



CALIFORNIA
MASSAGE THERAPY
COUNCIL

Board of Directors Meeting

AGENDA

July 27, 2020

via Teleconference



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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

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

Ronald Bates, Vice Chair, Appointed by League of California Cities

Michael Marylander, Treasurer, Appointed by Board

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

Michael Callagy, Appointed by California State Association of Counties

Mark Dixon, Appointed by Board

Shana Faber, Appointed by Board

Heather Forshey, Appointed by San Mateo County Department of Health

John Lambert, Appointed by American Massage Therapy Association, California Chapter

Bernadette Murray, Appointed by Associated Bodywork & Massage Professionals

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

Tracy Rhine, Appointed by the California Department of Consumer Affairs

Sean Thuilliez, Appointed by California Police Chiefs Association



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:

- 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.
- In this case, any resulting motion is debatable.
- Moderator decides.



CALIFORNIA MASSAGE THERAPY COUNCIL

One Capitol Mall, Suite 800 | Sacramento, CA 95814
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Sent and Posted: July 17, 2020

NOTICE OF PUBLIC MEETING

July 27, 2020 - 8:30 a.m. PST

VIA TELECONFERENCE

Call in: 877-366-0711

Passcode: 90910355#

AGENDA

1. Call to order, roll call, and establish quorum
2. Chair's Comments
 - Welcome/Introductions
 - Rules of Debate
3. Proposed amendments to the Policies and Procedures for Approval of Schools
4. 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 Amenda Yang 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>



CALIFORNIA MASSAGE THERAPY COUNCIL

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July 27, 2020

TO: BOARD OF DIRECTORS, CALIFORNIA MASSAGE THERAPY COUNCIL
FROM: JOE BOB SMITH, DIRECTOR, EDUCATIONAL STANDARDS DIVISION
RE: REASONS FOR PROPOSED TEMPORARY POLICY TO ACCEPT
INTERACTIVE DISTANCE LEARNING HOURS

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:

1. Policies and Procedures for Approval of Schools adopted on November 6, 2019 (specifically section 1.B.)
2. Coronavirus (COVID-19) Contingency Plan for Schools issued by staff on March 12, 2020
3. Coronavirus (COVID-19) Contingency Plan for Schools – update issued by staff on March 27, 2020
4. Coronavirus (COVID-19) Contingency Plan for Schools – update issued by staff on May 11, 2020

A short description of why the policy should be changed.

The COVID-19 pandemic and subsequent state and county departments of health shutdowns of in-person higher education and massage have devastated massage schools and their students. Prior to the first shutdown, CAMTC staff issued a contingency plan allowing for the temporary acceptance of interactive distance learning (“IDL”) for lecture hours. BPPE also allowed for the temporary acceptance of IDL for a set period of time, which has now ended. Implementation of the previous IDL policies allowed CAMTC approved massage schools to take advantage of the temporary BPPE policy. While temporary acceptance of IDL has helped, the shutdown for in-person classes and massage largely continues with no end in sight. Over four months into the pandemic, schools are running out of lecture curriculum and students have few, if any, options to complete hands-on hours.

This proposal temporarily continues IDL for lecture hours and offers a two-prong approach for hands-on hours: 1) students must complete a minimum of 75 hands-on hours in-person, and 2) the remaining hands-on hours may be completed through IDL under the policies set forth. The rationale for the minimum 75 in-person, hands-on hours is that is the maximum number of student clinic hours allowed by CAMTC. While the State and county health departments continue to prohibit in-person higher education classes, some counties have allowed massage clinics to resume under certain conditions, such as outdoors. This opens at least one path for some schools and students to complete a minimum of 75 in-person, hands-on hours.

The language of related statutes that may have an impact on the decision:

Not applicable.

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

The fiscal impact on CAMTC should be minimal. However, the proposed policy changes would provide temporary relief to schools and students currently experiencing financial hardships.

Potential pros and cons if the new policy is adopted:

Pros – Provides temporary relief to schools and students with additional pathways to complete hours during this COVID-19 pandemic.

Cons – Temporarily reverses CAMTC's longtime policy prohibiting the acceptance of distance learning by allowing distance learning for both lecture and hands-on hours. Unknown long-term impact on quality of education using IDL, particularly for hands-on hours.

The impact on current certificate holders and applicants.

Should minimally impact current certificate holders while allowing additional students to complete their hours and apply for certification.

A suggested date for the change to be implemented.

Effective immediately.



TEMPORARY POLICY TO ACCEPT INTERACTIVE DISTANCE LEARNING HOURS

Pursuant to California Business and Professions Code sections 4600 *et. seq.* (hereinafter the "Massage Therapy Act"), the California Massage Therapy Council ("CAMTC") has adopted Policies and Procedures for Approval of Schools ("Procedures") which establish minimum requirements for the approval of massage schools. Pursuant to this authority, CAMTC has adopted Procedures section 1.B., which states: "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."

On March 12, 2020, in response to the escalating COVID-19 crisis, CAMTC staff issued an emergency "Coronavirus (COVID-19) Contingency Plan for Schools" which allowed certain temporary measures, including, but not limited to, accepting interactive distance learning ("IDL") for lecture-based subject matter for a set period of time. CAMTC subsequently issued two updates extending these measures for additional periods of time. The most recent update on May 11, 2020, extended these measures through August 31, 2020.

The California Department of Public Health, the Governor's Office, and county health departments have ordered most higher education providers in California, including most massage therapy programs, to suspend in-person classes. These orders remain in place until further notice. However, various county health departments have allowed student clinics to operate, so long as they can meet the guidelines for massage therapy and other personal care businesses.

To achieve CAMTC's mission of protecting the public, CAMTC is taking steps aimed at trying to ensure both that California's citizens training to be massage therapists are not unnecessarily put at risk during this healthcare emergency, and that future certificate holders are appropriately trained to properly massage the public in years to come. Thus, the CAMTC Board hereby ratifies the "Coronavirus (COVID-19) Contingency Plan for Schools" documents dated March 12, 2020, March 27, 2020, and May 11, 2020. Additionally, as of the date of adoption of the policies contained herein, these policies supersede and replace the previous Coronavirus (COVID-19) Contingency Plan for Schools document dated May 11, 2020. The Board hereby adopts the following additional temporary measures:

1. Temporarily accept IDL for students whose training, provided on or after March 12, 2020, has been or is interrupted or otherwise impacted as a result of the COVID-19 crisis. The temporary policies described herein expire 30 days after the date that the State and the health department for the county in which the school is located allows in-

person classes to resume. These policies shall be temporarily reinstated if the State or local county health department again prohibits in-person classes due to subsequent COVID-19 shutdowns or if the school must discontinue in-person classes due to a COVID-19 outbreak within the school. Subsequent reinstatements of these policies expire 30 days after the date that the State and health department for the county in which the school is located allows in-person classes to resume or, in the case of a COVID-19 outbreak within the school, 14 days after the school is closed due to the outbreak.

2. IDL may include both lecture and hands-on hours, all under the active and direct supervision of a qualified instructor. However, as part of the 500 hours required for certification, students shall successfully complete a minimum of 75 hands-on hours in-person under the active and direct supervision of a qualified instructor. The minimum 75 in-person, hands-on hours may be completed as part of a program's student clinic, so long as the student clinic is approved as part of the program and meets all requirements of Procedures section 5.E.c. In-person classes and student clinics shall only resume under the documented permission and guidance of each school's local county health department.
3. Procedures section 5.E.b. requires: "A minimum of 250 hours shall be in the supervised instruction of hands-on massage; California Business and Professions Code section 4601(e) defines massage as 'the scientific manipulation of the soft tissues.'" While the minimum 250 hours of supervised instruction of hands-on massage may include a reasonable number of hours of massage theory and demonstration, student hands-on practicum shall comprise most of these hours. This means that students shall successfully complete substantially more hands-on hours than the minimum 75 in-person, hands-on hours required above. Students may complete these additional hands-on hours through IDL as described below.
4. To meet the requirements for providing IDL for lecture hours, a school shall:
 - a. Communicate to students through one of several types of technology, and instructors must initiate substantive communication with students, either individually or collectively, on a regular basis;
 - b. Verify the identity of each IDL student; and
 - c. Appropriately assess each student's knowledge.
5. To meet the requirements for providing IDL for hands-on hours, a school shall:
 - a. Provide synchronous (real time) sharing of hands-on practice using video conferencing;
 - b. Verify the identity of each IDL student;
 - c. Appropriately assess each student's skills based on observed levels of performance during this time;
 - d. Ensure students are equipped with the proper tools to effectively demonstrate practical applications;
 - e. Maintain required student-teacher ratios (in the case of hands-on IDL, a maximum of 18 practicing students:1 instructor); and
 - f. Provide in-person opportunities for students (when in-person classes resume) to complete or audit hands-on hours if the student fails to successfully complete any or all of the IDL hours, fails appropriate skills assessments, or if the student

requests it.

- g. Notify each student in writing, before the student starts the hands-on IDL hours, and obtain a signed confirmation from each student acknowledging that the student has received written notification of the following:
 - (a) Pursuant to CAMTC's Temporary Policy to Accept Interactive Distance Learning (IDL) Hours, this school offers both lecture and hands-on hours through IDL under the active and direct supervision of a qualified instructor.
 - (b) While some hands-on hours may be completed through IDL, CAMTC requires students to successfully complete a minimum of 75 of the total hands-on hours in-person under the active and direct supervision of a qualified instructor. The minimum 75 in-person, hands-on hours may be completed as part of a program's student clinic, if available.
 - (c) Students who fail to successfully complete any or all of the IDL hands-on hours or fail appropriate hands-on skills assessments shall complete the hands-on hours in-person when in-person classes resume.
 - (d) A student may choose to complete any or all hands-on hours in-person rather than through IDL when in-person classes resume.
 - (e) A student, prior to graduation, who completes hands-on hours through IDL may request to audit hands-on hours in-person when in-person classes resume.
6. Schools shall properly account for each student engaged in IDL, including complete and accurate records of attendance, clearly identifying whether the student completed hours in-person or through IDL, and whether or not the student successfully completed those hours. Pursuant to Procedures section 5.E.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."
7. In addition to meeting the requirements of Procedures section 5.B., transcripts or transcript addenda, if applicable, for students who have completed any IDL hours shall identify how many hours of each course were completed in-person or through IDL.
8. While CAMTC has extended its temporary acceptance of IDL as stated herein, the California Bureau for Private Postsecondary Education's ("BPPE") temporary use of distance education techniques expired June 30, 2020, for institutions holding Full Approval status with BPPE. **For CAMTC to continue to accept IDL from a BPPE Full Approval institution, that school must receive written approval from BPPE to continue to offer IDL, and provide proof of written approval to CAMTC.** Pursuant to Business and Professions Code section 4601, CAMTC can only accept hours completed as part of a program approved by BPPE. **Institutions that BPPE has Approved by Means of Accreditation must obtain written approval to offer IDL through their accrediting agency, and provide proof of written approval to CAMTC.**
9. CAMTC Approved Schools may enter into temporary consortium agreements with other CAMTC Approved Schools so that students can complete courses at other

institutions but be awarded credit by their home institution. If this occurs, transcripts must clearly identify the education provide by each school

10. By the 10th of every month starting August, 2020, and until the school discontinues the use of IDL, the school shall notify CAMTC by email at schooldocs@camtc.org with the subject line of the email as “COVID-19 Temporary Education Plan – School Name – CAMTC School Code – Month and Year” (e.g., COVID-19 Temporary Education Plan – ABC School of Massage – SCH0500 – August 2020) and provide the following information:

- School Name and CAMTC School Code;
- Local county jurisdiction and that county’s current allowance for 1) in-person classes, and 2) in-person clinics (must be able to provide documentation);
- Start and end dates of BPPE or accrediting agency’s approval to offer IDL (must be able to provide documentation);
- IDL delivery method for both lecture and hands-on hours, including the technology or program being used;
- Method used for tracking student attendance, including each student’s successful completion of those hours and identifying between in-person and IDL hours;
- Confirmation that the school is maintaining photo or video evidence confirming the hands-on hours of attendance as part of each student’s permanent record;
- Current enrollment by program, course, cohort, or class, as relevant to each school;
- Current schedule of classes (including but not limited to: dates, days of week, hours in day, in-person or IDL); and
- Any anticipated changes or changes in the past month to the method of delivery.

11. Schools desiring to make changes to their approved curriculum, outside of the method of delivery described herein, must apply to and receive approval from CAMTC for any such changes, as well as for any other changes including, but not limited to, change of ownership, school name, physical or mailing addresses, contact information, or staff employment.

12. In accordance with the Massage Therapy Act, CAMTC approved schools shall meet all minimum standards for training and curriculum, as well as all requirements stated in the Procedures unless specifically and temporarily amended by these policies herein.

As of the date of adoption, this document is CAMTC’s complete policy for the temporary acceptance of interactive distance learning.



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To: **CAMTC Approved Schools**
From: **Joe Bob Smith, Director, Educational Standards Divisions**
Date: **May 11, 2020**
Subject: **Coronavirus (COVID-19) Contingency Plan for Schools – update**

The original Coronavirus (COVID-19) Contingency Plan for Schools dated March 12, 2020, (below) limited CAMTC's temporary flexibility to students already enrolled in approved programs when COVID-19 related interruptions occurred. A March 27, 2020, update extended this flexibility to new students starting approved programs on or before June 1, 2020.

CAMTC understands that the state has not issued guidelines or a timeline for massage schools to resume in-person classes and that schools require advanced planning to operate properly. Therefore, **CAMTC is further extending this temporary flexibility for approved programs through August 31, 2020.*** This flexibility applies to current students and new students who start approved programs on or before August 31, 2020.

CAMTC will continue to monitor the situation and issue further updates if appropriate.

*Please note, the Bureau for Private Postsecondary Education (BPPE) only allows temporary use of distance education techniques through June 30, 2020, for institutions that hold Full Approval status with the BPPE. This deadline does not apply to institutions that the BPPE has Approved by Means of Accreditation. If a Full Approval institution wishes to utilize distance education beyond June 30, 2020, the school will need to submit an Application for Significant Change in Method of Instructional Delivery to BPPE by May 15, 2020. Pursuant to Business and Professions Code section 4601, CAMTC can only accept hours completed as part of a program approved by BPPE. This means that, **even though CAMTC has extended its flexibility until August 31, 2020, CAMTC cannot accept any distance education hours completed after June 30, 2020, if the program is not approved by BPPE to utilize distance education beyond that date.**

Coronavirus (COVID-19) Contingency Plan for Schools Original Memo March 12, 2020

CAMTC is closely monitoring the situation regarding the coronavirus (COVID-19). Protecting the health and safety of the public are foremost during this uncertain and ever-changing coronavirus threat.

CAMTC's goal is to work with schools and find ways to enable schools to accommodate students and help them continue their education despite interruptions caused by COVID-19. This memo provides remedies for schools working to help students complete the program in which they are currently enrolled while maintaining compliance with the Massage Therapy Act (Business and Professions Code sections 4600 et al) and CAMTC's Policies and Procedures for Approval of Schools ("Procedures"). This memo does not contemplate accommodations for students who have not yet enrolled or whose program has not yet begun. CAMTC will continue to monitor the situation and make a later determination of what accommodations may be necessary should longer-term interruptions become likely.

The information below incorporates guidance provided by the U.S. Department of Education and their recognized accrediting agencies, as well as the California Department of Public Health. Guidance is provided relative to two scenarios applicable to CAMTC Approved Schools, including:

1. A student is quarantined and misses class or a student is incapacitated due to COVID-19 illness; or
2. A campus temporarily stops offering in-person classes in order to prevent the spread of COVID-19.

In the event that either or both of these two scenarios affect your approved massage program, CAMTC policies already provide for the following remedies:

- For programs longer than 500 hours, once students have met the requirements for CAMTC Certification, your school has flexibility in how it administers additional hours.
- Schools may modify and accelerate schedules to help students make up for missed classes so long as the hours of education do not exceed 40 hours of total education in any 7-day period, with no more than 10 hours in any one day.
- 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.
- For students who applied early for CAMTC Certification in anticipation of completing education soon but are delayed, their applications remain active for one year from the date of submission, which should allow enough time to complete the education.

Additionally, CAMTC is temporarily waiving certain requirements for approved schools in order to provide the following flexibilities:

- Temporarily accept interactive distance learning (IDL) for current students whose enrollment is otherwise interrupted as a result of COVID-19. IDL training is limited to lecture-based subject matter and cannot be substituted for hands-on subject matter and training. To meet the requirements for providing distance education, an institution must communicate to students through one of several types of technology, including email, and instructors must initiate substantive communication with students, either individually or collectively, on a regular basis. In other words, an instructor could use email to provide instructional materials to students enrolled in his or her class, use chat features to communicate with students, set up conference calls to facilitate group conversations, engage in email exchanges, or require students to submit work electronically that the instructor assesses.
- CAMTC Approved Schools may also enter into temporary consortium agreements with other CAMTC Approved Schools so that students can complete courses at other institutions but be awarded credit by their home institution. If this occurs, transcripts must clearly identify the education provided by each school.

CAMTC requires that your school submit written notice to CAMTC in the event that:

- (1) Your institution must temporarily close due to the coronavirus (including the start and projected end date of the closure), or
- (2) Your institution will be utilizing any of the above remedies to temporarily accommodate currently enrolled students. Please email your written notice to jbsmith@camtc.org.

CAMTC requests that schools document, as contemporaneously as possible, any actions taken as a result of COVID-19, including those actions described in this memo. Schools are reminded that, regardless of how broadly an event may affect its student population, professional judgement determinations must be made and documented on a case-by-case basis. To ensure that students' education during this time can be considered for CAMTC Certification, schools must continue to keep complete and accurate student records.

At this time, CAMTC is operating normally without interruptions due to the coronavirus, including scheduled and unscheduled site visits which are proceeding as planned. That said, the coronavirus situation is changing quickly; therefore, schools should remain in close communication with CAMTC and promptly inform CAMTC of any changes to school operations that might affect CAMTC's ability to perform a scheduled or unscheduled site visit or compromise the health of the site inspector(s) due to the coronavirus.

While the coronavirus threat to the American public remains low, we encourage school communities to take all steps to ensure the health and well-being of students, faculty, and staff. CAMTC will continue to provide information to CAMTC Approved Schools as warranted. In addition to reviewing CAMTC's "What You Need to Know About Corona Virus," located on CAMTC's website, CAMTC Approved Schools are advised to check the websites of the U.S. Department of Education (DOE), the Center for Disease Control (CDC), the U.S. Department of Health and Human Services (DHHS), and other authorities for updated and useful information regarding COVID-19:

- <https://www.ed.gov/coronavirus>
- <https://www.cdc.gov/coronavirus/2019-ncov/index.html>
- <https://who.int/health-topics/coronavirus>



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To: **CAMTC Approved Schools**

From: **Joe Bob Smith, Director, Educational Standards Divisions**

Date: **March 27, 2020**

Subject: **Coronavirus (COVID-19) Contingency Plan for Schools – update**

The original plan dated March 12, 2020, (attached below) limited the flexibility to students who were already enrolled when COVID-19 related interruptions occurred. Following the U.S. Department of Education's guidance, CAMTC has determined that it would be prudent to **extend this flexibility to students who start approved programs on or before June 1, 2020**. We will continue to monitor the situation and will extend the timeframe for this flexibility if appropriate.



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To: **CAMTC Approved Schools**

From: **Joe Bob Smith, Director, Educational Standards Divisions**

Date: **March 12, 2020**

Subject: **Coronavirus (COVID-19) Contingency Plan for Schools**

CAMTC is closely monitoring the situation regarding the coronavirus (COVID-19). Protecting the health and safety of the public are foremost during this uncertain and ever-changing coronavirus threat.

CAMTC's goal is to work with schools and find ways to enable schools to accommodate students and help them continue their education despite interruptions caused by COVID-19. This memo provides remedies for schools working to help students complete the program in which they are currently enrolled while maintaining compliance with the Massage Therapy Act (Business and Professions Code sections 4600 et al) and CAMTC's Policies and Procedures for Approval of Schools ("Procedures"). This memo does not contemplate accommodations for students who have not yet enrolled or whose program has not yet begun. CAMTC will continue to monitor the situation and make a later determination of what accommodations may be necessary should longer-term interruptions become likely.

The information below incorporates guidance provided by the U.S. Department of Education and their recognized accrediting agencies, as well as the California Department of Public Health. Guidance is provided relative to two scenarios applicable to CAMTC Approved Schools, including:

1. A student is quarantined and misses class or a student is incapacitated due to COVID-19 illness; or
2. A campus temporarily stops offering in-person classes in order to prevent the spread of COVID-19.

In the event that either or both of these two scenarios affect your approved massage program, CAMTC policies already provide for the following remedies:

- For programs longer than 500 hours, once students have met the requirements for CAMTC Certification, your school has flexibility in how it administers additional hours.
- Schools may modify and accelerate schedules to help students make up for missed classes so long as the hours of education do not exceed 40 hours of total education in any 7-day period, with no more than 10 hours in any one day.
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Additionally, CAMTC is temporarily waiving certain requirements for approved schools in order to provide the following flexibilities:

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- (2) Your institution will be utilizing any of the above remedies to temporarily accommodate currently enrolled students. Please email your written notice to jbsmith@camtc.org.

CAMTC requests that schools document, as contemporaneously as possible, any actions taken as a result of COVID-19, including those actions described in this memo. Schools are reminded that, regardless of how broadly an event may affect its student population, professional judgement determinations must be made and documented on a case-by-case basis. To ensure that students' education during this time can be considered for CAMTC Certification, schools must continue to keep complete and accurate student records.

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While the coronavirus threat to the American public remains low, we encourage school communities to take all steps to ensure the health and well-being of students, faculty, and staff. CAMTC will continue to provide information to CAMTC Approved Schools as warranted. In addition to reviewing CAMTC's "What You Need to Know About Corona Virus," located on CAMTC's website, CAMTC Approved Schools are advised to check the websites of the U.S. Department of Education (DOE), the Center for Disease Control (CDC), the U.S. Department of Health and Human Services (DHHS), and other authorities for updated and useful information regarding COVID-19:

- <https://www.ed.gov/coronavirus>
- <https://www.cdc.gov/coronavirus/2019-ncov/index.html>
- <https://who.int/health-topics/coronavirus>



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To: **CAMTC Approved Schools**

From: **Joe Bob Smith, Director, Educational Standards Divisions**

Date: **March 12, 2020**

Subject: **Coronavirus (COVID-19) Contingency Plan for Schools**

CAMTC is closely monitoring the situation regarding the coronavirus (COVID-19). Protecting the health and safety of the public are foremost during this uncertain and ever-changing coronavirus threat.

CAMTC's goal is to work with schools and find ways to enable schools to accommodate students and help them continue their education despite interruptions caused by COVID-19. This memo provides remedies for schools working to help students complete the program in which they are currently enrolled while maintaining compliance with the Massage Therapy Act (Business and Professions Code sections 4600 et al) and CAMTC's Policies and Procedures for Approval of Schools ("Procedures"). This memo does not contemplate accommodations for students who have not yet enrolled or whose program has not yet begun. CAMTC will continue to monitor the situation and make a later determination of what accommodations may be necessary should longer-term interruptions become likely.

The information below incorporates guidance provided by the U.S. Department of Education and their recognized accrediting agencies, as well as the California Department of Public Health. Guidance is provided relative to two scenarios applicable to CAMTC Approved Schools, including:

1. A student is quarantined and misses class or a student is incapacitated due to COVID-19 illness; or
2. A campus temporarily stops offering in-person classes in order to prevent the spread of COVID-19.

In the event that either or both of these two scenarios affect your approved massage program, CAMTC policies already provide for the following remedies:

- For programs longer than 500 hours, once students have met the requirements for CAMTC Certification, your school has flexibility in how it administers additional hours.
- Schools may modify and accelerate schedules to help students make up for missed classes so long as the hours of education do not exceed 40 hours of total education in any 7-day period, with no more than 10 hours in any one day.
- 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.
- For students who applied early for CAMTC Certification in anticipation of completing education soon but are delayed, their applications remain active for one year from the date of submission, which should allow enough time to complete the education.

Additionally, CAMTC is temporarily waiving certain requirements for approved schools in order to provide the following flexibilities:

- Temporarily accept interactive distance learning (IDL) for current students whose enrollment is otherwise interrupted as a result of COVID-19. IDL training is limited to lecture-based subject matter and cannot be substituted for hands-on subject matter and training. To meet the requirements for providing distance education, an institution must communicate to students through one of several types of technology, including email, and instructors must initiate substantive communication with students, either individually or collectively, on a regular basis. In other words, an instructor could use email to provide instructional materials to students enrolled in his or her class, use chat features to communicate with students, set up conference calls to facilitate group conversations, engage in email exchanges, or require students to submit work electronically that the instructor assesses.
- CAMTC Approved Schools may also enter into temporary consortium agreements with other CAMTC Approved Schools so that students can complete courses at other institutions but be awarded credit by their home institution. If this occurs, transcripts must clearly identify the education provide by each school.

CAMTC requires that your school submit written notice to CAMTC in the event that:

- (1) Your institution must temporarily close due to the coronavirus (including the start and projected end date of the closure), or

- (2) Your institution will be utilizing any of the above remedies to temporarily accommodate currently enrolled students. Please email your written notice to jbsmith@camtc.org.

CAMTC requests that schools document, as contemporaneously as possible, any actions taken as a result of COVID-19, including those actions described in this memo. Schools are reminded that, regardless of how broadly an event may affect its student population, professional judgement determinations must be made and documented on a case-by-case basis. To ensure that students' education during this time can be considered for CAMTC Certification, schools must continue to keep complete and accurate student records.

At this time, CAMTC is operating normally without interruptions due to the coronavirus, including scheduled and unscheduled site visits which are proceeding as planned. That said, the coronavirus situation is changing quickly; therefore, schools should remain in close communication with CAMTC and promptly inform CAMTC of any changes to school operations that might affect CAMTC's ability to perform a scheduled or unscheduled site visit or compromise the health of the site inspector(s) due to the coronavirus.

While the coronavirus threat to the American public remains low, we encourage school communities to take all steps to ensure the health and well-being of students, faculty, and staff. CAMTC will continue to provide information to CAMTC Approved Schools as warranted. In addition to reviewing CAMTC's "What You Need to Know About Corona Virus," located on CAMTC's website, CAMTC Approved Schools are advised to check the websites of the U.S. Department of Education (DOE), the Center for Disease Control (CDC), the U.S. Department of Health and Human Services (DHHS), and other authorities for updated and useful information regarding COVID-19:

- <https://www.ed.gov/coronavirus>
- <https://www.cdc.gov/coronavirus/2019-ncov/index.html>
- <https://who.int/health-topics/coronavirus>



POLICIES AND PROCEDURES FOR APPROVAL OF SCHOOLS

Effective January 1, 2020

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 at 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 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 must 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 and Re-Approval Process.

- A. Complete either the application for school approval or application for school re-approval packet entirely and submit all requested documents.
- B. Pay the initial application fee of \$3,000 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 for schools whose approval expires on or before December 31, 2019, and \$6,000 for schools whose approval expires on or after January 1, 2020, 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. A school offering a professional massage therapy program that has not been approved by CAMTC, before enrolling a student in the school, shall notify the student in writing and obtain a signed confirmation from the student that the student has received written notification of the following:
 - a. That the school is not approved by CAMTC.
 - b. That the education completed at the school cannot be used to satisfy any of the requirements for CAMTC certification as a massage therapist or massage practitioner in California.
- D. Schools applying for initial approval shall 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. Schools applying for re-approval may also be required to 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, at CAMTC's discretion. Unscheduled site visits may also occur at any time for both approved schools and applicants for approval or re-approval.
- E. Approval Process
 - a. For Applications for School Approval received on or before December 31, 2019, the approval process for a school shall be consistent with the following timelines:
 - 1) Within 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.
 - 2) If a school does not complete its portion of the application for school approval, including, but not limited to, all supporting documentation and background checks within one year of the date that CAMTC received the application, the application may be purged. Once an application is purged, the school will need to start the entire application process over, including paying the application fee and meeting all of the requirements for program approval that exist at the time, and applying as a new applicant for school approval.

- b. For Initial Applications for School Approval received on or after January 1, 2020, the approval process for a school shall be consistent with the following timelines:
- 1) On or before 30 days from the date CAMTC receives an initial application for school approval, CAMTC shall notify the school whether or not, for the purpose of preliminary review, the application is complete.
 - A. A notice that an initial application is not complete for the purpose of preliminary review shall specify what additional documents or payment of fees the school is required to submit to CAMTC to make the application complete for the purpose of preliminary review.
 - B. Within 60 days from the date CAMTC notifies the school that the initial application is not complete for purposes of preliminary review, the school shall provide the missing information and pay the required fees. If a school fails to do so, CAMTC shall purge the application. CAMTC may, in its sole discretion, provide a school with an additional 30 days to make its application complete for purposes of preliminary review. A school with a purged application may submit a new application for school approval, including the required fees, without prejudice, after 180 days have passed from the effective date of purging. CAMTC shall post on its internet website the effective date of purging.
 - 2) On or before one year from the date CAMTC receives an initial application for approval as a school, CAMTC shall approve the school, propose to deny approval of the school, or notify the school that corrective action is required. CAMTC reserves the right to issue a one-time notice of corrective action on an initial application. If the school fails to adequately rectify the deficiencies, CAMTC may deny the application.
- c. Provisional School Approval. For new schools or new massage programs, massage programs that have been on hiatus, or massage schools or programs for which students are not currently enrolled or have not completed enough of the program for CAMTC to adequately determine if the minimum requirements for training and curriculum have been met, CAMTC will follow the same application review process set forth in these procedures, except for those procedures applicable to the site visit and the timelines set forth above. 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 those items which cannot be completed due to the school having no students or only having students for a short period of time. These items may include, but are not limited to, class observations, student interviews, and student file review. A follow-up site visit will be performed once students have started and completed enough of the program for CAMTC to adequately assess the remaining items. If granted, CAMTC provisional school approval is valid for only 180 days, unless otherwise extended by CAMTC in its sole discretion.
- d. 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, notwithstanding the limitations of section 2.E.b.2. above. CAMTC shall note on its internet website the date that a letter requesting corrective action has been sent to the school and the final outcome and date of that proposed action.

e. For purposes of this section, the following terms have the following meanings:

- 1) "Initial application" means a new application submitted by a school for school approval.
- 2) "Complete application," for purposes of preliminary review, means an application that CAMTC, after preliminary review, has determined contains all the necessary documents for CAMTC to begin a more thorough review process that allows CAMTC to make a decision to approve or propose to deny the application for school approval or request corrective action. A complete application is not an approved application and a determination by CAMTC upon preliminary review that an application is complete shall not prejudice CAMTC's ability to later determine that the application is not complete.
- 3) "Preliminary review" means an initial review conducted by CAMTC to determine if all fees have been paid and if all application and supporting documents have been submitted, so that CAMTC can move forward and begin a more thorough review process. The preliminary review process does not include completion of a site visit or completion of background checks for noncertified individuals.

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. The 500 hours required for CAMTC Certification may be completed at more than one approved school and/or more than one approved massage program. Students do not have to register for or complete an entire CAMTC approved program for CAMTC to consider the education sufficient to meet the requirements in the Massage Therapy Act; CAMTC will consider hours from a partially completed program for certification so long as those hours are part of a CAMTC approved massage program.
 - a. CAMTC will accept education for CAMTC certification purposes from schools or programs 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 or program was approved or accredited by at least one of the organizations listed in California Business and Professions Code section 4601;
 - 2) The closed school or program 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 or program 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, 2020. Applicants whose applications are received after this date may still use education from closed schools or programs 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 for the previous 5 years 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 or programs 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 or program was approved or accredited by at least one of the organizations listed in California Business and Professions Code section 4601;
 - 2) The closed school or program 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) or program(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) or program(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 or program for CAMTC review.

- c. CAMTC approved schools or programs that are closed, expired, 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, expiration, or merger: Education will be accepted from the lawful custodian of records as long as the closed, expired, or merged school or program 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 or require individual applicants for CAMTC certification to provide additional proof of adequate education by passing a CAMTC education hearing from any school or program including, but not limited to approved, closed, expired, sold, or merged school or program 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, whichever 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. For purposes of individual CAMTC Certification, if CAMTC ultimately approves a school whose application

for school approval is or was received on or after July 1, 2016, CAMTC may consider education completed at the school on or after the date CAMTC initially received the school's application for school approval as education completed at a CAMTC approved school.

- E. Once a school completes its portion of the application for school approval, the application may not be withdrawn.

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 electronic pdf format on a flash drive:

A. Application

- a. The application shall be completed in its entirety, typed, signed, dated, and accompanied by the non-refundable application fee. 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 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.
 - (4) 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.
 - (5) 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.
- b. 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.

D. 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.

E. Enrollment Agreement

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

F. Course Catalog

- a. Current course catalog and massage program addendum, if any.
- b. Course catalog checklist (included with application).

G. 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.

H. Faculty

- a. Massage program faculty list worksheet (included with application).
- b. 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 of faculty), 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.

I. 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.

J. Advertising

- a. Copies of online and print advertisements and marketing materials related to the massage programs submitted for approval.

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 CAMTC approved locations 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) Name of CAMTC approved program(s) attended by student.
 - (5) Date student started CAMTC approved program(s) and date student completed CAMTC approved program(s) or hours, for programs longer than 500 hours, completed CAMTC requirements, if applicable.
 - (6) 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(s) (included with application).
 - (7) Total number of supervised clock hours completed for CAMTC approved program(s).
 - (8) At least one authorized, personally handwritten signature in ink with printed name, title, and date.
 - (9) Official school seal affixed, embossed, or otherwise attached to transcript.
 - (10) 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. 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 800, 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.

D. 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

E. 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. A minimum of 250 hours shall be in the supervised instruction of hands-on massage; California Business and Professions Code section 4601(e) defines massage as "the scientific manipulation of the soft tissues." 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.

F. 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 of faculty), 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.

G. 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.

H. Student/Graduate Passage Rates on CAMTC Approved Exams

Beginning with graduate passage rates on CAMTC approved exams for calendar year 2021, 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.

I. 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, suspend approval, or otherwise act against a school that has applied for CAMTC approval or is a CAMTC approved school, staff shall: i) hold all complete application packets from students who have

submitted transcripts from the school if the school has applied for CAMTC school approval; ii) if the school is a CAMTC approved school, the school shall be placed under investigation and the Procedures identified in section 7.c.2. of this document shall be followed and iii) in all cases Council staff shall 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 ESD shall ensure that the Hearing Officers making final denial, revocation, suspension, and disciplinary decisions do not have a conflict of interest relative to the affected school. The decision of the Hearing Officers shall be final as of the date noted in the Final Decision Letter, unless appealed as provided herein. The fee for an oral telephone conference shall be \$1,800.00 and the fee for consideration of a written statement shall be \$1,400.00.
- (d) For Applications for School Approval received on or after January 1, 2020, within one year from the date that CAMTC notifies a school of its proposed

decision to deny approval of an initial application for school approval, CAMTC shall notify the school of its final decision pursuant to any oral telephonic hearing or consideration of a written statement provided in opposition to the proposed decision to deny approval of the initial application for school approval.

- (e) CAMTC shall note on its internet website the date that a letter proposing to deny a school's application for approval or reapproval has been sent to the school and the final outcome and date of that proposed action.

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) An appeal of CAMTC's final decision to deny approval of a school shall be heard at the next board of directors meeting with a date, as posted on CAMTC's internet website, that is at least 120 days from the last date for the school to timely request an appeal, unless a timely request for a continuance of the hearing date is granted. CAMTC may, in its discretion, for good cause, continue the date an appeal may be heard, in which case the appeal shall be heard at a later board of directors meeting.

(3) 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 (in that it was not arbitrary or capricious) and supported by the evidence in the record.

(4) 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 complete individual application packets from students who apply to CAMTC for certification on or after July 1, 2016 with education from school(s) whose application(s) for CAMTC school approval have been received on or before December 31, 2018, but for whom a final decision has not been rendered as to school approval.
 - (a) 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.
 - (b) 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 cannot use education from the school for certification purposes.

(1) An additional grace period for acceptance of individual certification applications will be instituted from January 1, 2019 through March 31, 2019 for schools whose application(s) for school approval have been denied effective January 1, 2017 through December 31, 2018. During this additional grace period, the schools' students who apply for certification, and any applications that are currently being 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 additional 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 cannot use education from one of the schools in this category for certification purposes.

(c) Students with otherwise complete application packets and transcripts from schools that have submitted applications for CAMTC school approval and the application for CAMTC school approval has been pending for one and a half years or more and the school is listed on CAMTC's website, may request, in writing, an education hearing to provide additional proof of adequate education (beyond merely a transcript from the subject school) in order to prove their education. The request shall be in a written form as determined by CAMTC. Students requesting an education hearing must acknowledge and agree to be bound by the terms of that request, including but not limited to the outcome of the hearing regardless of whether the school is ultimately granted CAMTC school approval. For those students that do not request an education hearing, the provisions of Procedures section 7.c.1.(a) and (b) apply.

2. All complete individual application packets for CAMTC certification submitted with transcripts from CAMTC approved schools that are under investigation or CAMTC has proposed to revoke, suspend, deny re-approval or discipline, and that cannot be otherwise certified, will be placed on hold. CAMTC will make a determination within 60 days of notifying a school that it is under investigation whether the investigation will continue or not, and notify the school of this determination.

(a) If the decision is made not to pursue further investigation or that denial or disciplinary action is not necessary, the hold on the individual application packets will be lifted and the applications will be processed in accordance with CAMTC's standard procedures.

(b) If CAMTC determines that further investigation is necessary or that denial or disciplinary action against the school is necessary, CAMTC will lift the hold and process complete application packets from individuals with education from the school, but the individuals shall be required to provide additional

proof of adequate education (beyond just a transcript) by passing a CAMTC education hearing. This requirement to provide additional proof of adequate education will remain in place until one of the following occurs: 1) the investigation concludes and it is determined that no denial or disciplinary action will be taken; 2) a final decision to revoke, deny, or discipline the school is made (in which case the 90-day grace period shall apply); or 3) this requirement is lifted.

- (c) If the school ultimately has its approval revoked, suspended, re-approval denied, or is otherwise disciplined, a 90-day grace period from the effective date of denial or discipline will be provided for individual certification applications received during this time. 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 cannot use education from the school for certification purposes.
3. For schools whose initial applications for CAMTC school approval are received on or after January 1, 2019, students may only use education from the school for certification purposes if the school is ultimately granted CAMTC school approval. Students who have attended schools whose initial applications for CAMTC school approval are received on or after January 1, 2019 and are denied CAMTC school approval may not use education from the school for certification purposes.



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