government agency, or by another California health care professional licensing board. A certified copy of the decision, order, judgment, or citation shall be conclusive evidence of these actions.
- j. An owner, faculty member, or other member of the school's staff (including but not limited to a visiting instructor, independent contractor, administrative staff, or volunteer) has owned, worked at, or been associated with a school that has been un-approved by CAMTC.
- k. Failure to update CAMTC and notify of any changes that might affect a school's eligibility for approval or result in disciplinary action against the school.

7. Procedures for Imposing Discipline, Suspending, Denying, or Revoking CAMTC School Approval.

Any decision to impose discipline, deny approval, revoke approval, or otherwise act against a school that has applied for CAMTC approval or is a CAMTC approved school shall be decided upon and imposed in accordance with the procedures set forth herein. Denial, revocation, and disciplinary decisions against a school applying for CAMTC school approval or against a CAMTC approved school shall be based on a preponderance of the evidence. In determining the basis for action against a school applying for CAMTC school approval or a CAMTC approved school, the Council may consider all written documents or statements as evidence, but shall weigh the reliability of those documents or statements.

- a. Actions Against Applicants for CAMTC School Approval and CAMTC Approved Schools.
 - 1. All decisions to impose discipline, deny approval, revoke approval, or otherwise act against a school that has applied for CAMTC approval or is a CAMTC approved school shall be carried out by an employee of the Council known as the Division Director of the Educational Standards Division (hereinafter the "Division Director") or his/her designee and at least one other employee of CAMTC. The Division Director shall be assisted by Council staff and such other employees as shall be determined necessary by the Division Director. The Division Director (or his/her designee(s)), along with any staff/employees under his/her supervision, shall be collectively known as the Educational Standards Division (the "ESD").

2. If Council staff determines that grounds appear to exist to impose discipline, deny approval, revoke approval, or otherwise act against a school that has applied for CAMTC approval or is a CAMTC approved school, staff shall hold all students who have submitted transcripts from the school, forward the matter to the Division Director, or an ESD employee designated by the Division Director to receive such information, and the procedures set forth below shall be followed:
 - (a) The ESD shall be responsible for reviewing and making proposed determinations regarding denials, suspensions, revocations, and other discipline against a school that has applied for CAMTC approval or is a CAMTC approved school. All proposed decisions shall be made by a minimum of two employees of the ESD. The ESD shall ensure that the ESD employees making proposed denial, revocation, suspension, and disciplinary decisions do not have a conflict of interest relative to the affected school.
 - (b) If after reviewing the matter, the ESD determines that proposed action should be taken, the school shall be provided at least 15 days prior notice of the proposed action and the reasons therefore. Notice shall be given to the school by any method reasonably calculated to provide actual notice. Any notice given by mail must be given by first-class mail or mail with delivery confirmation sent to the last known address of the school shown in CAMTC's records.
 - (c) Schools shall be given an opportunity to be heard, either orally by telephonic conference or in writing, at least five (5) days before the effective date of the proposed action against the school. Schools must request an oral telephonic conference or consideration of a written statement in writing (email is sufficient), and pay the appropriate hearing fee, a minimum of 21 days before the date scheduled for their matter to be considered in order for their request to be timely. Failure to request an oral hearing or consideration of a written statement and pay the required hearing fee in a timely manner shall result in the proposed action against the school becoming final and effective on the date noted in the letter, unless appealed as provided herein. Any documentary evidence to be considered by the Hearing Officers must be received by CAMTC a minimum of 21 days before the hearing/consideration date in order for it to be considered. The telephonic hearing shall be held, or the written statement considered, by a minimum of two Hearing Officers, who shall be employees of CAMTC, who together are authorized to determine whether the proposed action against the school should occur. The decision of the Hearing Officers shall be final unless appealed as provided herein. The fee for an oral telephone conference shall be \$900.00 and the fee for consideration of a written statement shall be \$700.00.

Appeals

- (1) Requests to appeal a denial or disciplinary decision must be: made in writing (email is sufficient) by sending the request to the address or email address noted in the proposed denial or disciplinary letter; made within 30 days of the effective date of the denial or imposition of

discipline; must identify in writing the basis for the appeal; must specify whether an oral presentation before the Board (not to exceed 20 minutes) is requested or whether written consideration of a written statement is requested; and must include all documents to be considered.

(2) Appeals shall be considered by the CAMTC Board. Oral presentations before the Board may not exceed 20 minutes. No new factual evidence may be submitted during an appeal. During an appeal the Board is limited to reviewing the existing evidentiary record upon which the decision to deny or impose discipline was previously made and to determining whether the decision was reasonable and supported by the evidence in the record.

(3) After considering a timely appeal, the Board shall either: uphold the decision previously made; impose lesser or more discipline; remand the matter back to ESD for further processing and consideration; or approve a school that has applied for CAMTC school approval or determine that the discipline not be imposed on a school that is a CAMTC approved school. The decision of the Board shall be final.

(d) Notice of a final decision shall be given by any method reasonably calculated to provide actual notice. Any notice given by mail must be given by first-class mail or mail with delivery confirmation sent to the last known address of the school shown in CAMTC's records.

(e) Any action in superior court challenging CAMTC's action against a school, including a claim alleging defective notice, shall be commenced within 90 days after the effective date of the imposition of the denial, suspension, revocation, or other discipline.

(f) A school whose application for CAMTC approval is denied or whose CAMTC school approval is revoked pursuant to these procedures for selling or offering to sell transcripts, failing to require students to attend all of the classes listed on the transcript, failure to require students to attend the school for all of the hours listed on the transcript, or engaging in fraudulent practices, shall not be allowed to re-apply for CAMTC school approval for a period of five years from the effective date of the denial or revocation. All other schools whose application for CAMTC approval is denied or whose CAMTC school approval is revoked shall not be allowed to re-apply for CAMTC school approval for a period of two years from the effective date of the denial or revocation.

b. Actions Against Schools That Have Not Applied for CAMTC School Approval or Are Not CAMTC Approved Schools.

1. Actions against schools that have not applied for CAMTC school approval or are not CAMTC approved schools shall proceed in accordance with CAMTC's Procedures for Un-Approval of Schools.

c. Procedures Related to Students.

1. CAMTC will hold all applications from students who apply to CAMTC for certification on or after July 1, 2016 with education from school(s) that have applied for CAMTC approval, but for whom a final decision has not been rendered as to school approval on or before June 30, 2016. If the school ultimately receives CAMTC school approval, the hold on the students' applications for certification will be lifted and the applications will be processed in accordance with CAMTC's standard procedures. If the school is ultimately denied CAMTC school approval, a 90-day grace period from the effective date of denial will be provided for acceptance of individual certification applications. During this 90-day grace period, the school's students who apply for certification, and all of those whose applications were previously held, will be required to provide additional proof of adequate education (beyond merely a transcript from the subject school) in order to prove their education. Students whose applications are received after the 90-day grace period has expired will be notified that, unless they have also supplied evidence of completion of required hours of massage education from one or more CAMTC approved schools, their applications are incomplete and that they have one year to complete their education and provide an acceptable transcript to CAMTC before their applications are purged.
2. All individual applications for CAMTC certification submitted with transcripts from a school that CAMTC has proposed to discipline, and that cannot be otherwise certified, will be placed on hold until a final decision as to whether to discipline the school is made. If the decision is ultimately made not to discipline the school, the hold on the applications shall be lifted and the applications will be processed in accordance with CAMTC's standard procedures. If the school's CAMTC school approval is ultimately revoked, the applicants for certification will then be notified that they may not use education from that school for CAMTC certification purposes, and that they will have one year from the date of the notification to provide proof of education from a CAMTC approved school or schools.

RESOLUTION OF THE BOARD OF DIRECTORS
OF CALIFORNIA MASSAGE THERAPY COUNCIL

WHEREAS, The California Massage Therapy Council (“CAMTC”) was authorized by an act of the California Legislature and began accepting applications for certification in 2009;

WHEREAS, it is CAMTC’s mission to protect the public by certifying massage professionals in California that meet the requirements in the law, and approving massage programs that meet the minimum standards for training and curriculum;

WHEREAS, CAMTC is required by California Business and Professions Code Section 4600, et seq. to:

- (1) Create and implement a voluntary certification program for massage therapy professionals that will enable consumers to easily identify credible certified massage therapists; (2) ensure that certified massage professionals have completed sufficient training at approved schools; and (3) approve massage school programs.

WHEREAS, Code of Civil Procedure (“C.C.P.”)§ 340.5 provides that the statute of limitations for a claim for injury or death against a “health care provider” is three years after the date of injury or one year after the plaintiff discovers, or through use of reasonable diligence should have discovered, the injury, whichever occurs first;

WHEREAS, C.C.P. § 340.5(1) states:

“For the purposes of this section: (1) Health care provider” means any person **licensed or certified** pursuant to Division 2 (commencing with Section 500) of the Business and Professions Code . . . or licensed pursuant to Chapter 2.5 (commencing with Section 1440) of Division 2 of the Health and Safety Code . . .” (emphasis added);

WHEREAS, certified massage professionals are certified pursuant to Division 2 of the Business and Professions Code;

WHEREAS, California Civil Code § 3333.1(c) (a provision of the Medical Injury Compensation Reform Act of 1975 (“MICRA”)) states that, “For the purpose of this section . . . (1) “Healthcare provider” means any person licensed or certified pursuant to Division 2 (commencing with Section 500) of the Business & Professions Code, or licensed pursuant to the osteopathic initiative act, or the chiropractic initiative act, or licensed pursuant to Chapter 2.5 (commencing with Section 1440) of Division 2 of the Health & Safety Code, and any clinic, health dispensary or health facility, licensed pursuant to Division 2 (commencing with Section 1200 of the Health & Safety Code). Healthcare provider includes the legal representative of a healthcare provider.”

WHEREAS, Division 2 of the Business & Profession Code includes the following

language: “Business & Professions Code Section 4601 definitions. As used in this Chapter, the following terms shall have the following meanings... (e) ”massage” means the scientific manipulation of the soft tissues. For purposes of this Chapter, the terms “massage” and “body works” shall have the same meaning...(g) “massage practitioner” means a person who is certified by the Council pursuant to Section 4604.2 and who administers massage for compensation. (h) “massage therapist” means a person who is certified by the Council under Section 4604 and who administers massage for compensation.”

WHEREAS, based on the above it is the determination of CAMTC that the Legislature clearly intended for massage professionals certified by CAMTC to be included in the definition of “health care providers” governed by the statute of limitations present in C.C.P. § 340.5 and defined in MICRA;

IT IS HEREBY RESOLVED that massage therapists certified by CAMTC are “health care providers” as defined in C.C.P. § 340.5 and are thus subject to the statute of limitations codified in that statute.

SUPERIOR COURT OF CALIFORNIA,
COUNTY OF SAN DIEGO
CENTRAL

DOCUMENT 8.1

MINUTE ORDER

DATE: 02/10/2017 TIME: 09:00:00 AM DEPT: C-75

JUDICIAL OFFICER PRESIDING: Richard E. L. Strauss
CLERK: Blanca Delgado
REPORTER/ERM: Not Reported
BAILIFF/COURT ATTENDANT: Paul Darvin

CASE NO: **37-2015-00033928-CU-PO-CTL** CASE INIT.DATE: 10/07/2015
CASE TITLE: **DeSousa vs. Rife Holdings Inc [IMAGED]**
CASE CATEGORY: Civil - Unlimited CASE TYPE: PI/PD/WD - Other

EVENT TYPE: Summary Judgment / Summary Adjudication (Civil)
MOVING PARTY: Joan Lauenstein
CAUSAL DOCUMENT/DATE FILED: Motion for Summary Judgment and/or Adjudication And
Supporting Documents, 11/28/2016

APPEARANCES

John J Rice, counsel, present for Plaintiff(s).
Tobin J. Trobough, specially appearing for counsel Richard Douglas Carroll, present for
Defendant,Cross - Complainant(s).
Ranjan A Lahiri, counsel, present for Defendant,Cross - Defendant(s).

THIS BEING THE TIME FOR ORAL ARGUMENT ON DEFENDANT'S JOAN LAUENSTEIN'S MOTION
FOR SUMMARY JUDGMENT, the Court issued its tentative ruling on 2/9/2017.

The Court hears oral argument and the tentative ruling as follows:

Defendant Joan Lauenstein's Motion for Summary Judgment is denied.

Burden

A defendant moving for summary judgment has met his or her burden of showing a cause of action has no merit if the defendant can show one or more elements of the plaintiff's cause of action cannot be established. (Code Civ. Proc., § 437c(o)(2).) The defendant bears an initial burden of production to make a prima facie showing of the nonexistence of any triable issue of material fact. (*Aguilar v. Atlantic Richfield Co.* (2001) 25 Cal.4th 826, 850.) If the defendant carries the burden of production, the burden shifts to the plaintiff to make his or her own prima facie showing of the existence of a triable issue of fact. (*Ibid.*) "There is a triable issue of material fact if, and only if, the evidence would allow a reasonable trier of fact to find the underlying fact in favor of the party opposing the motion in accordance with the applicable standard of proof. [Fn. omitted.]" (*Ibid.*)

Statute of Limitations

Defendant's first argument in support of granting summary judgment in her favor is that the complaint is barred by the statute of limitations. Defendant argues the applicable statute of limitations is the one-year

DATE: 02/10/2017
DEPT: C-75

MINUTE ORDER

Page 1
Calendar No. 14

period set forth in CCP §340.5, which states:

In an action for injury or death against a health care provider based upon such person's alleged professional negligence, the time for the commencement of action shall be three years after the date of injury or one year after the plaintiff discovers, or through the use of reasonable diligence should have discovered, the injury, whichever occurs first. ...

For the purposes of this section:

(1) "Health care provider" means any person licensed or certified pursuant to Division 2 (commencing with Section 500) of the Business and Professions Code, or licensed pursuant to the Osteopathic Initiative Act, or the Chiropractic Initiative Act, or licensed pursuant to Chapter 2.5 (commencing with Section 1440) of Division 2 of the Health and Safety Code; and any clinic, health dispensary, or health facility, licensed pursuant to Division 2 (commencing with Section 1200) of the Health and Safety Code. "Health care provider" includes the legal representatives of a health care provider;

(2) "Professional negligence" means a negligent act or omission to act by a health care provider in the rendering of professional services, which act or omission is the proximate cause of a personal injury or wrongful death, provided that such services are within the scope of services for which the provider is licensed and which are not within any restriction imposed by the licensing agency or licensed hospital.

Defendant contends CCP §340.5 is applicable because as a certified massage therapist, she is a "health care provider." In addition, Plaintiff was injured on October 20, 2013. (UMF ¶12.) The lawsuit was filed on October 17, 2015, which was more than one year after the injury occurred. (UMF ¶1.) Therefore, Defendant asserts Plaintiff's claim is barred.

The first issue which must be addressed is whether CCP §340.5 applies to the instant action. In order to apply, Defendant must be a "health care provider" under the statute and the claim must be for "professional negligence. (CCP §340.5(1) and (2).) Defendant falls within the purview of a "health care provider". B&PC §4601, *et seq.*, which falls within Division 2 of the Business and Professions Code, set forth the conditions for certifying massage therapist. Defendant has submitted proof of her certification. (UMF ¶9.)

However, Defendant has not established the action is based upon Defendant's alleged "professional negligence." The statute states that such a claim must be based upon a negligent act or omission arising from services for which the provider is licensed. (CCP §340.5(2).) The plain language of the statute does not include services for which the health care provider is "certified." Massage therapists are certified, not licensed. Defendant has not provided any evidence that the words are synonymous. The court must give meaning to the plain language of the statute and presume the language used was deliberate. Thus, the intentional omission of "certified" in subsection (2) requires the conclusion professional negligence does not include services provided by certified massage therapists.

Therefore, the motion for summary judgment on the grounds the complaint was not filed within the one-year statute of limitations set forth in CCP §340.5 is denied as it does not apply to the instant facts.

Alternatively, Defendant argues the action is barred by the general negligence two-year statute of limitations set forth in CCP §335.1 because Plaintiff was not truly ignorant of the name of Defendant. Defendant fails to meet her burden that Plaintiff knew of Defendant's liability and therefore, the Doe Amendment does not relate back to the filing of the complaint. A plaintiff is deemed "ignorant of the name" if he knew the identity of the person but was ignorant of the facts giving him a cause of action against the person, or knew the name and all the facts but was unaware that the law gave him a cause

of action against the fictitiously named defendant. (*Marasco v. Wadsworth* (1978) 21 Cal.3d 82, 88.) Here, while it is clear that Plaintiff was aware of Defendant's existence and that she was the employee assigned to provide her massage, there is no evidence Plaintiff was aware of the facts rendering Defendant liable for Plaintiff's damages. Plaintiff has presented evidence that it was not until Plaintiff engaged in discovery that she became aware Defendant owned the chair individually, not the employer. (PUMF ¶¶20-21.) Therefore, the motion for summary judgment on this basis is also denied.

It is so ordered.



Judge Richard E. L. Strauss



Published on *Senator Jerry Hill* (<http://sd13.senate.ca.gov> (<http://sd13.senate.ca.gov>))

[Home \(/\)](#) > [Biography \(/biography\)](#) > Biography

Jerry Hill was elected to the California Senate in November 2012 and took his oath of office in the state Capitol on December 3, 2012.

Senator Hill joined the state Legislature's upper house with a strong track record of leadership consisting of over 20 years of public service as an elected official. He was the mayor of the city of San Mateo, he served on the San Mateo County Board of Supervisors and he was a member of the state Assembly. While serving in local government he preserved thousands of acres of open space, established one of the state's first anti-smoking ordinances, expanded health care coverage for over 17,000 children in the county, and created a new homeless shelter in San Mateo County.

Taking office in the Assembly in 2008, he quickly established himself as a thoughtful and dynamic state lawmaker. His legislation signed while in the Assembly saved the state millions of dollars through increased efficiency; improved gas pipeline safety; qualified the state for National Popular Vote; cracked down on repeat DUI offenders, underage drinking on party buses and on retailers who sell tobacco to minors; and brought solar jobs to the region.

While in the Senate, Hill has continued his commitment to the Peninsula through legislation that was signed to ensure access to Martins Beach, increase safety at the PUC and PG&E, limit High-Speed Rail to a blended, primarily two-track system through San Mateo and Santa Clara Counties, increase oversight of auto shredders whose fires were contaminating Redwood City and surrounding communities, and allow vote by mail voters to verify that their vote was counted.

He serves as the chair of the Senate's Business, Professions and Economic Development Committee, the Subcommittee on California's Innovation, Technology and Life Sciences Economy, and the Subcommittee on Gas, Electric and Transportation Safety. He also is a member of several other high-profile Senate committees including Appropriations, Environmental Quality, Governmental Organization, Energy, Utilities and Communications, and the Select Committee on Children with Special Needs, and the Legislature's Joint Committee on Fisheries and Aquaculture.

Senator Hill represents the 13th Senate District in the California Legislature. The district includes the cities of Atherton, Belmont, Brisbane, Burlingame, East Palo Alto, Foster City, Half Moon Bay, Hillsborough, Los Altos, Los Altos Hills, Menlo Park, Millbrae, Mountain View, Pacifica, Palo Alto, Portola Valley, Redwood City, San Bruno, San Carlos, San Mateo, South San Francisco, Sunnyvale, Woodside and parts of unincorporated San Mateo County and unincorporated Santa Clara County.

Jerry Hill grew up in the Bay Area helping his father run his small business. Hill still owns that business, which provides jobs to local residents. He attended public schools, graduated from UC Berkeley and has a teaching credential from San Francisco State University. He and his wife live in San Mateo.

Source URL: <http://sd13.senate.ca.gov/biography>



CEO Report

August 31, 2017

Strategic Priorities – Update

Legislation

SB 314 (certification, credit hours)

On June 27, 2017, SB 314 was heard and passed in the Assembly Business and Professions Committee. I testified on behalf of CAMTC. On July 6, 2017, the author sent CAMTC proposed amendments that will further narrow the language. CAMTC was fine with the amendments and on August 24, 2017 the bill was amended as follows (see in *blue italics* from Legislative Counsel's Digest):

"This bill would require the council, pursuant to its policies and procedures, to accept hours earned by an applicant for certification as a massage therapist if those hours were completed before July 1, 2016, and were earned from a school *providing education in the state that was* unapproved, as defined, by the council after July 1, 2016, based *solely* on the fact that the National Certification Board for Therapeutic Massage and Bodywork took denial or disciplinary action against the school."

SB 315 (material for non-English speakers)

On June 27, 2017, SB 315 passed in the Assembly Business and Professions Committee and on July 6, 2017 it passed on the Assembly floor and was approved by the Governor on July 24, 2017.

Schools

The schools advisory committee evaluated CAMTC's school-related policies. The committee's recommendations are included in this packet as well as staff recommendations (Attached).

Accountability - Disciplinary Performance Measures

Attached are CAMTC's 2017 first and second quarter Disciplinary Performance Metrics. In order to ensure that all stakeholders can review CAMTC's progress in meeting its public protection mission, we will regularly track these measures and make them easily available by prominently posting them on the website. While we exceeded our goals in all four categories, the most impressive significant measure is the average number of days to complete formal discipline against certificate holder, which was reduced by almost half.

Operations

Staff Changes

Sheryl LaFlamme, Operations Manager, who was going to leave on June 30, 2017, extended her stay until August 31, 2017. Robert Diaz, past accounting manager, did not end up assuming the Operations Manager position as was previously planned. Robert's last day was July 31, 2017.

On July 25, 2017, Jon Walters came on board and will officially take over the Operations Manager position on September 1, 2017. Mr. Walters brings vast experience and acumen in operations and process management to CAMTC (resume attached) and has already implemented several improvements to our applications processing protocols.

On June 19, 2017, Denise King was retained by AMG as CAMTC's new accounting manager (resume attached).

We have established an additional full-time position of Paralegal/Legal Secretary for our legal department and filled this position on July 27, 2017.

In an effort to establish a seamless and smooth case management between AMG and PSD, I imbedded PSD's senior paralegal at AMG and assigned her to evaluate the efficiency of the flow of cases between AMG and PSD and vice versa. This senior PSD paralegal is now in charge of providing oversight to AMG's staff on all PSD related transactions and presently reports directly to me on AMG related issues.

Application Processing and Customer Service

In the past 90 days we reduced the average turnaround time of new applications without background or educational issues from 90 days to 61 days. It is our objective to further reduce it to 30 days. We have also seen an overall improvement in our call center. Over the past 90 days we experienced a 30% drop in the daily average number of inbound calls (from 265 to 183 per day). Our newly installed system upgrade that gives the callers the option to not wait on the line by opting to request call back without losing the caller's place in the queue, is proving to be useful to many callers. Presently an average of 90 callers per day take advantage of this feature.

CAMTC's Active Certificate Holders.

During the first seven months of 2017, the total number of CAMTC's active certificate holders jumped from 46,801 to 52,607 - an all-time record.

New Organizational Structure

In order to improve the functionality of application processing, we restructured staff responsibilities at AMG. The attached organizational charts from November 2016 and September 2018 illustrate these changes, as well as staff expansion in other departments.

Best Practices

At CAMTC we always look to improve our organizational effectiveness. However, experience has taught us that looking to other entities for best practices (such as other states' massage Boards, DCA Boards, professional membership organizations or local government) often shows that those practices simply don't apply to CAMTC. Yet, there are other nonprofit organizations that have been successfully providing professional certification and credentialing far longer than CAMTC. In the past three months we set out to identify such organizations, and with the help of Guide Star, an information service specializing in reporting on 2.5 million U.S. nonprofit organizations, we acquired a custom data set of 120 organizations that may have comparable functions to CAMTC, such as vetting proficiency and disciplining professional service providers. We are currently in the process of studying these organizations in order to identify several that can provide us the most relevant best practices.

New Database

We have renegotiated our agreement with the vendor in order to incorporate numerous new enhancements to the completion of this project, which is projected for the end of December 2017.

Finance

As of July 31, 2017, cash position was \$3,270,510, exceeding the projected \$2,599,220. A CAMTC bank accounts summary is attached.

As I previously reported to the Board, the complexity and magnitude of the CAMTC revenue recognition model (actually tracking and deferring each individual application fee) has become so unwieldy that it is no longer possible to provide accurate financial reporting. Therefore, no Treasurer's report is being issued at this time. We expect updated financial statements to be submitted to the Treasurer before September 29, 2017.

We have worked closely with our auditing firm, our CFO and accounting managers to develop a new sound and practical revenue recognition model. We will be proposing that the Board implement a uniform set of rules to all applications instead of tracking each individual application fee. We are also recommending applying a simpler revenue deferral model to all applications, (new, rectification, and schools) in a manner that better reflects the timing and cost of providing services.

For individuals: 88% of the fee will be recognized during the month that the fee is received and the remaining 12% will be evenly spread over the following 24

months. For schools: 88% will be recognized during the month that fee is received and the remaining 12% will be evenly spread over the following 48 months. We are currently testing this model and plan on presenting it for Board approval on November 2, 2017.

The fieldwork for the 2016 audit was completed but the audit is still in process. We expect the audit committee to present the auditors' report on November 2, 2017.

Outreach

On June 21, 2017, CAMTC hired Roberta Rolnick as Outreach Director. Ms. Rolnick is a past Chair of CAMTC's outreach committee and will be assisting the CEO coordinating and implementing various communication initiatives.

On September 14-16, 2017, CAMTC will have a complementary booth at the American Massage Therapy Association's national convention in Pasadena. We have negotiated a special discount for CAMTC's certificate holders for the educational programs and a free pass for the exhibit hall. We sent three rounds of eBlasts to our entire database (sample attached) and may be sending one more a week prior to the convention.

Media – We tracked the following news stories over the past 3 months:

CAMTC generated earned media coverage for several trainings that produced positive cooperation between CAMTC and host cities.

There were 24 stories written on massage related issues over the past three months, although prostitution and city ordinances dominated the news coverage.

- There were seven stories related to massage regulations.
- There were 11 citations and arrests for prostitution and one city council

member (Modesto) who rented space in a building he owns to an illicit massage establishment.

- And six stories that were about CAMTC, one human trafficking bust in Upland and the history of increased massage businesses in Fresno.

PERFORMANCE METRICS – 1st and 2nd Quarters, 2017

PM1 – VOLUME

TOTAL NUMBER OF COMPLAINTS RECEIVED – ALL (actionable and non-actionable)

FIRST QUARTER 2017: 46 complaints received on average per month.

SECOND QUARTER 2017: 43 complaints received on average per month

PM1.1 – VOLUME – CERTIFICATE HOLDERS

TOTAL NUMBER OF COMPLAINTS RECEIVED AGAINST CERTIFICATE HOLDERS

FIRST QUARTER 2017: 28 complaints against certificate holders received on average per month.

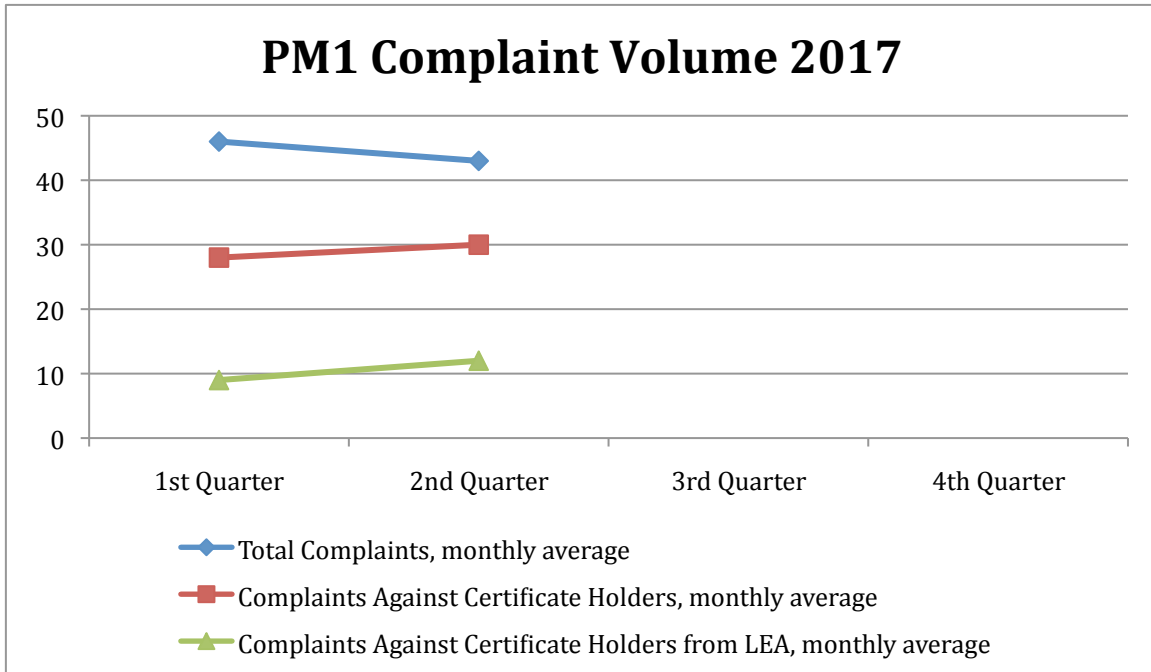
SECOND QUARTER 2017: 30 complaints against certificate holders received on average per month.

PM 1.2 – VOLUME – CERTIFICATE HOLDERS – COMPLAINTS FROM LAW ENFORCEMENT

Total number of complaints received against certificate holders from law enforcement agencies or government agencies with the responsibility to regulate massage. Does not include complaints against those who are not certified.

FIRST QUARTER 2017: 9 complaints from LEA received against certificate holders on average per month.

SECOND QUARTER 2017: 12 complaints from LEA received against certificate holders on average per month.

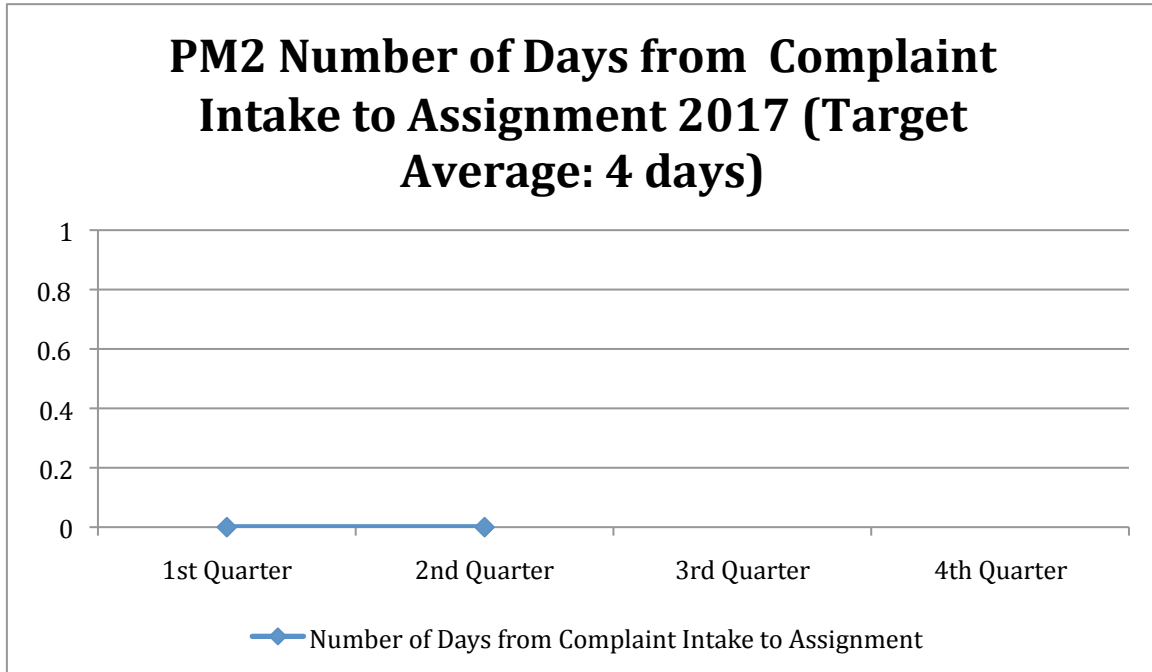


PM2 – INTAKE – ALL COMPLAINTS

Number of days from when a complaint is received to when it is sent to an investigator. All complaints received are immediately forwarded to an investigator.

FIRST QUARTER 2017: 0 days to assignment

SECOND QUARTER 2017: 0 days to assignment

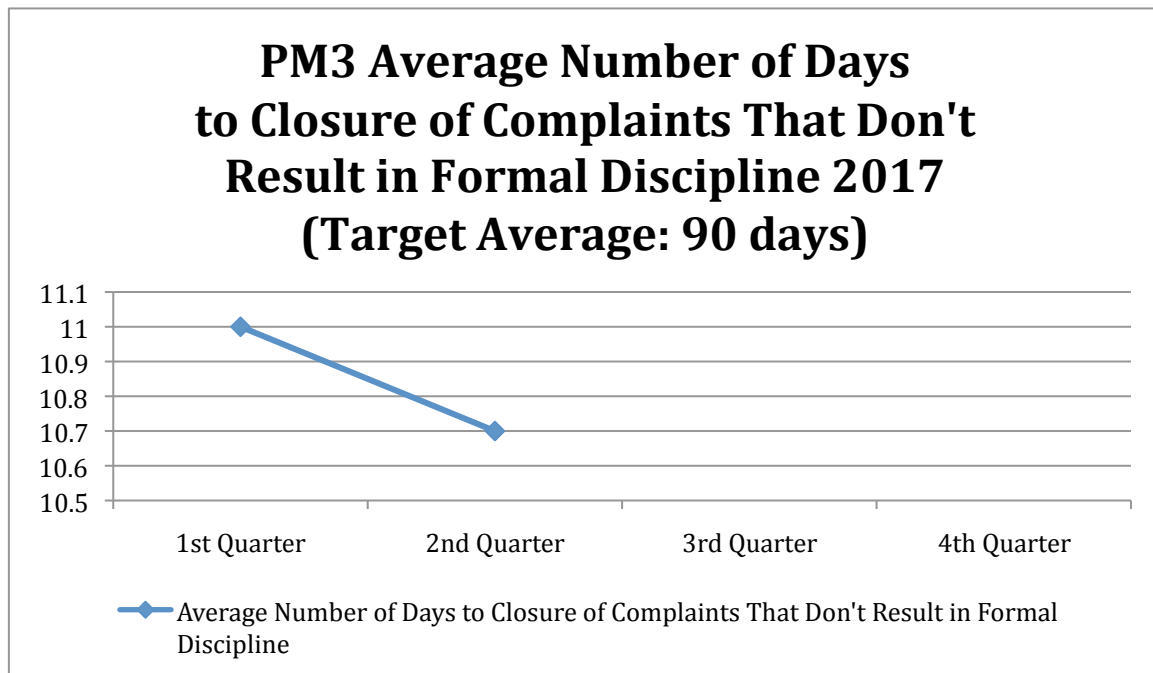


PM3 – INTAKE AND INVESTIGATION

Average time in days from date complaint was received to date complaint was resolved/closure of the investigation process. This number includes ALL complaints, not just those against Certificate Holders, which are resolved prior to being referred to Legal for formal discipline. It does NOT include cases against certificate holders sent to Legal for formal discipline (proposed revocation, suspension, or imposition of probationary conditions).

FIRST QUARTER 2017: 11 days is the average number of days to closure.

SECOND QUARTER 2017: 10.7 days is the average number of days to closure.

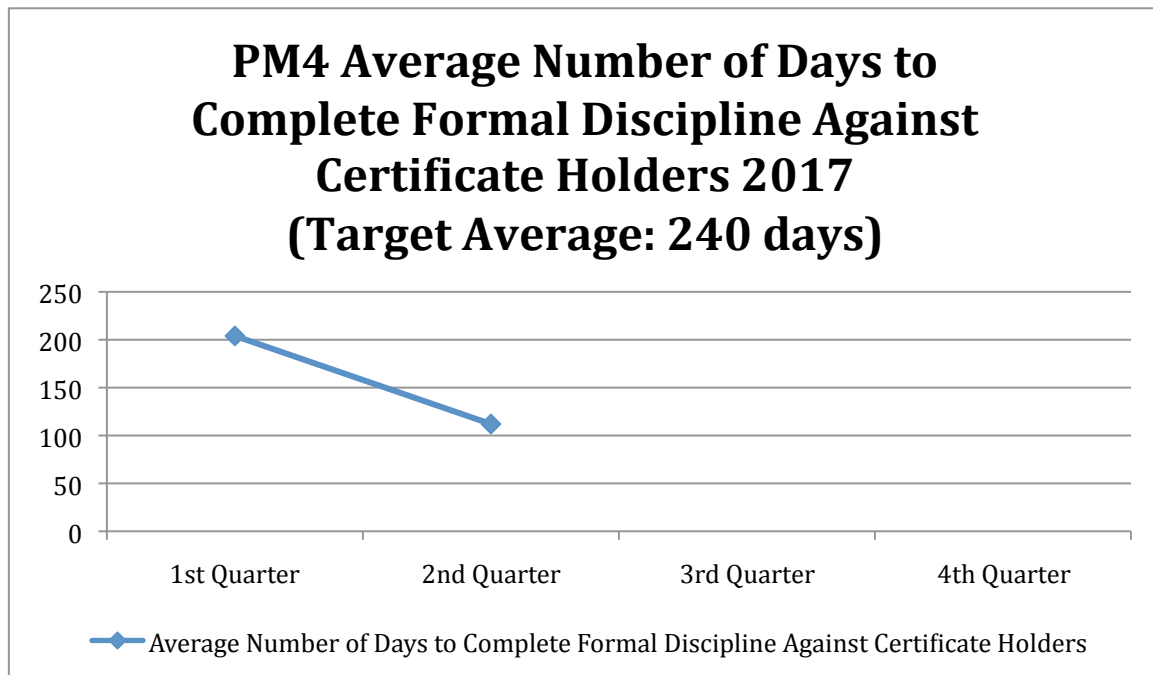


PM4 – FORMAL DISCIPLINE AGAINST CERTIFICATE HOLDERS

Average number of days to complete the entire disciplinary process against certificate holders for cases resulting in formal discipline by CAMTC. Formal discipline includes permanent revocation, revocation, suspension, and imposition of probationary conditions. Average number of days is calculated from date of intake to final date of disciplinary action.

FIRST QUARTER 2017: 204 days is the average number of days from intake to final date of formal discipline.

SECOND QUARTER 2017: 112 days is the average number of days from intake to final date of formal discipline.



Jon Walters
Director, Operations, Customer Support, Knowledge Management



Customer Service	Customer Retention	Cost Reduction	Team Leader
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Accomplished customer service expert with extensive experience in providing efficient results and stellar support for environmental, medical, aerospace, legal and high-tech industries, enhancing customer loyalty and lifetime value while providing valuable insight to all business units. Experienced in every role of service, support and operations with a proven track record in overcoming support challenges and implementing best practices. A natural problem-solver skilled in identifying customer satisfaction drivers and in cross-functional customer-centric project execution. Technically proficient, able to quickly adopt new systems and software, and successful with acquiring and coaching a diverse and effective team. Driven to deliver more, better, faster. Key qualifiers include:

- Customer Service/Support
- Net Promoter Scores
- Continuous Improvement
- KPIs
- Project Management
- Staff Development
- CRM Superstar
- Start-Ups
- Operations
- Call & Email Reduction
- Online Help & Tools
- Contact Tracking & Metrics
- Internal Workflows
- B2B Relationships
- Communication
- Sales & IT Collaboration
- Product Insight
- Phone Systems
- SaaS
- Six Sigma
- Process Design
- Best Practices
- Motivation
- Internal Customers
- Knowledge Management
- Problem Resolution
- Budgeting
- Reporting
- Surveys
- Highly Adaptable
- Rapport & Coaching
- Product Launches
- Vendor Handling
- Crisis Management
- Multiple Locations
- Industry Associations
- Business Intelligence
- Upselling
- Training & Documentation

PROFESSIONAL EXPERIENCE

One Legal LLC Novato, CA 2006 – 2016

Director, Customer Support 2008 – 2016, Customer Support Manager 2007 – 2008
 eTeam Manager 2006 - 2007

- Responsible for the design, build-out, direction, development and growth of the customer support department, operations and staff.
- Drove an effort that achieved an 81% reduction in support contacts per transaction.
- Planned for and managed resources, supporting company initiatives and driving cost ratio reduction while maintaining a \$900k+ annual department budget.
- Oversaw the resolution of over 100,000 customer support requests and inquiries annually.
- Provided excellent, promoter-generating support for litigants in California's 58 county courts, as well as the courts themselves and the company's national customers and operations.
- Maintained excellent communication and coordination with executives, peers, staff, and in business-to-business relationships.
- Implemented modern tools and technology to ensure best practices, quality support and internal business intelligence.
- Designed workflows for handling customer inquiries in all areas: accounting, product usage, affiliate inquiries, marketing programs and technical support.
- Implemented a successful Net Promoter Score program that utilized transactional and relationship surveys to ensure extreme satisfaction with support interactions.

PROFESSIONAL EXPERIENCE (Continued)

Marin Computer Resource Center Novato, CA 2003 – 2006

Computer and Technology Resource Centers
Director

- Led the warehouse crew of 11 employees and volunteers in all areas and setting the direction of daily operations.
- Licensed eWaste collector by the EPA and CA Integrated Waste Management Board.
- Recycled 10 – 20 tons of electronics per month.
- Worked with community organizations to provide free computers to those in need.
- Increased monthly cash flow of the facility by 50%.
- Responsible for all operations, banking, human resources and communications.

GlobalEnglish Corporation South San Francisco, CA 1999 – 2003

Support Tools Engineer/Contact Center Supervisor 1999 – 2003

- Trained and supervised all contact center employees, making sure that all customer issues were handled professionally and followed through to resolution.
- Developed support workflows and systems for a company supporting customers in 11 languages using email, the Internet, written documentation, direct telephone and face to face customer contact.
- Collected, tracked and reported web site and email traffic and support statistics.
- Configured and administrated the customer email management system that received, filtered, and tracked customer correspondence in English, Spanish (Latin & European), German, French, Italian, Portuguese, Japanese, Korean and Chinese (Simplified & Traditional).

OTHER TRAINING, AFFILIATIONS & EFFORTS:

- JIRA, Confluence, ShoreTel, MS Office, ADP, RightNow, Desk, Salesforce, SuccessFactors, etc.
- Volunteering
- Certified Net Promoter Associate – Satmetrix, 2013
- Six Sigma Green Belt - Villanova University, 2008
- Community Emergency Response Team (CERT) Disaster Service Worker - 2002
- Organizational Dynamics, Inc. (ODI) - Quality Action Teams
- Project Management – trained by Ron Black, The Mentor Group
- National Customer Service Association
- Association of Support Professionals (ASP)
- Advanced Casebase Design - Inference

Denise M. King

PROFESSIONAL OBJECTIVE

Position where business, accounting and bookkeeping experience may be most effectively applied. Seeking employment affording opportunities for continuing professional challenge and personal growth.

OVERVIEW

- Results oriented, dedicated professional with proven strengths in accounting, bookkeeping, team building, project management, office administration, staff supervision and mentoring, corporate, partnership and individual income tax preparation.
- Degree emphasizes business administration and accounting.
- Proficient in Word, Excel, PowerPoint, Outlook, Access, QuickBooks, Peachtree, CDT, ADP, Ross Accounting, Harris Accounting, QuattroPro, Crystal Reports, MAS 200, WISE, WISDOM, UltiPro, Sonic, Xcelcius, Photoshop, Dreamweaver, Oracle Accounting and Payroll, MS GP 2010, SalesPad, PaperSave and Willoware GP PowerPack.
- Demonstrated multi-tasking ability. Highly self-motivated.

EXPERIENCE

Assistant Controller. Spare Time, Inc., Gold River. 2015 – Present Perform duties as an Assistant Controller to the Controller/CFO. Perform a variety of accounting task to compile, prepare, review and verify financial & statistical records. Bank reconciliations. Balancing the financial books by monitoring the account regularly to not only ensure it remains on positive grounds, detect any fraudulent/irregular activities. Preparing financial statements, (monthly, quarterly, semiannually and annually). Developing and submitting income statements, cash flow statements and balance sheet. Cut the tax liabilities and to ensure adherence with prevailing tax legislation.

Office Support/Billing Specialist. Hoffman Technologies, Roseville. 2011 – 2015 Perform duties as an Administrative Assistant for the Comptroller and the Senior Vice President. Perform a variety of accounting task to compile, prepare, review and verify financial & statistical records. Prepare payroll and expense records for bi-monthly payments. Also, perform daily duties as billing specialist and monthly sales reporting. Invoicing clients, obtaining payments, tracking depositing, processing accounts receivables and processing accounts payables. Making purchase orders, corresponding purchase orders against supplier accounts, monitoring seller invoices and making relevant checks preparation, bank reconciliations. Balancing the financial books by monitoring the account regularly to not only ensure it remains on positive grounds, detect any fraudulent/irregular activities. Preparing financial statements, (monthly, quarterly, semiannually and annually). Developing and submitting income statements, cash flow statements and balance sheet. Cut the tax liabilities and to ensure adherence with prevailing tax legislation.

Inventory Supervisor. WIS International, Sacramento. 2007 – 2011 Supervise up to fifty inventory specialists to audit large and small businesses. Review work for accuracy. Counsel on areas requiring improvement. Develop and conduct individualized and classroom training. Analyze inventory data; advise on potential profit increasing areas. Prepare orders for merchandise in compliance with client inventory requirements. Track prescription drug inventory (drugstore clients). Conduct compliance audits. Manager/trainer for Fairfield Office (1 ½ years).

Bookkeeper/Outreach Coordinator. HICAP, West Sacramento. 2005 – 2006

Directed staff of twenty professional volunteers Counselors. Counseled clients on Medicare Part D and how to navigate through the Medicare process. Created tracking database of services to facilitate grant proposal development. Bookkeeper for two private industry grants. Collaborated with founder on development of comprehensive Medicare assistance report. Received several awards for performance.

Accounts Payable Supervisor. Families First, Inc., Davis. 2004 – 2005 Reviewed payables for accuracy and completeness. Processed over \$1 million in payables monthly. Computed/issued payment to foster parents, physicians, psychiatrists, etc. Performed bookkeeping for Foundation Account. Organized PO system, resulting in timely payments and increased workflow efficiency. Implemented online billing. Instructed management and staff on how best to work with accrual accounting system.

Accounting Supervisor. California State Legislature, Assembly Rules Committee, Sacramento. 1981 – 2000 Promoted to Accounting Supervisor from Accounting Clerk and Messenger. Managed accounts for 80 elected officials and their district offices, as well as for Assembly and Senate joint expenses. Reported directly to senior decision makers. Supervised, evaluated and counseled staff of ten. Monitored call tracking software to manage billing and customize reports. Represented the Assembly on customizing Integretrack software. Worked closely with attorneys and Siemens representatives to set-up telecommunications. Advised on software purchases. Received several awards for performance.

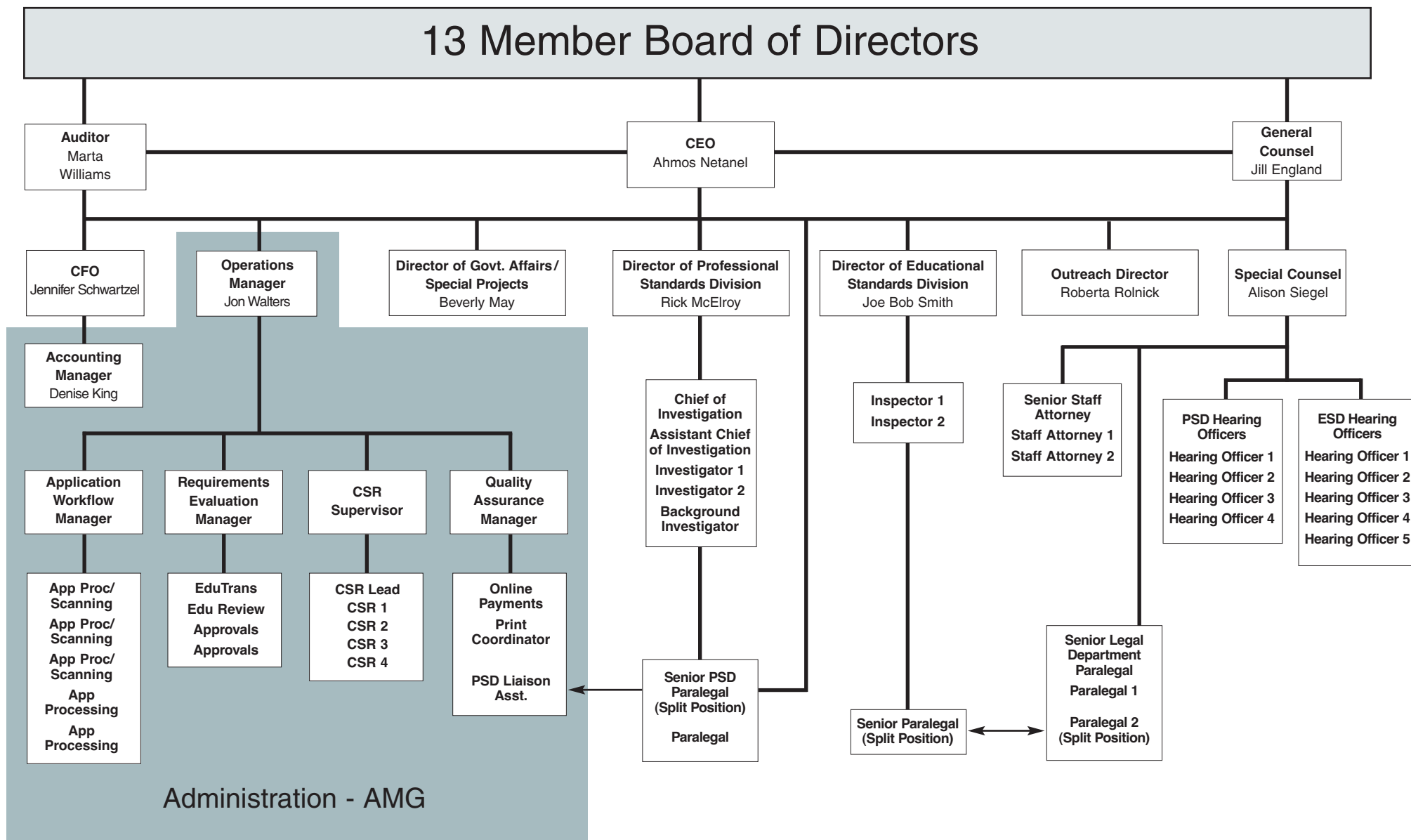
EDUCATION

Sacramento City College. Associate in Arts, Business Administration.

Business Administration Degree will be completed 12/2017

Licensed/Bonded Tax Preparer (2009 - Present). Completed Staff Work Certification. Crystal Reports Certification – Web Developer.

CAMTC Organizational Chart as of September 1, 2017





CAMTC will be in Pasadena, September 14-16, Thursday-Saturday for American Massage Therapy Association's 2017 National Convention

Meet CAMTC leadership and staff at the CAMTC Booth throughout the convention to address in person any CAMTC related concerns you may have.

- Check on your CAMTC application OR recertification status
- Update your work address(es) and contact info
- Receive help with local government challenges
- Address any current school issues
- Simply stop by our booth to say “hi” anytime

CAMTC negotiated an exclusive offer for CAMTC Certificate Holders and Applicants to attend this important convention:

- **FREE Convention Exhibit Hall 3-Day Pass (\$25 value)**
- **\$100 OFF Full Registration for the Entire 3-Day Convention**

LEARN MORE

Please be advised that the last event CAMTC participated in was sold out and hundreds of massage professionals weren't able to attend. To benefit from this national convention coming to California, EARLY REGISTRATION IS ADVISED.

**You Must Register by July 27th to receive this special:
Call toll free at 1-877-905-2700, mention AMTA100, and
take advantage of CAMTC's exclusive offer!**

Join your peers at this highly prestigious and largest event in the massage therapy community, featuring knowledgeable/engaging speakers, continuing education, networking and cool new products.

**Come By To Visit Us at the Convention...
We're Here To Help!**

www.amtamassage.org/education/AMTA-2017-National-Convention/AMTA100-CAMTC.html

Please help spread this valuable information by forwarding our email to fellow colleagues, or print and post the attached eblast.





CALIFORNIA
MASSAGE THERAPY COUNCIL

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Memo: To CAMTC Board of Directors

From: Beverly May, Director of Governmental Affairs and Special Projects

RE: Report for Board Meeting September 6-7, 2017

Local government:

Since the last Board meeting in June I have monitored proposed new ordinances in cities and counties including Atwater, Azusa, Laguna Hills, Kern, Chino, City of Industry, Bellflower, Rancho Santa Margarita and Alviso Viejo. Alviso Viejo just extended their moratorium for the final year allowed under state law. San Marcos now requires 1,000 feet between massage establishments and a limit of one establishment per 2,500 residents. Atwater appears to have replaced a 1999 ordinance with a quick update of an old AMTA-CA Model Ordinance without researching some obsolete provisions. It does not require certification and has various options to qualify for a police permit, ranging from 500 hours from any school, or as little as having passed an exam offered by the National Certification Board for Therapeutic Massage and Bodywork (NCBTMB. Two of the exams previously offered by the NCBTMB did not require education.

I continue to interact with police, city attorneys, code enforcement, health departments and planners regarding a wide range of concerns, from proposals to amend ordinances to understanding the state law, utilizing CAMTC resources and questions on information on applicants and certificate holders.

Zoning continues to be a favored means of control for a number of mostly southern California cities. As one example: Azusa zoning amendments will move Massage from “Personal Services” where it was “massage (licensed, therapeutic, non-sexual)” to new category “Massage Parlors” and limit them to four zones (down from six). Existing “parlors” that are no longer in compliance with the zoning have five years to close or to re-locate. Existing establishments that are zoned for massage have six months to apply for permit – they will not be required

to move to comply with “overconcentration” provisions – minimum 500 feet distance from “ edge to edge” of the “parlor”. The ordinance defines a massage parlor as any business where massage is provided and specifies that each independent contractor will be considered another “parlor”, subject to all of the same fees and requirements. Cosmetology establishments that provide “incidental” massage are exempted from the Parlor Permit but the massage therapists must be certified. If less than three cosmetologists are on the premises then there can be no more than one certified massage therapist at that time, which makes the schedules of the massage therapists dependent on that of the cosmetologists

Fees are rather high considering that so many massage therapists work solo– Massage Parlor permit - \$932, renewal \$465 plus live scan.

The city requires posting of the following lack of privacy notice:

“NOTICE TO ALL PATRONS

THIS MASSAGE BUSINESS AND THE MASSAGE ROOMS DO NOT PROVIDE COMPLETE PRIVACY AND ARE SUBJECT TO INSPECTION BY THE AZUSA POLICE DEPARTMENT WITHOUT PRIOR NOTICE.”

Of the cities that require this notice, Azusa is one that requires it only of “parlors that have been found to have violated requirements”. Others, such as Glendale and Rancho Santa Margarita, require posting of these notices in the reception area and each massage room of every establishment.

Bakersfield and Kern County:

Upon the request of the city attorney and police, I attended a three hour hearing in Bakersfield to discuss proposals for a new ordinance. Due to concern from local massage therapists who do not qualify for certification, the council requested that staff review how to require certification while addressing constituent concerns. The city is very receptive and I would be surprised if they do not accommodate the long time professional community.

Kern County approved an ordinance to also require certification. County planners called me to discuss some of the concerns over land use. The county will no longer issue massage permits, but will allow existing establishments that have non-certified massage therapists to obtain a conditional establishment permit for up to one year for the non-certified massage professionals to obtain certification. The county has set a \$1,600 fee for an establishment permit. An assistant city attorney who is married to a massage therapist expressed concern, as a private citizen, regarding the cost of the fee on a sole provider.

I met with the police and city attorney in Pittsburg upon their request to discuss their proposed ordinance, which is based closely on the San Mateo model.

Most of the more onerous provisions in local regulations are in southern California – distance between massage establishments and from homes, schools, etc. and costly conditional use permits. In 2015 San Gabriel passed an ordinance requiring conditional use permits (CUP) of all new massage establishments. Existing establishments were given five years to comply. The intent was to allow the owners at least five years to re-coup any tenant improvement expenses before a possible move. This year the city passed an urgency ordinance with a 1,000 foot distance limit. If two massage businesses are within that distance of each other, the one that obtains a CUP first can stay – even if the other has been there longer. Since most businesses postponed applying for the CUP, either due to limited funds or in hopes of a change of the law again, many of them are being forced to close almost immediately. There has been talk of lawsuits regarding this, but I don't know if any have been filed.

Some cities continue to require certificate holders who are owners to be live scanned, despite AB 2194 making even clear that it is not permitted. It is not necessary either - the law enforcement section of the CAMTC website will have DOJ/FBI reports and subsequent arrest notices posted, and older ones are available upon request. We send these routinely to law enforcement.

An increasing number of cities contact CAMTC asking for background on CAMTC disciplinary actions on applicants for massage business licenses after they have been suspended or revoked by CAMTC.

In June I spoke at the National Holistic Institute in Emeryville to school staff, students, along with a representative of the Federation of State Massage Therapy Boards.

The week after the CAMTC Board meeting I will be available at the CAMTC booth at the national convention of the American Massage Therapy Association in Pasadena. I believe that as many as 1,500 massage professionals are expected.

Roberta Rolnick, CAMTC's Outreach Director, and I now share responsibility for maintaining the website. We plan to send a short survey to users to elicit feedback on how to make it most users friendly.

Trafficking – I attended the Alameda County Heatwatch Labor Trafficking meeting. I missed the most recent San Francisco meeting on Adult Trafficking but have been monitoring the fine work that the city has been doing with their

Healthy Nails Program – educating workers on labor rights and raising consumer awareness.

I have been asked to present again later this year at the annual conference of the SF Collaborative Against Human Trafficking (SFCaHT). This is a well organized and attended event and I am honored to be invited again. Rick McElroy and I attended their meeting this month and had an opportunity to speak with the new Police Chief who was a Deputy Chief in Los Angeles.

In June I reported on HR 1023 (Duty to Report Sexual Assault Act of 2017)– a bill in Congress introduced by Rep Patrick Meehan.

This bill amends the federal criminal code to impose criminal penalties—a fine, a prison term of up to six months, or both—on an owner or employee of a massage establishment who fails to report known or suspected sexual assault by an employee to an appropriate law enforcement agency. Additionally, the bill imposes a fine on an owner of a massage establishment who fails to publicly display policies and procedures to prevent and respond to sexual assault. The bill was assigned to the Subcommittee on Crime, Terrorism, Homeland Security and Investigations in March, 2017, after introduction Feb 13, 2017 into the House of Representatives. It has not moved since then.

Other states: The federation for State Massage Therapy Boards (FSMTB) recently called on behalf of the Louisiana state massage therapy board. Interestingly, they were looking for language to use in specifying draping standards for trans-gender clients.

CAMS – Our vendor is continuing to complete the final requirements and enhancements that we have requested and fix the known bugs. Our vendor has added another tester on their end and we have noticed more features passing on our initial User Acceptable Test (UAT) so that they can move quickly into production, where a final test is made to assure that nothing else has broken. This is standard procedure. Although there is still a ways to go before the system is complete, we are getting closer.

In July I spent most of a week at our office in Sacramento to meet our new Operations Manager and get an overview of the new organizational structure at AMG.



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To: CAMTC Board of Directors
 From: Rick McElroy, Director of Professional Standards Division
 Re: Board Meeting – Sept. 6-7, 2017

PSD Training for Law Enforcement

PSD continues to expand its outreach to law enforcement by completing its 101st agency training to over 303 officers YTD. The cumulative total since we first started in 2014 has totaled 414 agencies and 1,279 officers. The trend that continues to develop is by the end of the year, 50% of all officers attending the training will be code enforcement. The California Code Enforcement Officers (CACEO), a statewide organization for code enforcement officers, is now scheduling me for regular training sessions statewide. They have over a 1,000 officers representing over 400 agencies. One of the supervisors has taken it upon him self to incorporate my training flyer into CACEO's training bulletin. The first class that he scheduled was a sellout crowd for their venue of 50 officers, and we are scheduling a second one to handle the overflow. They have me scheduled through December of this year for training.

PSD Partnering with Law Enforcement

One of our more vocal city critics in 2012, Simi Valley, is now working closely with closely with CAMTC to untangle previous issues. In June, I took Simi Valley Commander Bob Brill to lunch in an effort to remedy these problems. Commander Brill was a previous vice cop with LAPD before going to Simi PD. It was a very positive meeting and we ironed out many issues. Since that meeting, Brill has also spoken several times with Beverly May regarding their massage ordinance. Beverly is an invaluable asset with her statewide knowledge of ordinances and her readiness to help the cities.

Beverly and I also attended the San Francisco Collaborative Against Human Trafficking meeting on August 25th. We were able to have a separate meeting with the newly appointed chief, William Scott, who also was previously employed by LAPD and we pledged our assistance with training as well as massage therapist issues.



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To: CAMTC Board of Directors
From: Joe Bob Smith, Director of Educational Standards Division
For: Board Meeting – September 6 & 7, 2017

School Approval Statutes

There are now 88 schools with CAMTC approved programs (91 total campuses including satellites; 81 active campuses). One application has been received since the last Board meeting, bringing the total number of active applications to 4. Other applications received are incomplete, waiting for corrective actions, proposed for denial, denied, closed, previously unapproved, or on hold until further notice from the school.

ESD continues to regularly make unannounced visits to approved and pending schools.

School Advisory Committee

At the committee's recommendation, staff has created a map of active approved schools that is now live on the website. The map, in conjunction with the approved program list, will better help prospective massage school students find CAMTC approved programs near them.

In the weeks following this Board meeting, staff will implement new communications to schools to inform them of the most important changes and updates affecting schools.

Staff has also proposed changes to the Policies and Procedures for Approval of Schools that includes recommendations from SAC and staff.

Looking Forward

ESD will continue to process remaining initial applications while implementing the re-approval process for the first time. To that end, ESD anticipates testing of the online school application to begin in a few weeks. The first school renewals are scheduled for July 1, 2018, with applications due six months in advance.

FSMTB and Other States

As of July 1, 2017, FSMTB only allows California applicants from CAMTC approved schools to sit for the MBLEx. ESD has been working with FSMTB to implement this new policy, which prevents persons from schools that are not approved from jumping across state lines. Additionally, ESD continues to work with other states to diminish fraudulent interstate activity.



Outreach Director Report

To: CAMTC Board of Directors
 From: Roberta Rolnick, Outreach Director
 Re: Board Meeting – September 7-8, 2017

As CAMTC's first Outreach Director, I report to the CEO. Overall I will extend outreach support for CAMTC's strategic goals and objectives, collaborate with the Directors of Governmental Relations, Educational Standards Division and Professional Standards Division to assist in promotional materials for trainings, events, and media interests. I'll keep AMG and CAMTC's Customer Service staff informed with current outreach that may increase calls. Throughout the year, I'll update and support all CAMTC stakeholders through various means.

I have a strong background in the spa industry, which will be an asset to establish communication channels with massage and spa business owners. Once the database is fully functional, my #1 priority will be database development for massage and spa business owners to build access and lines of communication with that group of underserved stakeholders.

Training

To-date, I've trained on Umbraco to edit the website as needed, JoinMe to hold group meetings, and MailChimp to send eBlasts to CAMTC stakeholders. I've also refreshed myself on SurveyMonkey for stakeholder surveys and analysis, including CAMTC Consumer Complaint surveys.

CAMTC Website

Ongoing project to review content, clarity, navigation and consistency throughout the website. I've collected data to create a sitemap for ease and transparency.

Event Planning

Coordinated all aspects of CAMTC's outreach and booth details to make a strong presence at the AMTA 2017 National Massage Convention in Pasadena, CA September 14-16, 2017. Three staff members will assist attendees with new applications, re-certifications, status verification, update contact info, and address general concerns. Beverly May and Joe Bob Smith will schedule time in the booth to address specific issues within their expertise.

Graphic Design

Collaborated with a graphic designer to create 3 eBlasts, booth displays, and handouts for the upcoming AMTA convention.



CEO's proposed 2018 Strategic Priorities (August 31, 2017)

1. **Sunset review-** in preparation for the 2018-2019 sunset review, prioritize all organizational functions for a successful outcome for the sunset review. Specifically, the continuation of CAMTC as a nonprofit organization, implementing a state-wide voluntary certification of massage professionals and approval of educational programs. Sunset review shall be the highest priority for CAMTC in 2018. Whenever sunset review is inconsistent with other interests sought to be promoted, sunset review shall be paramount.
2. **Non-English speakers-** Provide a report to the Legislature on the findings of CAMTC's assessment of contact with non-English speakers on or before January 1, 2019.
3. **Local government-** Encourage cities and counties to enact ordinances which are congruent with the Massage Therapy Act.



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