



CALIFORNIA
MASSAGE THERAPY
COUNCIL

Board of Directors Meeting

AGENDA

October 1, 2020

Newport Beach Marriott Hotel

Newport Beach, CA



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MISSION STATEMENT

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

California Massage Therapy Council

Board Members

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.



CEO's Open Letter to All Our Stakeholders September 25, 2020

As I was developing this current Board packet, I reflected on the events of this year. This time of crisis reinforced for me what is a true undercurrent of success for CAMTC.

CAMTC began 2019 with a purposeful focus on protecting the public and elevating the profession and the elimination of human trafficking, especially from the massage profession, we worked tirelessly as a team to establish key support partners to assist in this quest.

Concurrent with the human trafficking focus, we turned our attention to preparation for a successful sunset review in the California Legislature. We appreciated and looked forward to the discussion of the efficacy of CAMTC; and we adjusted our schedules like millions of others have been forced to do when the hearing was postponed to 2021 due to COVID-19 complications.

Of course, COVID-19 has had historic implications. The stunning reality of a pandemic has not only upturned the massage profession, but has profoundly impacted the social, political and economic foundation of our world community.

Throughout these tumultuous times, the shining silver lining has been a stalwart network of support. CAMTC subscribes to a collaborative mission galvanized by a dynamic blend of dedicated staff, our Board, therapists and schools across the state. A critical channel of support that remained steady in roiling waters comes from our strategic partners who work alongside us as we take on the many challenges incumbent with enhancing the opportunities and benefits of our profession.

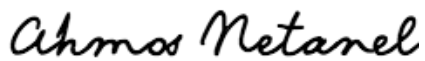
The following 16 pages are an example of the type of support we receive from diversified groups. Their voices are an inherent part of CAMTC outreach to our own

valued constituency and policymakers. Their encouragement as we share our successes and the way we have adapted will be resonant as we approach the sunset review.

CAMTC has a past history of listening closely to stakeholders and has subsequently played a critical role in shaping the present. We are committed to learning from others as we strengthen our voice and play a positive, reliable, helpful and dynamic role in the future.

Your voice matters to CAMTC!

Thank you,

A handwritten signature in black ink that reads "Ahmos Netanel". The script is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

Ahmos Netanel
CEO

March 12, 2020

Dr. Jeff Forman, Chairman
California Massage Therapy Council
One Capitol Mall, Suite 800
Sacramento, CA 95814

Dear Dr. Forman,

I am writing on behalf of the Bay Area Anti-Trafficking Coalition, a San Francisco Bay Area-based non-profit working with community partners to combat human trafficking happening in our region and beyond. I would like to express support for the work of the California Massage Therapy Council (CAMTC). The current model of regulating voluntary massage certifications is an effective tool for fighting illicit activities in massage businesses. It allows the monitoring of massage therapy schools, and a partnership with law enforcement to encourage prosecution of traffickers.

We have been involved first hand in operations that have investigated illicit massage operations and know the importance of identifying these businesses, supporting victims of trafficking with services, and prosecuting perpetrators.

We consider the CAMTC to be a key partner in our efforts to build a comprehensive and strategic response to trafficking throughout the Bay Area. Their work is an integral part of making the very visible massage industry a safe place for owners, therapists, and clients. We support the work of the CAMTC as an effective non-profit organization, able to curtail an important aspect of human trafficking in our state. Thank you for your attention to this important matter.

Sincerely,

A handwritten signature in blue ink that reads 'Betty Ann Hagenau'.

Betty Ann Hagenau,

Founder & Chief Strategy Officer
Bay Area Anti-Trafficking Coalition

Burke Williams

beyond the spa

March 13, 2020

The Honorable Steven Glazer
Chair, Senate Standing Committee on Business, Professions and Economic Development
State Capitol, Room 5108
Sacramento, CA 95814

The Honorable Evan Low
Chair, Assembly Standing Committee on Business and Professions
State Capitol, Room 4126 Sacramento, CA 95814

Re: California Massage Therapy Council

Dear Senator Glazer and Assemblymember Low:

Burke Williams Spas, one of the largest employers of Massage Therapists in the State California, fully supports the California Massage Therapy Council and the tremendous accomplishments they have achieved through the implementation of the statewide massage therapist certification process.

Through the efforts of the CAMTC they have simultaneously elevated the standards of the massage profession in this state as well as positively impacted the ability of companies like ours to successfully employ hundreds of massage therapists across multiple municipalities. Their work has been integral in our ability to grow our overall business resulting in our employing over 1500 people statewide.

Prior to the formation of the CAMTC, the massage profession in this state was not only fragmented, but also labored under the impression of being a front for multiple illicit activities including human trafficking and prostitution. Companies like ours, wishing to bring professional massage therapy to urban settings, faced a continued uphill battle of perception.

The CAMTC played a crucial role by working with law enforcement and multiple municipalities to enact stringent standards to both certification of massage therapists as well as massage education. The result is an immensely improved perception and confidence the public now has in the massage profession and as a result our ability to grow and continue to hire professional massage therapists and supporting staff.

Burke Williams whole-heartedly supports the efforts of CAMTC.

Sincerely,



Bill Armour, President
Burke Williams, Inc.

Cc: Sarah Mason, Staff Director, Senate Standing Committee on Business, Professions and Economic Development
Robby Sumner, Chief Consultant, Assembly Standing Committee on Business and Professions



California Association of Code Enforcement Officers

Advancing the code enforcement profession through a unified, statewide voice

February 13, 2020

Dr. Jeff Forman
Chairman
California Massage Therapy Council
One Capitol Mall, Suite 800
Sacramento, CA 95814

Dear Dr. Forman:

On behalf of the over 1,500 professional members of the California Association of Code Enforcement Officers (CACEO), I am writing to express our appreciation for the work of the California Massage Therapy Council (CAMTC).

Your effective endeavors to eradicate illicit activities found occurring in massage establishments are making a difference in our battle to combat human trafficking. I also write to express our sincere hope that CAMTC continues to operate as a non-profit organization able to respond quickly and effectively.

In recent years, code enforcement officers' roles have continued to expand to include more traditional law enforcement investigations such as illicit massage establishments. In response to these expanding duties, CAMTC and CACEO have formed an effective partnership to train code enforcement officers on how to identify massage establishments being used for prostitution, human trafficking and a variety of other crimes adversely affecting our communities.

As a result of this valuable partnership, code enforcement officers have become another important team member in the fight against these types of activities.

CACEO intends to continue this partnership and is offering our full support to the California Massage Therapy Council.

Respectfully,

Darrell Revier CCEO
President
California Association of Code Enforcement Officers

California Association of Code Enforcement Officers
1800 J Street, Sacramento, CA
(916) 492-2223
info@caceo.us



California POLICE CHIEFS Association Inc.

P.O. Box 255745 Sacramento, California 95865-5745 Telephone (916) 481-8000 FAX (916) 481-8008
E-mail: lmcgill@californiapolicechiefs.org • Website: californiapolicechiefs.org

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LESLIE MCGILL, CAE

Executive Director

Ex-Officio

March 10, 2020

The Honorable Steven Glazer

Chair, Senate Standing Committee on Business, Professions and Economic Development

State Capitol, Room 5108

Sacramento, CA 95814

The Honorable Evan Low

Chair, Assembly Standing Committee on Business and Professions

State Capitol, Room 4126

Sacramento, CA 95814

Dear Senator Glazer and Assemblymember Low:

On behalf of the California Police Chiefs Association and the 332 municipal police chiefs across the state, we want to express to you our appreciation for the California Massage Therapy Council (CAMTC), for all they have done to reduce human trafficking in California. We have worked diligently with CAMTC as a strategic partner for several years. Their assistance and structural support has helped our members identify illicit activity and take swift action. Our combined efforts have effectively reduced the use of massage as a front for prostitution, and more. The model currently in place works for law enforcement and improves public safety for all Californians.

As part of CPCA's commitment to shut the gates on human trafficking in the state, CPCA's Board of Directors voted to support the successful outcome of CAMTC's 2020 Sunset review; specifically, the continuation of CAMTC as a nonprofit organization implementing a statewide voluntary certification program for massage professionals and approving educational programs. It has been continually proven that local law enforcement agencies are currently well served by voluntary certification of massage professionals.

As CPCA focuses more attention on addressing human trafficking we look forward to continuing to partner with CAMTC in the years to come. Together, we can continue to make a real impact on reducing human trafficking and on the safety and quality of life for residents in California.

Senator Glazer and Assemblymember Low
March 10, 2020
Page two

Sincerely,

A handwritten signature in black ink, appearing to read "Ronald A. Lawrence". The signature is fluid and cursive, with the first name "Ronald" being more prominent and the last name "Lawrence" following in a similar style.

Ronald A. Lawrence
President

Cc: Sarah Mason, Staff Director, Senate Standing Committee on Business, Professions
and Economic Development
Robby Sumner, Chief Consultant, Assembly Standing Committee on Business and
Professions



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David Livingston
Sheriff, Contra Costa County

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General Counsel

Nick Warner
Policy Director

Cory Salzillo
Legislative Director

California State Sheriffs' Association

Organization Founded by the Sheriffs in 1894

January 2, 2020

Ahmos Netanel, Chief Executive Officer
California Massage Therapy Council
One Capitol Mall, Suite 800
Sacramento, CA 95814

Dear Mr. Netanel:

On behalf of the California State Sheriffs' Association (CSSA), which represents the 58 elected Sheriffs of California, I write to support the California Massage Therapy Council (CAMTC), and a successful outcome for its 2020 Sunset review; specifically, the continuation of CAMTC as a nonprofit organization implementing a statewide voluntary certification program for massage professionals and approval of educational programs.

We appreciate CAMTC's efforts and with law enforcement to curtail the use of massage as a subterfuge for prostitution, human trafficking, and more. Its commitment to address these issues in partnership with law enforcement is making a positive difference in our communities.

Sincerely,

David Livingston, CSSA President
Sheriff, Contra Costa County

DL/cmc

cc: Chief Ron Lawrence, President – California Police Chiefs' Association
Carmen Green, CSSA Executive Director
Cory Salzillo, CSSA Legislative Director
California Sheriffs

COUNTY OF SAN MATEO
BOARD OF SUPERVISORS

Board of Supervisors
Dave Pine, 1st District
Carole Groom, 2nd District
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Warren Slocum, 4th District
David J. Canepa, 5th District

County Government Center
400 County Center, 1st Floor
Redwood City, CA 94063
650-363-4653 T
650-363-1916 F
www.smcgov.org

February 27, 2020

Dr. Jeff Forman
Chairman
California Massage Therapy Council
One Capitol Mall, Suite 800
Sacramento, CA 95814

Dear Dr. Forman,

The County of San Mateo's 2020 Legislative Session Program, which was adopted by the Board of Supervisors on February 13, 2020, supports efforts to enhance services to victims of human trafficking within the community and to foster greater collaborative efforts among all who fight modern-day slavery. An important part of this program is the complete eradication of massage being used as subterfuge for human trafficking in the County.

The County of San Mateo is joining a growing number of key entities that oppose human trafficking and support the work the California Massage Therapy Council (CAMTC) has done to combat human trafficking over the last several years. We agree with our law enforcement community across the State of California, as well as some of the most noted organizations who fight human trafficking on a daily basis, in their support of the CAMTC.

California has been well served by the CAMTC. Any attempt to make this a California State licensing agency would hurt the inroads we've made in combatting human trafficking. It is only through our partnership with organizations such as yours that we can make real progress in the response to human trafficking within San Mateo County.

We look forward to continuing our partnership with CAMTC. Should you have any questions about our position, please contact Connie Juarez-Diroll, Legislative Officer (650-599-1341, cjuarez-diroll@smcgov.org).

Sincerely,



Warren Slocum
President
Board of Supervisors

CC: San Mateo Delegation
San Mateo County Board of Supervisors
San Mateo County Sheriff Carlos Bolanos
San Mateo County Manager Mike Callagy



County of Santa Clara

Office of the District Attorney

County Government Center, West Wing
70 West Hedding Street
San Jose, California 95110
(408) 299-7400
www.santacleara-da.org



Jeffrey Rosen
District Attorney

March 13, 2020

The Honorable Steven Glazer
Chair, Senate Standing Committee on Business, Professions and Economic Development
State Capitol, Room 5108
Sacramento, CA 95814

The Honorable Evan Low
Chair, Assembly Standing Committee on Business and Professions
State Capitol, Room 4126 Sacramento, CA 95814

Re: California Massage Therapy Council

Dear Senator Glazer and Assemblymember Low:

The California Massage Therapy Council's [CAMTC] commitment to the eradication of illicit massage parlors is instrumental in the fight against human trafficking. They have been partners with us in this endeavor.

Santa Clara County is often part of the California track-rotation for human trafficking victims. It is not uncommon that victims report being trafficked in other parts of the state before and after they are brought to Santa Clara County. This is not a problem that will go away or self-correct without consistent and pro-active measures that do not exist in California's consumer protection bureaucracy.

CAMTC has been a key contributor to my county's efforts to combat human exploitation. CAMTC is an effective tool when confronting human trafficking and sexual assaults in massage establishments. They are collaborative, responsive, transparent, and they give local government much-needed dexterity.

Forcing licensure without a clear understanding of the implications will profoundly and negatively impact our longstanding fight against human trafficking.

Sincerely,


Jeffrey Rosen
District Attorney

JFR/dm

c: Sarah Mason, Staff Director, Senate Standing Committee on Business, Professions and Economic Development
Robbv Sumner, Chief Consultant, Assembly Standing Committee on Business and Professions

County of Santa Clara

Office of the Sheriff

55 West Younger Avenue
San Jose, California 95110-1721
(408) 808-4900



Laurie Smith
Sheriff

March 4, 2020

Ahmos Netanel
Chief Executive Officer
California Massage Therapy Council
One Capitol Mall, Suite 800
Sacramento, CA 95814

Dear Mr. Netanel,

The Santa Clara County Sheriff's Office wants to thank the California Massage Therapy Council (CAMTC) for the diligent work and continued partnership towards the reduction of human trafficking in our community. Our partnership with the CAMTC has been instrumental in numerous criminal investigations into human trafficking as well as being a training resource.

Santa Clara County has been identified as an enticing location for both sex and labor trafficking organizations by virtue of being located in the South Bay Area and situated along major transportation corridors for the western United States. The convenient location, large and diverse population, and high economic base have made it a target destination for exploiters.

We look forward to continuing our partnership with and support of CAMTC in an effort to eliminate the use of massage as a front for prostitution and human exploitation. The CAMTC's commitment to address these issues in partnership with law enforcement is making a positive difference in the communities we serve. The South Bay Coalition to End Human Trafficking is a victim centered and multidisciplinary coalition dedicated to the identification and support of victims of human exploitation. The Santa Clara County Sheriff's Office joins the Coalition and collaboratively supports the CAMTC's role in regulating massage professionals throughout the State of California.

Sincerely,

A handwritten signature in blue ink, appearing to read "Laurie Smith", is written over the typed name.

LAURIE SMITH, Sheriff

LS:bo



FSMTB

FEDERATION OF STATE
MASSAGE THERAPY BOARDS

Jeff Forman
Chair, CAMTC
One Capitol Mall, Suite 800
Sacramento, CA 95814

Dear Jeff –

Thank you for your recent outreach and the subsequent telephone call with you and Ahmos, CAMTC executive director.

I am writing on behalf of the Board of Directors to express support for CAMTC during the upcoming sunset review. The Federation works to meet mutual goals with our members, including CAMTC, always in the interest of the public protection mission and mandate.

The FSMTB appreciates CAMTC's efforts to address and eliminate fraudulent massage education in the State of California as well as to address the issues of human trafficking as they impact the massage profession nationwide.

We also value representation and contributions from CAMTC members at the national level, including serving on the FSMTB board of directors, the licensing examination content task force, the Massage Therapy Licensing Database Task Force, and participating in FSMTB conferences with other regulatory executives and state licensing board and agency representatives.

We are pleased to hear from the CAMTC executive director, that the CAMTC supports reinstatement of the national Massage & Bodywork Licensing Examination (MBLEx) in California, at no cost to the State. The content of the examination was created based on input primarily from California massage therapists and the MBLEx is a valued tool used by law enforcement in addressing illegal activities. The MBLEx is designed specifically to assess entry-level safety and competence to practice and is a key factor in facilitating professional mobility and access to work for qualified individuals. We applaud the CAMTC for this decision.

Thank you to CAMTC for your contributions to the regulation of massage therapy in California. We look forward to continuing to support CAMTC moving forward and working for the public interest.

Sincerely,

Charlene (Charlie) Russell
President



Formerly known as: Mary Magdalene Project

Board of Directors

December 19, 2019

Aayush Chandan,
Co-President
Director
Lateral Link

Dr. Jeff Forman, Chairman
California Massage Therapy Council
One Capitol Mall, Suite 800
Sacramento, CA 95814

Amanda Myers
Co-President
Partner, Hepner & Myers, LLP

Dear Dr. Forman,
For the past 40 years, Journey Out, a California-based nonprofit organization, has been in the vanguard of the fight for the freedom and survival of all those whose lives have been destroyed by sex trafficking or commercial sexual exploitation. Our mission is to help victims of commercial sexual exploitation and sex trafficking leave a life of abuse and violence, overcome their fears, and empower them to reach their full potential and achieve their goals.

Dr. Stephany Powell
Executive Director
Journey Out

Journey Out's effort to combat human trafficking extends into the illicit massage businesses where women are trapped into a life of uncertainty, despair and confinement. Our work would be difficult without the continuing leadership of the California Massage Therapy Council, a nonprofit organization responsible for implementing a statewide voluntary certification program for massage professionals. The CAMTC also brings security and credibility to the profession with their approval of educational programs.

Rebekah Bell
Immediate Past President,
Executive Committee

The current model so prudently established by the Legislature and implemented by CAMTC is working. Over the past 10 years CAMTC has been a leading effective partner in reducing the frequency of massage being used as subterfuge to prostitution, sex and labor trafficking.

Linda Peterson
Treasurer
Retired
Attorney Occidental Petroleum

Thank you and please feel free to contact me for any reason.

Courtney Guthridge
Secretary
Assistant Director, Savills

Crown Arbuckle
Network Administrator
Annenberg Petspace

Sincerely,

Journey Out
7136 Haskell Avenue, Suite 125
Van Nuys, CA 91406
818.988.4970
www.journeyout.org

Dr. Stephany Powell
Executive Director
Journey Out

Journey Out is a 501(c)(3) nonprofit
Federal ID 95-3817864

MECAFA – Massage Envy California Franchise Association
333 N. Brand Boulevard, Glendale CA 91203

March 13, 2020

The Honorable Steven Glazer
Chair, Senate Standing Committee on Business, Professions and Economic Development
State Capitol, Room 5108
Sacramento, CA 95814

The Honorable Evan Low
Chair, Assembly Standing Committee on Business and Professions
State Capitol, Room 4126
Sacramento, CA 95814

Re: CAMTC

Dear Senator Glazer and Assemblymember Low:

The Massage Envy California Franchise Association (MECAFA) supports the California Massage Therapy Council (CAMTC) and a successful outcome for CAMTC's 2020 Sunset review. MECAFA represents about 140 California locations with approximately 2,800 therapists. Our association represents the largest provider of professional massage service to the public and the largest employer of CAMTC Certified Therapists in the state.

The CAMTC rose in California almost simultaneous to the rise of affordable professional massage businesses like Massage Envy, and on a daily basis, MECAFA recognizes how the CAMTC has elevated the profession of therapeutic massage. Its unique design created by the Legislature, provided certification recognized in any city or county, allowing our therapists mobility to engage in their profession. At the same time, the CAMTC's ability to build successful partnerships with law enforcement agencies across the state and oversight of schools has provided our businesses with a level of screening of prospective massage therapist employees that we could not achieve under any other means.

Massage being used as a cover for illicit sex work and human trafficking casts a tragic light on our industry. We support every effort to end the disgrace of human trafficking. We applaud the work that the CAMTC has done collaboratively with active law enforcement, state and local leadership, neighborhood associations, and a range of caring stakeholders.

We support the efforts of CAMTC to continue as a critical component of safe and professional massage in the State of California.

Sincerely,



Andrew Garsten
President, MECAFA

Cc: Sarah Mason, Staff Director, Senate Standing Committee on Business, Professions and Economic Development
Robby Sumner, Chief Consultant, Assembly Standing Committee on Business and Professions

SAN FRANCISCO COLLABORATIVE AGAINST HUMAN TRAFFICKING



January 12, 2020

Dr. Jeff Forman
Chairman
California Massage Therapy Council
One Capitol Mall, Suite 800
Sacramento, CA 95814

Dear Dr. Forman,

More than 10 years ago, San Francisco was grappling with the explosion of sex and labor trafficking in the shadows of private life and various industries, including massage business. Then-Mayor, now Governor, Gavin Newsom, then-District Attorney, now U.S. Senator Kamala Harris, and then-Board of Supervisors President, now Assemblymember, David Chiu, Congresswoman Jackie Speier, State Treasurer Fiona Ma, and past Assemblywoman Sally Lieber dared a solution by supporting the community convening toward establishing the San Francisco Collaborative Against Human Trafficking (SFCaHT) and launching of its first annual awareness campaign.

SFCaHT was created to help end human trafficking through collaboration, education, outreach, advocacy and supporting the survivors of human trafficking. The government agencies and non-profit organizations, members of SFCaHT, took a zero-tolerance stance on exploitation, violence and human trafficking by building a strong group of anti-trafficking advocates and experts in the Bay Area.

To ensure that the massage profession is not hijacked by traffickers and to protect survivors of human trafficking in San Francisco and beyond, SFCaHT and California Massage Therapy Council (CAMTC) have established a strong connection and meet regularly to discuss continued collaborative efforts. The specialized expertise and excellent professionalism that CAMTC brings to the equation have proven to be indispensable. Together, we have fought successfully to prevent and rescue victims from violence, exploitation and slavery.

In this critical mission, SFCaHT has been well served by the highly effective regulatory model of CAMTC. Furthermore, we believe that local communities and human trafficking victims are particularly well served by CAMTC's oversight and programing.

SFCaHT will be watching closely the 2020 Sunset Review. The success of our collaborative efforts in protecting and assisting those in need provides us with a very important reason to support the continuation of CAMTC. It has been clearly proven that California benefits from CAMTC's functioning as a non-profit organization that implements the statewide program for voluntary certification of massage professionals and approval of relevant educational programs.

We deeply value the highly beneficial relationship between SFCaHT and CAMTC and look forward to continuing the progress we have already made through our critically important collaboration toward eradicating the abhorrent phenomena of human trafficking.

Sincerely,

A handwritten signature in black ink, appearing to read 'Antonia', is written over a light blue rectangular background.

Antonia Lavine, SFCaHT Coordinator

March 11, 2020

The Honorable Steven Glazer
Chair, Senate Standing Committee on Business, Professions and Economic Development
State Capitol, Room 5108
Sacramento, CA 95814

The Honorable Evan Low
Chair, Assembly Standing Committee on Business and Professions State Capitol
State Capitol, Room 4126
Sacramento, CA 95814

Dear Senator Glazer and Assemblymember Low:

The Bay Area is vulnerable to human trafficking due to our major harbors and airports, a powerful economy with multiple industries, accelerating population, and large immigrant population. In 2003 several community-based organizations came together to address the unique needs of human trafficking survivors in the South Bay. The South Bay Coalition to End Human Trafficking emerged from these efforts. The Coalition is a victim-centered multidisciplinary collaborative that works together to identify victims and support them through their healing process. Over the years, Coalition agencies have coordinated resources, strengthened local capacity, responded to human trafficking, provided professional training and education, and built trust between non-governmental organizations, government agencies, and community members.

The South Bay Coalition to End Human Trafficking is the local effort responding to human trafficking in the counties of Santa Clara and San Benito. Utilizing a victim-centered approach, we are strengthening local capacity to respond to and identify human trafficking survivors. The mission of the South Bay Coalition to End Human Trafficking parallels the State Department's 4 "P's": the *protection* of trafficking victims, *prosecution* of traffickers, *prevention* of trafficking, through coordinated *partnership*. The Coalition goals are: to provide comprehensive services to victims of human trafficking, raise awareness of human trafficking through community education and outreach, and provide professional training to service providers.

The current model of regulating voluntary massage certifications in California provides the California Massage Therapy Council (CAMTC) with jurisdiction. It is a model that allows for due diligence in monitoring massage therapy schools, a prompt administrative process that can identify fraudulent transcripts, and proactive partnership with law enforcement agencies to encourage prosecution of traffickers.

In a recent report, published by the South Bay Coalition to End Human Trafficking, to the County of Santa Clara, one of ways that the illicit massage industry currently operates with little to no repercussions is because of government bureaucracy. It would not serve the interests of the state to have the massage industry regulated by a state body. CAMTC is a unique model in that it operates with jurisdiction provided by state law, but the flexibility to operate as a non-profit. This has resulted in over 80 massage schools

closing (the vast majority of which engaged in fraud), partnerships with law enforcement throughout the state, and support of local organizations serving survivors of trafficking.

The *agencies listed below* prioritize the identification of human trafficking survivors, which often requires a shift in traditional approaches to enforcement and regulation. CAMTC helps provide an administrative process for law enforcement to report potential trafficking and provide integrity to the Certification of California's massage therapists. We support their continued role and partnership throughout the State of California.

Respectfully,



03 / 11 / 2020

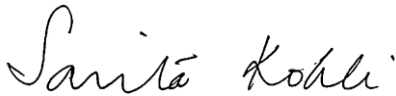
Sharan Dhanoa
Director Strategic Development
South Bay Coalition to End Human Trafficking*



CC: Sarah Mason, Staff Director, Senate Standing Committee on Business, Professions and Economic Development

CC: Robby Sumner, Chief Consultant, Assembly Standing Committee on Business and Professions State Capitol

**The following South Bay Coalition to End Human Trafficking Member Agencies Support
the Mission of the California Massage Therapy Council:**



03 / 11 / 2020

Sarita Kohli, President & CEO
Asian Americans for Community Involvement



03 / 12 / 2020

Erin O'Brien, CEO & President
Community Solutions



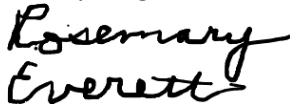
03 / 11 / 2020

Vanessa Russell, Executive Director
Love Never Fails Us



03 / 11 / 2020

Ruth Silver Taube, Coordinator
Santa Clara County Wage Theft Coalition



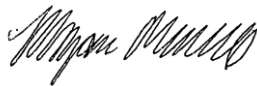
03 / 11 / 2020

Rosemary Everett, Representative
Sisters of Holy Names Jesus and Mary



03 / 11 / 2020

Marilyn Wilson
Sisters of the Blessed Virgin Mary



03 / 11 / 2020

Morgan Weibel, Esq., Executive Director
Tahirih Justice Center

* The South Bay Coalition to End Human Trafficking is a collaborative of over 30 agencies and not a formal legal entity. As such, the Coalition as a whole cannot endorse policies, but can encourage individual member agencies to do so, as is reflected above.



CALIFORNIA MASSAGE THERAPY COUNCIL

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

Sent and Posted: September 21, 2020

NOTICE OF PUBLIC MEETING¹

Thursday, October 1, 2020 - 9:00 a.m.
Newport Beach Marriott Hotel
900 Newport Center Dr.
Newport Beach, CA 92660

AGENDA

1. Call to order, roll call, and establish quorum
2. Chair's Comments
 - Welcome/Introductions
 - Rules of Debate
3. Approval of minutes from February 20, 2020 and July 27, 2020 meetings
4. Ratification of temporary Late Fee Forgiveness Program
5. Ratification of pandemic-related loans
6. Request to the Legislature that the Sunset bill allow acceptance of a county counsel or a city attorney (current or retired) as appointee to the Board.
7. Audit Committee - update
8. Acceptance of Interactive-Distance-Learning hours
9. Chief Executive Officer's report
 - Covid-19 response
 - Strategic priorities - 2020
 - Operations
 - Finance
 - Outreach

¹ This meeting is called as an in-person meeting. However, in light of the on-going pandemic, CAMTC directors, staff, and members of the public are welcome to participate remotely via Zoom. Zoom call-in information will be available on September 27, 2020 - please check the CAMTC website for the information on that date.

10. Strategic priorities – 2021

11. Treasurer's report

- Applications received
- Financial statements
- Conclusions
- Comments/discussion on financial reports

12. Director of Governmental Affairs, Anti-Human Trafficking and IT

- Local government update
- Anti-Human Trafficking
- Legislative updates
- Certification and Application Management System

13. Director of Operations' report

- Application Processing
- Customer Service

14. Director of Educational Standards Division's report

- School Status Updates
- School Outreach
- Looking Forward

15. Possible 2021 changes to CEO's compensation

16. Director of Law Enforcement Relations' report

- Interaction with law enforcement agencies
- Training

17. Outreach Director's report

1. Upcoming Events
2. Schools Outreach
3. Law Enforcement Outreach
4. Governmental Affairs Outreach

18. CAMTC logo

19. Public comments regarding issues not on this agenda/suggested agenda items for future meetings

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

21. 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 CAMTC 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>



September 25, 2020

To: CAMTC Board of Directors

From: Ahmos Netanel, CEO

Subject: Request for Ratification of temporary Late Fee Forgiveness Program

We at CAMTC understand the financial hardship that our certificate holders and their families must be going through due to the current health crisis. After receiving prior approval from the Chair and Vice Chair we announced on March 21, 2020 that all late fees will be suspended from March 23, 2020 through June 23, 2020.

No action was needed on our certificate holders' part. Although our system automatically charges a late fee when a CAMTC Certificate has expired, our Certification Support Specialists monitored payment activity and proactively initiated the late fee refund within two business days.

Recently, after receiving prior approval from the Chair and the Vice Chair, we extended this program through December 15, 2020 (an announcement is posted on the recertification portal of the website).

From June 24, 2020 to September 23, 2020 we sent 789 certificate holders refunds totaling \$98,690.

It is difficult to estimate how many certificate holders will receive refunds and what the total amount will be by December 15, 2020. Certification decisions depend on outside events, the government, media, pandemic and economy as well as individual business and massage professional decisions. We are operating under the assumption that by December 15, 2020 a total of 1,000-1,200 will receive refunds from CAMTC totalling \$130,000-\$150,000 since March 23, 2020.

The CEO is requesting that the Board ratify this temporary Late Fee Forgiveness Program.



September 25, 2020

To: CAMTC Board of Directors

From: Ahmos Netanel, CEO

Subject: Request for Ratification of pandemic-related loans

On April 3, 2020, after consultation and concurrence with and from the Chair, the Vice Chair, the Chair of the Audit Committee and the Treasurer, CAMTC applied for the SBA's Payroll Protection Program (PPP) loan. The application was submitted to the bank on April 3, 2020. On April 23, 2020 CAMTC received a PPP loan for the amount of \$469,200. Based on the parameters established by the SBA we anticipate that CAMTC will qualify for the loan to be forgiven. The bank informed us recently that they will be sending us the loan forgiveness documents as soon as they become available.

On September 17, 2020, after consultation and concurrence with and from the Chair, the Vice Chair, the Chair of the Audit Committee and the Treasurer, CAMTC applied for the SBA's Disaster Business Loan (EIDL). This program can provide low-interest loans of up to \$2M to businesses and private non-profits. It maybe used to pay fixed debt, payroll, accounts payable and other bills. The interest rate is 3.75% for small businesses and for non-profits it is 2.75%. The EIDL has a long-term payment options, up to a maximum of 30 years. Terms and loan amount are determined on a case-by-case basis, based on the borrower's ability to pay. As of September 25, 2020, the application is still pending.

The CEO is requesting that the Board ratifies these two pandemic-related loans.



Financial Statements and
Independent Auditor's Report

For the Year Ended December 31, 2019

California Massage Therapy Council

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December 31, 2019

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INDEPENDENT AUDITOR'S REPORT

To the Board of Directors
California Massage Therapy Council
Sacramento, California

We have audited the accompanying financial statements of the California Massage Therapy Council, which comprise the statement of financial position as of December 31, 2019, and the related statements of activities and changes in net assets, functional expenses and cash flows for the year then ended, and the related notes to the financial statements.

Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with accounting principles generally accepted in the United States of America; this includes the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

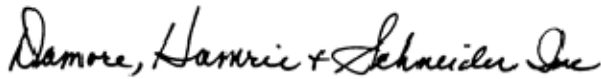
Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with auditing standards generally accepted in the United States of America. Those standards require that we plan and perform the audit to obtain reasonable assurance about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

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the Council's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Council's internal control. Accordingly, we express no such opinion. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

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

Opinion

In our opinion, the financial statements referred to above present fairly, in all material respects, the financial position of California Massage Therapy Council as of December 31, 2019, and the changes in its net assets and its cash flows for the year then ended in accordance with accounting principles generally accepted in the United States of America.



DAMORE, HAMRIC & SCHNEIDER, INC.
Certified Public Accountants

Sacramento, CA

September 25, 2020

California Massage Therapy Council

STATEMENT OF FINANCIAL POSITION

December 31, 2019

ASSETS

Current Assets:

Cash and Cash Equivalents	\$ 1,301,868
Certificates of Deposit	1,307,390
Prepaid Expenses	<u>45,884</u>

Total Current Assets	\$ 2,655,142
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Noncurrent Assets:

Software and Equipment, Net	<u>69,909</u>
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Total Assets	<u>\$ 2,725,051</u>
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LIABILITIES AND NET ASSETS

Current Liabilities:

Accounts Payable	\$ 172,818
Accrued Payroll Liability	6,600
Accrued Vacation	88,470
Deferred Certification Fees - Current Portion	<u>450,587</u>

Total Current Liabilities	\$ 718,475
---------------------------	------------

Noncurrent Liabilities:

Deferred Certification Fees - Noncurrent Portion	<u>186,281</u>
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Total Liabilities	\$ 904,756
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Net Assets:

Net Assets Without Donor Restriction	<u>\$ 1,820,295</u>
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Total Net Assets	<u>1,820,295</u>
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Total Liabilities and Net Assets	<u>\$ 2,725,051</u>
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The accompanying notes are an integral part of the financial statements.

California Massage Therapy Council

STATEMENT OF ACTIVITIES AND CHANGES IN NET ASSETS

For the Year Ended December 31, 2019

Support and Revenue:

Individual - Recertification Fees	\$ 4,165,852
Individual - New Certification Fees	1,199,100
Late Fees, Hearing Fees, and Denied Application Fees	190,553
Other Processing Fees	247,726
Schools - New Application Fees	13,725
Schools - Reapplication Fees	32,190
Background Check Fees	8,200
Interest and Other Income	<u>33,157</u>
Total Support and Revenue	<u>\$ 5,890,503</u>

Expenses:

Program Services	\$ 3,104,978
General and Administrative	<u>2,535,374</u>

Total Expenses	<u>\$ 5,640,352</u>
----------------	---------------------

Change in Net Assets	\$ 250,151
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Net Assets Without Donor Restriction, Beginning of Year	<u>1,570,144</u>
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Net Assets Without Donor Restriction, End of Year	<u><u>\$ 1,820,295</u></u>
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The accompanying notes are an integral part of the financial statements.

California Massage Therapy Council

STATEMENT OF FUNCTIONAL EXPENSES

For the Year Ended December 31, 2019

	Program Services							
	Outreach and Marketing	Board of Directors and Committees	Professional Standards Division	Executive Staff	Educational Standards Division	Total Program Services	General and Administrative	Total
Salaries	\$ 78,806	\$	\$ 1,147,565	\$ 377,759	\$ 246,070	\$ 1,850,200	\$	\$ 1,850,200
Employee Benefits	6,375		74,269	87,012	18,738	186,394		186,394
Payroll Taxes	5,724		99,733	27,427	17,730	150,614		150,614
	<u>\$ 90,905</u>	<u>\$</u>	<u>\$ 1,321,567</u>	<u>\$ 492,198</u>	<u>\$ 282,538</u>	<u>\$ 2,187,208</u>	<u>\$</u>	<u>\$ 2,187,208</u>
Application Processing	\$	\$	\$	\$	\$	\$	\$ 1,852,829	\$ 1,852,829
Public Relations	12,804					12,804		12,804
Communications and Outreach	170,684		3,169			173,853	2,164	176,017
Rent and Site Storage				27,372		27,372	4,627	31,999
Travel	28,933	23,273	12,972	22,796	9,350	97,324	3,856	101,180
Facility and Banquet		42,810				42,810		42,810
Printing, Supplies, and Postage	1,302	2,751	24,620	11,365	9,140	49,178	175,149	224,327
Telephone	2,303		22,306	3,678	4,623	32,910	3,388	36,298
Insurance							43,293	43,293
Banking/Credit Card Fees	145	145	219	200	200	909	109,531	110,440
Database Development							14,182	14,182
Database Maintenance				8		8	72,050	72,058
Dues/Subscriptions/Licenses	290		1,258	2,707		4,255	40,457	44,712
Accounting/Tax/Audit							37,990	37,990
Court Record Fees			41			41	90	131
Legal Services			388,698		60,773	449,471	102,013	551,484
School Background Checks			224		4,933	5,157	1,293	6,450
Payroll Services	332		7,267	1,587	1,033	10,219		10,219
Workers Compensation	233		3,996	1,085	714	6,028	11,915	17,943
Miscellaneous	<u>350</u>	<u>3,418</u>		<u>138</u>		<u>3,906</u>	<u>8,300</u>	<u>12,206</u>
Total Expense Before Amortization and Depreciation	\$ 308,281	\$ 72,397	\$ 1,786,337	\$ 563,134	\$ 373,304	\$ 3,103,453	\$ 2,483,127	\$ 5,586,580
Amortization					1,525	1,525	45,537	47,062
Depreciation							6,710	6,710
Total Expenses	<u>\$ 308,281</u>	<u>\$ 72,397</u>	<u>\$ 1,786,337</u>	<u>\$ 563,134</u>	<u>\$ 374,829</u>	<u>\$ 3,104,978</u>	<u>\$ 2,535,374</u>	<u>\$ 5,640,352</u>

The accompanying notes are an integral part of the financial statements.

California Massage Therapy Council

STATEMENT OF CASH FLOWS

For the Year Ended December 31, 2019

Cash Flows from Operating Activities:

Change in Net Assets	\$ 250,151
Adjustments to Reconcile Net Cash Provided by Operating Activities:	
Amortization and Depreciation	53,772
(Increase) Decrease in:	
Prepaid Expenses	10,536
Increase (Decrease) in:	
Accounts Payable	(42,392)
Accrued Payroll Liability	(11,749)
Accrued Vacation	(2,436)
Deferred Certification Fees	<u>161,018</u>
Cash Provided by Operating Activities	<u>\$ 418,900</u>

Cash Flows from Investing Activities:

Maturities of Certificates of Deposit	\$ 257,644
Purchases of Certificates of Deposit	(18,140)
Purchases of Software and Equipment	(<u>9,871</u>)
Cash Provided by Investing Activities	<u>\$ 229,633</u>
Net Increase in Cash and Cash Equivalents	\$ 648,533
Cash and Cash Equivalents, Beginning of Year	<u>653,335</u>
Cash and Cash Equivalents, End of Year	<u><u>\$ 1,301,868</u></u>

The accompanying notes are an integral part of the financial statements.

NOTES TO FINANCIAL STATEMENTS

December 31, 2019

NOTE 1 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES:

California Massage Therapy Council's (Council) 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.

The Council's financial statements are prepared on the accrual basis of accounting. Net assets are reported based on the presence or absence of donor-imposed restrictions.

The Council utilized the following significant accounting policies in preparing the accompanying financial statements:

- A. Financial Statement Presentation - Net assets, revenues, expenses, gains, and losses are classified based on the existence or absence of donor-imposed restrictions. Accordingly, net assets of the Council and changes therein are classified and reported as follows:

Net Assets without Donor Restrictions - Net assets that are not subject to donor-imposed stipulations. Net assets designated for purpose by the Board of Directors are classified as without donor restrictions.

Net Assets with Donor Restrictions - Net assets subject to donor-imposed stipulations that may or will be met, either by actions of the Council and/or the passage of time. The Council has no net assets with donor restrictions as of December 31, 2019.

- B. Cash and Cash Equivalents - For purposes of the statement of cash flows, the Council considers all temporary cash investments with an original maturity of three months or less to be cash equivalents.
- C. Certificates of Deposit - At December 31, 2019, the Council held certificates of deposit with original maturity dates greater than a period of ninety days that are carried at amortized cost. Interest earned on certificates of deposit is included in the accompanying statement of activities. These certificates of deposit do not qualify as securities as defined in Financial Accounting Standards Board (FASB) Accounting Standards Codification (ASC) 320, *Investments - Debt and Equity Securities*. Therefore, these investments are not included in the fair value disclosures required by ASC 820, *Fair Value Measurements and Disclosures*.

NOTES TO FINANCIAL STATEMENTS

December 31, 2019

NOTE 1 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (Continued):

- D. Software and Equipment - Software and equipment are stated at cost. The cost of the software and equipment purchased more than \$1,000 is capitalized. Depreciation and amortization are provided in amounts sufficient to amortize or depreciate the cost of the software and equipment over the estimated useful lives of the assets (ranging from 2-15 years) on a straight-line basis. Routine repairs and maintenance are expensed as incurred.
- E. Revenue Recognition and Deferred Certification Fees - Deferred revenue consists of the portion of certification fees to be earned on a straight-line basis over the two-year certification period as the costs of maintaining the certificates are realized. All other revenue received is recognized when earned. Non-current deferred certification fees are revenues to be recognized after the next 12 months.
- F. Income Taxes - The Council is exempt from federal and state income taxes under Section 501(c)(3) of the Internal Revenue Code and Section 23701d(c)(1) under California Revenue and Taxation Code. Accordingly, no provision for income taxes is included in these statements.
- G. Functional Allocation of Expenses
The costs of program and supporting services activities have been summarized on a functional basis in the statement of activities. The statement of functional expenses presents the natural classification detail of expenses by function. Expenses directly attributable to a specific functional area are reported as expenses of those functional areas.
- H. Subsequent Events Review - Management has evaluated subsequent events through the date of the audit report, which is the date the financial statements were available to be issued. (See Note 8 for detail of subsequent events.)
- I. Use of Estimates - The preparation of financial statements in conformity with accounting principles generally accepted in the United States of America requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and disclosure of contingent assets and liabilities at the date of the financial statements and the reported amounts of revenues and expenses during the reporting period. Actual results could differ from those estimates.

California Massage Therapy Council

NOTES TO FINANCIAL STATEMENTS

December 31, 2019

NOTE 1 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (Continued):

- J. Recently Issued Accounting Pronouncement - In February 2016, the FASB issued ASU 2016-02, Leases. The update requires a lessee to recognize a right-of-use asset and lease liability, initially measured at the present value of the lease payments, in its statement of financial position. The guidance also expands the required quantitative and qualitative lease disclosures. The guidance is effective beginning in 2020.

NOTE 2 CONCENTRATION OF CREDIT RISK:

The Council maintains cash accounts with seven financial institutions. The total balance of the cash accounts are insured by the Federal Deposit Insurance Corporation (FDIC) up to \$250,000 per bank. While the Council may maintain cash balances which at times exceed the federally insured limits, The Council has not experienced any losses in such accounts and believes they are not exposed to any significant credit risk regarding cash. At December 31, 2019, the Council's uninsured cash balance totaled \$889,847.

NOTE 3 SOFTWARE AND EQUIPMENT:

The following is a summary of software and equipment, less accumulated amortization, at December 31, 2019:

Software	\$ 179,007
Equipment	<u>66,576</u>
	245,583
Accumulated Amortization and Depreciation	<u>(175,674)</u>
	<u>\$ 69,909</u>

During 2019, the Council developed and implemented software for use in its certification application process. The software will be amortized over management's estimate of its useful life.

California Massage Therapy Council

NOTES TO FINANCIAL STATEMENTS

December 31, 2019

NOTE 4 ACCRUED BENEFITS:

Management employees of the Council receive vacation benefits. Accumulated unpaid employee vacation benefits are recognized as liabilities of the Council. The amount of accumulated vacation benefits at December 31, 2019 was \$88,470.

The employees do not have a vested right to accumulated sick leave. For this reason, the Council does not accrue a liability for accumulated sick leave benefits. Sick leave benefits are recorded as expenditures in the period sick leave is taken.

NOTE 5 CONTINGENCIES:

As discussed in Note 1, CAMTC was created pursuant to California Senate Bill 731 and was reauthorized pursuant to California Assembly Bill 2194 during 2016. This legislation was to remain in effect until January 1, 2021. In 2020, new legislation was enacted to extend the review date for one year beyond the original review date. Therefore, this statute will be repealed if not renewed by January 1, 2022.

NOTE 6 FUNCTIONAL ALLOCATION OF EXPENSES:

The costs of providing the various programs and general and administrative services have been summarized on a functional basis in the statement of activities and changes in net assets. The statement of functional expenses presents the natural classification detail of expenses by function. Accordingly, certain costs have been allocated among the programs and general and administrative services benefited. Cost identified with a specific program are charged as direct costs to the applicable program. Indirect costs of various programs or services have been allocated among the programs or services benefited based on personnel time.

NOTE 7 LIQUIDITY:

As of December 31, 2019, the Council has no legal or donor restrictions present on any financial assets and will use cash on hand and maturities from certificates of deposits to fund general expenditures within one year. The Council had an increase in net assets \$250,151 for the year ended 2019. The Council forecasts increases in certification revenues in subsequent periods because of approved increases in application and renewal fees effective January 1, 2019.

California Massage Therapy Council

NOTES TO FINANCIAL STATEMENTS

December 31, 2019

NOTE 8 SUBSEQUENT EVENTS:

In response to the world-wide spread of the COVID virus, the World Health Organization declared a public health emergency. On March 4, 2020 California Governor, Gavin Newsom, declared a State of Emergency to make additional resources available, formalize emergency actions already underway across multiple state agencies and departments, and help the state prepare for the broader spread of COVID-19. As a result of the spread of COVID-19, economic uncertainties have arisen, however, the potential financial impact is unknown at this time.

As one would expect, the pandemic emergency and the regulatory restrictions imposed on the massage profession in California had the potential for a fiscal setback for CAMTC. To mitigate this challenge, the Council deployed multiple initiatives to slow down the drop in revenues, reduce expenses, and carefully manage the organization's liquidity. Doing so was especially critical during these volatile times and resulted in a better than expected financial picture. As of July 31, 2020, cash position was \$3,478,071 (budgeted was \$3,004,997). Based on the Treasurer's report this is equal to approximately eight months of current operating expenses. The accompanying financial statements do not include any adjustments that may be necessary if the Council is unable to continue as a going concern.

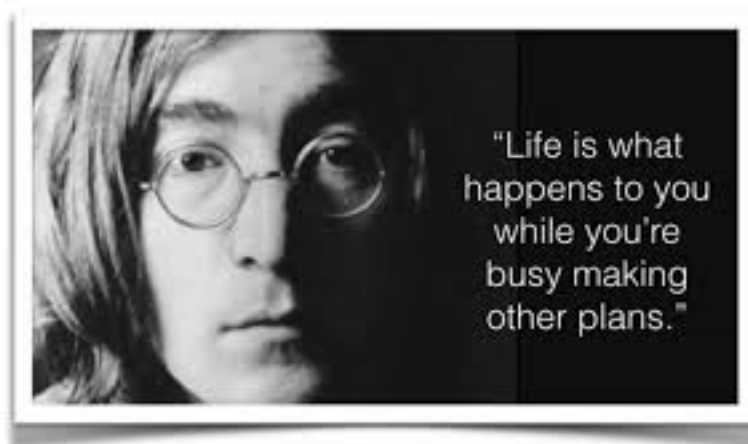


September 25, 2020

To: CAMTC Board of Directors

From: Ahmos Netanel, CEO

Subject: CEO report



CAMTC COVID-19 Response

These are unusual times, and therefore, this is not going to be a typical CEO report. Since the end of February, each one of us had to grapple with the truth captured in Lennon's statement above. When we concluded our February 20, 2020 Board meeting, none of us could have imagined how quickly the human condition as we know it would turn upside down. COVID-19 was hardly mentioned during the meeting and a week after, CAMTC was already on the forefront and started communicating with certificate holders about the virus. Reaching a milestone of more than 200,000 dead in the US

within seven months is unfathomable. CAMTC, like many other organizations, had plans, many plans. And then, the pandemic hit. COVID-19 disrupted life and forced individuals and organizations to stretch their capacity and step up their game in ways we are not accustomed to. CAMTC was no exception.

Protection of the public is not just a mission at CAMTC. It is a tenet, deeply embedded in our organizational DNA. Our dynamic response to the global pandemic has been widely recognized. A look back now reveals that CAMTC was one of the only regulatory professional entities in the nation to take unprecedented steps to protect the public and massage therapists from COVID-19.

Making sure that massage therapy in California does not become a vector for the virus, was (and still is) our top priority. While we don't really know what would have happened if CAMTC had not acted as swiftly and steadily as it has, and how much CAMTC's initiatives protected Californians from COVID-19, the fact is that as of the writing of this report, we have not received any report that indicates there has been a transmission of COVID-19 during a massage session in California by any of our certificate holders.

CAMTC's certificate holders have made huge sacrifices to help slow the spread of COVID-19. The vast majority of them paid close attention to the bulletins we issued and demonstrated an admirable care and professionalism in adhering to advice from experts and state and local rules and regulations. In my opinion, we would not be seeing, at this point, the growing number of counties re-opening massage and allowing many to go back to work if they did not act as they have in these unprecedented times.

Some stakeholders however, had a much harder time coming to grips with this new and painful reality, and understandably so. CAMTC was deluged with phone calls and emails seeking guidance, clarity and assistance. Most of them required personalized responses that had to be escalated to senior staff. While most of communications were professional, sadly, some stakeholders made liberal use of profanities, personally directed at individual staff members.

The following example is one of the more civil emails we received.

Some background:

On March 16, 2020, CAMTC released an urgent announcement, strongly recommending (not mandating) that certificate holders and schools immediately stop providing hands-on services. It was a tough decision but, as a public protection entity, it was the right thing to do. One of the emails we received on the same morning is pasted below (identity of the sender is redacted):

Sent: Monday, March 16, 2020 10:09 AM

To: CAMTC Info <info@camtc.org>

Subject: CAMTC Recommendation

The CAMTC's strong recommendation is not within the purview of the CAMTC charter. We take instructions from the Governor or the local mayor. No jurisdiction has ordered a closure of massage establishments. The State Board of Cosmetology has not issued any orders regarding the estheticians we employ.

We have put in place strict protocols on hourly sanitation and disinfection. We installed an expensive UV-c and carbon scrubber system in the HVAC that destroys viruses and contaminants. No one with any symptoms is allowed on the premises.

Your recommendations will NOT be followed. It is an over-reach, going far beyond any closures mandated which involve large groups. Are PT offices closed, dental offices, doctors offices, nail salons, hair salons, barbershops, banks, small retailers ordered closed?

You have further endangered my business in this terrible period and the livelihoods of 75 employees. Will you be reimbursing the therapists for their lost wage that may result from your strong recommendation. I strongly suggest you all go home and quit instilling mass hysteria in the massage community. Who even asked the CAMTC anyway? We will take instructions from the government. I have copied the Governor's office on this rogue recommendation.

As we now know, four days after CAMTC's issued its strong recommendation to stop working, the Governor issued his mandatory stay at home order.

While most emails we receive are responded to in writing, this time I decided to wait and simply reached out to this business owner by calling him the following week. He was surprised to hear from me and immediately proceeded with apologizing for the tone of his email. He also shared with me that the next day after he sent us his email, he talked to his county's public health department and decided to shut down his business on the same day.

This is just one example. CAMTC kept a steady hand and stood firm to protect the public in spite of intense daily pressure from some individuals and businesses.

CAMTC has always welcomed constrictive criticism. This is how we improve. I'm in agreement with Bill Gates who stated: "Your most unhappy customers are your greatest source of learning". While we benefit from hearing from our naysayers, staff is also deeply touched by genuine expression of support for their hard work and dedication. This card is just one example:



7-25-20

Dear CAMTC people,

Thank you very much for all of the very helpful and comprehensive information you have been sending. I realize that many hours and years of experience have gone into assembling it. I really appreciate the depth and usefulness of how you have reached out to certificate holders and the public ^{so} ^{caringly} at this complicated time.

Sincerely, Cindy

Team CAMTC, from senior executives to junior staffers, exceeded my expectations. Their dedication, operational expertise and business acumen was ever present in everything they do. Many of them have been working long hours, seven days a week, in difficult conditions... to keep all aspects of CAMTC functioning optimally.

Navigating in treacherous waters tests the resiliency of any entity. Over the past 11 years, CAMTC built a uniquely agile, highly effective, organizational model and platform. The organization's fiscal viability made it possible to maintain staffing level and to continue providing uninterrupted services under difficult circumstances. To make that happen, we had to adopt and quickly transition the entire operation to function remotely. There was an opportunity to capitalize on this moment to reimagine the organization and redefine the way we operate, and that is what we did.

On April 23, 2020, as discussions emerged on future mitigating protocols for the massage profession it became clear that the California Department of Public Health had not issued any guidelines for massage therapy. The lack of such guidelines created a vacuum that put massage therapists in a state of limbo.

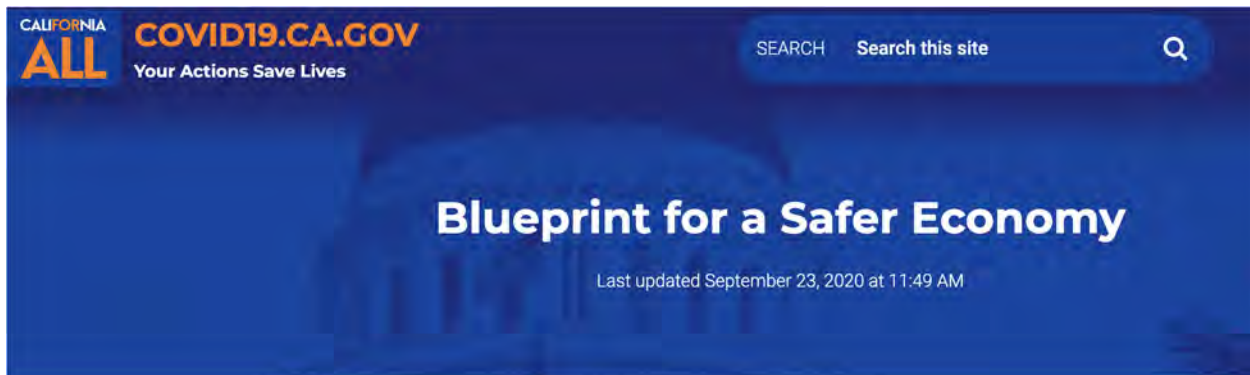
In order to address this issue, CAMTC initiated a request to the Federation of State Massage Therapy Boards (FSMTB) to create a taskforce of experts and develop guidelines for practice with COVID-19 considerations for the massage profession.

FSMTB sprang into action, assembled a taskforce of esteemed subject matter experts and on May 19, 2020 published a 44-page guide. In addition to posting the guide on our website and sending it to all certificate holders, the guide was also sent to Governor Newsom (attached cover letter and guide pages 222 - 267).

It is not clear if the CDPH considered FSMTB's guide when they developed Additional Considerations for Massage Services (Non-Healthcare Settings) as part of the CDPH's COVID-19 INDUSTRY GUIDANCE: Expanded Personal Care Services. To be clear, CAMTC certificate holders are required to follow State and local regulations. The FSMTB's guide was shared just as a helpful resource. I am deeply grateful for FSMTB's quick response to CAMTC's request.

As the economy started to reopen, there was much confusion as to what was allowed when and where, and that information was constantly changing. To help our certificate holders, schools, and the public to navigate this constantly changing reality, CAMTC developed a special interactive California counties map. Since individual counties are allowed to impose stricter restrictions than the State, we did not simply reflect state regulations and statuses.

In order to provide accurate information to the public and certificate holders, CAMTC's senior staff has to constantly engaged with all 58 counties and has been continuously monitoring all of the latest regulations. As an example, the official website for California Coronavirus (COVID-19) Blueprint for a Safer Economy page indicates that Massage Therapy studios can open indoors with modifications in Alameda County (see bottom of screen shot, next page):



California has a blueprint for reducing COVID-19 in the state with revised criteria for loosening and tightening restrictions on activities.

Find the status of activities in your county

County	Activity
Alameda	Massage therapy studios

GET LATEST STATUS

Alameda

SUBSTANTIAL

Some non-essential indoor business operations are closed. [Understand the data.](#)

Counties can restrict further. Check your [county's website](#).

Massage therapy studios

Can open indoors with modifications

However, CAMTC's interactive map shows that in Alameda county Massage is allowed only outdoors with modifications, pursuant to city and county approval. See screen shots below):



The reason the State's website information is not congruent with the information on CAMTC's website is because CAMTC's information incorporates the County's regulations in addition to the regulations of the State.

On September 22, 2020, Alameda County stated:

"Please note: while Alameda has gone to a lower tier, and the State would allow massage indoors, the county has decided to make NO changes.

"We are using the next two weeks (through October 6) to ensure our metrics remain stable and we will release a phased plan that balances increased risk of spread of COVID-19 from newly permitted activities alongside appropriate mitigation strategies that can be implemented. At this time, there is no change to permitted or prohibited activities in Alameda County."

To chronicle CAMTC's communications with our certificate holders and schools please see a graphic timeline on page 50. The actual bulletins can be found on pages 51 – 129.

When the pandemic first hit, many of our certificate holders attempted to file for unemployment on the EDD website and they encountered a difficulty finding a category for massage therapy. As it turned out, the EDD had listed massage under "Masseur/Masseuse". Since such outdated terms are hardly ever used anymore, most therapists had no way to proceed with their application until CAMTC notified them of the EDD terminology. On top of that, these are inappropriate terms. CAMTC contacted the EDD and requested that they change the category to "Massage Therapy".

CAMTC Performance Measures

Performance Measures attached (page 130) are CAMTC's Disciplinary Performance Metrics for the last two quarters of 2019 and the first quarter of 2020.

Financial Viability

As one would expect, the pandemic emergency and the regulatory restrictions imposed on the massage profession in California had the potential for a fiscal setback for CAMTC. To mitigate this challenge, we deployed multiple initiatives to slow down a drop in revenue, reduce expenses and carefully manage the organization's liquidity. Doing so was especially critical during these volatile times and resulted in a better than expected financial picture. As of July 31, 2020, cash position was \$3,478,071 (budgeted was \$3,004,997). CAMTC's Bank Account Summary is attached (page 135). Based on the Treasurer's report (page 143) this is equal to approximately eight months of current operating expenses.

Strategic Priorities - 2020 Update

Sunset Review

On February 27, 2020 it was announced that CAMTC's 2020 sunset hearing was scheduled to take place on March 24, 2020. In gearing up for the hearing, CAMTC received broad support from a diverse group of stakeholders.

Due to the health crisis, that Sunset hearing was canceled. On May 13, 2020 we were informed that the business and professions committees were postponing our review for one year by introducing SB 1474. After consultation with CAMTCs' Chair and Vice Chair

and receiving their approval, I reached out to the committees' consultants to remind them that the suspension of the exam requirement was set to come back on January 1, 2021. The Massage Envy California Franchise Association and National Holistic Institute shared their letters with us supporting CAMTC's request (attached pages 136 & 137). SB 1474 passed and is on the Governor's desk. Unless the Governor vetoes the bill before October 1, 2020, which is unlikely, it will become effective January 1, 2021 - the result of which will be that the sunset date of the Massage Therapy act will be January 1, 2022 and the exam requirement will not be coming back in 2021. We expect that this issue will be addressed during the Sunset review next year.

Human Trafficking

Despite the COVID-19 crisis, CAMTC is continuing to work with anti-human trafficking organizations to address sex and labor trafficking in massage businesses. A complete update will be issued after the end of the year.

Local Government

Evan though cities and counties has been completely occupied with the COVID-19 pandemic, CAMTC is continuing to offer them assistance with updating their ordinances to reflect state law. This year, a growing number of District Attorneys are seeking to work in close partnership with CAMTC. On March 2, 2020 we met with Alameda County's DA, Nancy O'Malley, to discuss strategic collaboration on multiple fronts.

On March 13, 2020, after multiple meetings and discussions with Santa Clara DA Jeff Rosen, CAMTC and the Santa Clara County District Attorney's Office entered into a formal MOU (attached page 138).

These partnerships already produced multiple cases of effective and rapid actions to remove individuals who engage in conduct punishable as sexually related crimes from the practice of massage therapy.



COVID-19 COMMUNICATIONS TIMELINE

Through September 25, 2020

FEBRUARY		
CAMTC begins COVID-19 communications	27	
BULLETINS BEGIN		
MARCH		
Recommendations to help avoid contracting and spreading the flu or COVID-19	5	
Governor Newsom stated all non-essential services and all non-essential travel be put on hold.	12	COVID-19 Contingency Plan for Massage Schools
CAMTC provided the Sacramento County Shelter In Place Order for massage professionals to be prepared for similar Orders in all counties.	15	
	16	CAMTC issued an urgent recommendation for CAMTC Certificate Holders and CAMTC Approved Schools to stop hands-on services.
	18	
	19	Instructions to submit documents and payments due to CAMTC's modified operations, including stoppage of receiving and sending mail and packages.
CAMTC urges everyone to comply with the Governor's Stay at Home Order.	20	
	21	Suspension of CAMTC late fees will be in effect for 3 months as of 3/23/2020.
Reminder to stop hands-on services, CAMTC's suspension of late fees, and useful links.	31	
APRIL		
CAMTC CEO Ahmos Netanel urges CAMTC Certificate Holders to comply with the Governor's Stay at Home Order.	5	
	15	Governor Newsom announces one-stop-shop at EDD to those applying for Pandemic Assistance, including self-employed and independent contractors.
MAY		
Reply via new FAQs to address concerns of CAMTC Certified Massage Professionals during these difficult times.	8	Massage reopening Guidelines for Practice with COVID-19 Considerations by the Federation of State Massage Therapy Boards (FSMTB), not to replace State and local laws, rules, and regulations.
One exception to the statewide Stay at Home Order is for those working directly for physicians and chiropractors.	20	
	21	Beverly May message gives a brief history of massage in California and provided useful FAQs related to massage therapy and the COVID-19 pandemic.
The Stay at Home Order is statewide. Massage therapists cannot resume their massage practice. COVID-19 Bulletins with the Google Translation feature.	21	
	26	Department of Health Care Services is allowing massage to take place with adherence to State and county guidelines. See CAMTC's list with links to COVID-19 info for each California county.
Director of the Dept. of Health Care Services apologized for premature answer. CDPH and local health departments determine status for safe opening of massage therapy. The State has not yet given counties permission for massage therapists to provide services in California.	28	
	29	
JUNE		
Letter from Ahmos Netanel CAMTC CEO to Governor Newsom, support guidelines creation for re-opening massage therapy.	10	
	11	CAMTC notification of massage reopening guidelines June 12th and implementation no earlier than June 19th.
The State released "COVID-19 Industry Guidance: Expanded Personal Care Services" that applies to massage therapy (in non-healthcare settings).	13	
	15	Each county has their own reopening protocols. For clarification, links to the State guidelines and to county websites are available within this bulletin.
In response to reopening, CAMTC provides available resources about massage therapy intake questions and massage during the COVID-19 pandemic.	19	
	21	Chairman and CEO of CAMTC respectively, Jeff Forman and Ahmos Netanel, hosted an online podcast on July 2nd. Massage issue questions related to the pandemic will be answered during the informational forum by 15 experts.
Announcement of interactive County Massage Reopening Map to check the status of massage services. Additional county-specific updates listed too.	25	
JULY		
Listen to CAMTC Podcast & view the Program Announcement via this link.	2	
Governor announced near 75% of California population must shut down, including massage. Check updates on CAMTC County Massage Reopening Map.	3	CAMTC CEO Ahmos Netanel invited to assist as a Subject Matter Expert 7/8 on Los Angeles County Department of Public Health telebriefing updates.
	13	
	21	July 20th CDPH released new guidance related to personal care services that have been limited to outdoors only.
CAMTC CEO Ahmos Netanel invited to assist as a Subject Matter Expert 7/29 on Los Angeles County Department of Public Health telebriefing updates.	24	
	31	NYT California Today published 7/31: "According to the California Massage Therapy Council, which is tracking openings around the state, other counties including Los Angeles, San Bernardino, San Luis Obispo and San Diego are allowing outdoor massages only."
AUGUST		
CAMTC CEO Ahmos Netanel invited to assist as a Subject Matter Expert 8/13 on Los Angeles County Department of Public Health telebriefing updates.	10	
	26	CDPH broadened definition of "medical" massage from "working for a physician or chiropractor" to "medical massage is considered an essential service." Check CAMTC Massage County Map for your county status, as counties can impose stricter requirements than the State.
SEPTEMBER		
57 of 58 counties in California allows some form of massage, either indoors or outdoors and both with modifications. Check with your local county.	3	
Status with 32 counties allow all types of massage indoors with modifications. All other counties allow outdoor massage with modification. Additionally CDPH's Essential Services Inquiries permit medical massage to take place indoors in every county as an essential service.	11	CAMTC CEO Ahmos Netanel invited to assist as a Subject Matter Expert 9/11 on Los Angeles County Department of Public Health telebriefing updates.
	24	

What You Need to Know About Coronavirus

Reports of the Coronavirus (COVID-19) in the United States serve as an important reminder for hands-on professionals like massage therapists, to engage in best practices to protect themselves and their clients from harm.

As part of the California Massage Therapy Council's mission to protect the public, we would like to share with you a brief list of recommendations to help avoid contracting and spreading the flu or COVID-19.

“It is absolutely critical that each of us stay informed and listen closely to the experts.” Ahmos Netanel - CEO, CAMTC



1. Wash your hands, forearms and elbows for at least 20 seconds especially before and after each session, after changing linens and towels, after going to the bathroom, before eating, and after blowing your nose, coughing, or sneezing. Use soap. Get between your fingers. Use a nail brush for your nails and cuticles. Now repeat. Hand and arm washing are the single most effective thing one can do to reduce the spread of infectious diseases.



2. Avoid close contact with people who are sick including clients and coworkers. Tell your clients if they have these signs – or if anyone in their home or place of work has them – stay home.



3. Don't touch your eyes, nose, and mouth especially if you think you've been near someone who might be infected.



4. Stay home if you have a fever (typically the first sign), cough, and shortness of breath.



5. Make a hygiene audit of your workspace. Sanitize massage equipment and supplies including your massage table or chair, face cradle, lotion dispenser, and hot stones after every use. Regularly use a household cleaning spray or wipe to swab doorknobs, light switches, countertops, cellphone, keyboards, and anything else you and your clients touch. If you use antiseptic wipes, **READ THE DIRECTIONS** – some of them require prolonged contact to be effective.



6. Change sheets, pillowcases, face cradle covers, bolster covers, and towels after each massage session. When changing linens, fold them away from the body to avoid contaminating your own clothing. Wash linens and massage uniforms in hot water with detergent and bleach.



7. Avoid cross-contamination by never putting dispensed oil or lotion back into its original container. Lubricants in tubs and bulk containers should be dispensed into smaller, disposable vessels for each client to avoid “double dipping” from client to client.

For more information, visit the CDC FAQ page:

<https://www.cdc.gov/coronavirus/2019-ncov/downloads/2019-ncov-factsheet.pdf>

ENGLISH

The California Massage Therapy Council (CAMTC) is providing recommendations to help avoid contracting and spreading infectious diseases such as the Coronavirus (COVID-19). If you would like this important information below in your language, follow these instructions. Go to the CAMTC homepage at www.camtc.org and scroll down to the bottom of the page and click the drop down box of the Google translation feature to select the language of your choice. Thank you.

ARMENIAN

Կալիֆոռնիայի մերսման թերապիայի խորհուրդը (CAMTC) տալիս է առաջարկություններ՝ օգնելու խուսափել տապալումից և տարածել այնպիսի վարակիչ հիվանդություններ, ինչպիսիք են «Կորոնավիրուսը» (COVID-19): Եթե ցանկանում եք, որ այս կարևոր տեղեկատվությունը ձեր լեզվից ցածր լինի, հետևեք այս հրահանգներին: Քննեք CAMTC-ի գլխավոր էջը՝ www.camtc.org-ում և ոլորեք ներքևի էջը և կտտացրեք Google-ի թարգմանության առանձնահատկության ներքևի վանդակում՝ ձեր ընտրության լեզուն ընտրելու համար: Շնորհակալություն

CHINESE

加州按摩疗法委员会 (CAMTC) 正在提供建议, 以帮助避免感染和传播冠状病毒 (COVID-19) 等传染性疾病。如果您希望使用以下语言使用此重要信息, 请按照以下说明进行操作。转到位于 www.camtc.org 的 CAMTC 主页, 向下滚动到页面底部, 然后单击 Google 翻译功能的下拉框, 以选择所需的语言。谢谢。

ITALIAN

Il California Massage Therapy Council (CAMTC) fornisce raccomandazioni per evitare di contrarre e

diffondere malattie infettive come il Coronavirus (COVID-19). Se desideri queste importanti informazioni di seguito nella tua lingua, segui queste istruzioni. Vai alla pagina iniziale CAMTC su www.camtc.org e scorri verso il basso fino alla fine della pagina e fai clic sulla casella a discesa della funzione di traduzione di Google per selezionare la lingua che preferisci. Grazie.

JAPANESE

カリフォルニア州マッサージ療法評議会 (CAMTC) は、コロナウイルス (COVID-19) などの感染症の感染を防ぐための推奨事項を提供しています。お使いの言語でこの重要な情報をご希望の場合は、こちらの手順に従ってください。 www.camtc.org の CAMTC ホームページに移動し、ページの一番下までスクロールし、Google 翻訳機能のドロップダウンボックスをクリックして、選択した言語を選択します。ありがとうございました。

KOREAN

CAMTC (California Massage Therapy Council)는 코로나 바이러스 (COVID-19)와 같은 전염병을 수축 및 확산시키지 않도록 권장합니다. 귀하의 언어로 아래의 중요한 정보를 원하시면, 다음 지시 사항을 따르십시오. CAMTC 홈페이지 (www.camtc.org)로 이동하여 페이지 하단으로 스크롤 한 다음 Google 번역 기능의 드롭 다운 상자를 클릭하여 원하는 언어를 선택하십시오. 감사합니다.

PERSIAN

توصیه هایی را برای کمک به جلوگیری از انقباض و شیوع بیماری های عفونی مانند (CAMTC) شورای ماساژ درمانی کالیفرنیا ارائه می دهد. اگر می خواهید این اطلاعات مهم زیر به زبان شما باشد ، این دستورالعمل ها را دنبال Coronavirus (COVID-19) Google بروید و به پایین صفحه بروید و روی کادر پایین کشیده ویژگی ترجمه www.camtc.org در CAMTC کنید. به صفحه اصلی کلیک کنید تا زبان مورد نظر خود را انتخاب کنید. متشکرم.

RUSSIAN

Калифорнийский совет по массажной терапии (CAMTC) предоставляет рекомендации, помогающие избежать заражения и распространения инфекционных заболеваний, таких как коронавирус (COVID-19). Если вам нужна эта важная информация ниже на вашем языке, следуйте этим инструкциям. Перейдите на домашнюю страницу CAMTC по адресу www.camtc.org, прокрутите вниз до нижней части страницы и щелкните раскрывающийся список функции перевода Google, чтобы выбрать нужный язык. Спасибо.

SPANISH

El Consejo de Terapia de Masaje de California (CAMTC) está proporcionando recomendaciones para ayudar a evitar contraer y propagar enfermedades infecciosas como el Coronavirus (COVID-19). Si desea esta información importante a continuación en su idioma, siga estas instrucciones. Vaya a la página de inicio de CAMTC en www.camtc.org, desplácese hasta la parte inferior de la página y haga clic en el cuadro desplegable de la función de traducción de Google para seleccionar el idioma que desee. Gracias.

THAI

สภาการนวดบำบัดแห่งแคลิฟอร์เนีย (CAMTC) กำลังให้คำแนะนำเพื่อช่วยเหลือเกี่ยวกับการทำสัญญาและแพร่กระจายโรคติดเชื้อเช่น Coronavirus (COVID-19) หากคุณต้องการข้อมูลที่สำคัญด้านล่างในภาษาของคุณทำตามคำแนะนำเหล่านี้ ไปที่หน้าแรกของ CAMTC ที่ www.camtc.org และเลื่อนลงไปด้านล่างของหน้าและคลิกกล่องแบบเลื่อนลงของคุณสมัครบริการแปลของ Google เพื่อเลือกภาษาที่คุณต้องการ ขอขอบคุณ.

VIETNAMESE

Hội đồng Trị liệu Massage California (CAMTC) đang cung cấp các khuyến nghị để giúp tránh mắc bệnh và

lây lan các bệnh truyền nhiễm như coronavirus (COVID-19). Nếu bạn muốn thông tin quan trọng dưới đây bằng ngôn ngữ của bạn, hãy làm theo các hướng dẫn sau. Truy cập trang chủ CAMTC tại www.camtc.org và cuộn xuống cuối trang và nhấp vào hộp thả xuống của tính năng dịch Google để chọn ngôn ngữ bạn chọn. Cảm ơn bạn.

03/12/2020 update here: [COVID-19 Contingency Plan for Massage Schools](#)

CAMTC COVID-19 Bulletin #2



CALIFORNIA MASSAGE THERAPY COUNCIL

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

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>

CAMTC COVID-19 Bulletin #3

March 15 — Governor Gavin Newsom held a press conference this afternoon from the headquarters of the Office of Emergency Services (OES).

The press conference began at 2:00pm and lasted until a few minutes after 3:00pm. The Governor spoke without notes and made it very clear that California is in an unprecedented crisis. He suggested that we not panic and do our best to be guided by common sense.

He provided guidelines for businesses, schools, and personal behavior. While it was made clear that the new protocols are guidelines, the Governor also said several times that he has the ability to enforce them.

- 85% of our children will be kept home from school until the end of March — some until the first week of April.
- Individuals 65 years and over will self-isolate until future notice.
- Visitation at skilled nursing facilities will be for end-of-life only.
- Bars, wineries and pubs will close. Card rooms and casinos will be impacted as well.
- Restaurants will focus on take-out/delivery, curbside service, and should reduce capacity by half.. to increase social distancing.
- Social and business gatherings should be severely reduced — CDC guidelines state no more than fifty people at gatherings.
- Social distance — don't shake hands, and attempt to stay six feet apart from other people.

The theme of the Governor's press conference was that all non-essential services and all non-essential travel be put on hold.

03/16/2020 update here: [Urgent Message From CAMTC About COVID-19 with Language Translations](#)

CAMTC COVID-19 Bulletin #4

Urgent message from CAMTC about Coronavirus. The health crisis presented by the Coronavirus is unprecedented. The crisis is public and personal and our response needs to be equal to the challenges. In order to protect the public and the therapists, CAMTC is strongly recommending that certificate holders and schools immediately stop providing hands-on services until further notice from the Governor and/or health authorities.

At <https://www.cdph.ca.gov> you will find more information about COVID-19.

Other language translations are listed here. And more translations are available on the Google translation feature at the bottom of this CAMTC webpage by clicking on "Select Language" to choose your preferred language.

ARMENIAN

16 մարտի - CAMTC- ի հրատապ հաղորդագրություն Coronavirus- ի մասին: Coronavirus- ի ներկայացրած առողջական ճգնաժամը աննախադեպ է: Գնաժամը հասարակական և անձնական է, և մեր արձագանքը պետք է հավասար լինի մարտահրավերներին: Հասարակությունը և թերապևտները պաշտպանելու համար CAMTC- ն խստորեն խորհուրդ է տալիս, որ սերտիֆիկատի տերերը և դպրոցները անհապաղ դադարեցնեն մատուցվող ծառայությունները մինչև մարզպետի և (կամ) առողջապահության մարմինների հետագա ծանուցումները: <https://www.cdph.ca.gov>- ում դուք ավելի շատ տեղեկություններ կգտնեք COVID-19- ի մասին:

Այստեղ թվարկված են այլ լեզուների թարգմանություններ: Եվ ավելի շատ թարգմանություններ մատչելի են Google- ի թարգմանության գործառնությամբ այս CAMTC վեբ կայքի ներքևի մասում `ծեր նախընտրած լեզուն ընտրելու համար սեղմելով« Ընտրել լեզու »:

CHINESE

3月16日-CAMTC关于冠状病毒的紧急信息。冠状病毒带来的健康危机是前所未有的。这场危机是公共和个人的，我们的应对措施必须与挑战相提并论。为了保护公众和治疗师，CAMTC强烈建议证书持有者和学校立即停止提供动手服务，直到总督和/或卫生当局另行通知。在<https://www.cdph.ca.gov>上，您将找到有关COVID-19的更多信息。

其他语言翻译在这里列出。通过单击“选择语言”以选择您的首选语言，可在此 CAMTC 网页底部的 Google 翻译功能上获得更多翻译。

ITALIAN

16 marzo - Messaggio urgente del CAMTC sul Coronavirus. La crisi sanitaria presentata dal Coronavirus non ha precedenti. La crisi è pubblica e personale e la nostra risposta deve essere uguale alle sfide. Al fine di proteggere il pubblico e i terapisti, CAMTC raccomanda vivamente che i titolari di certificati e le scuole smettano immediatamente di fornire servizi pratici fino a nuovo avviso da parte del Governatore e / o delle autorità sanitarie.

A <https://www.cdph.ca.gov> troverai ulteriori informazioni su COVID-19.

Le traduzioni in altre lingue sono elencate qui. E altre traduzioni sono disponibili sulla funzione di traduzione di Google nella parte inferiore di questa pagina CAMTC facendo clic su "Seleziona lingua" per scegliere la lingua preferita.

JAPANESE

3月16日— CAMTCからのコロナウイルスに関する緊急メッセージ。コロナウイルスが引き起こす健康危機は前例のないものです。危機は公的かつ個人的なものであり、私たちの対応は課題と同等である必要があります。CAMTCは、一般市民とセラピストを保護するために、証明書所有者と学校が、知事および/または保健当局からの通知があるまで、ハンズオンサービスの提供を直ちに停止することを強く推奨しています。 <https://www.cdph.ca.gov>で、COVID-19の詳細を確認できます。

他の言語の翻訳はここにリストされています。また、「言語の選択」をクリックして希望の言語を選択すると、このCAMTC Webページの下部にあるGoogle翻訳機能でより多くの翻訳を利用できます。

KOREAN

3 월 16 일 - CAMTC에서 코로나 바이러스에 대한 긴급 메시지. 코로나 바이러스가 제시 한 건강 위기는 전례가 없습니다. 위기는 공개적이고 개인적이며 우리의 대응은 도전과 같아야합니다. CAMTC는 일반인과 치료사를 보호하기 위해 주지사 및 / 또는 보건 당국의 추후 통지가있을 때까지 자격증 소지자와 학교가 즉시 실습 서비스 제공을 중단 할 것을 강력히 권장합니다. <https://www.cdph.ca.gov>에서 COVID-19에 대한 자세한

정보를 찾을 수 있습니다.

다른 언어 번역이 여기에 나열됩니다. 또한 CAMTC 웹 페이지 하단의 Google 번역 기능에서 "언어 선택"을 클릭하여 선호하는 언어를 선택하면 더 많은 번역을 볼 수 있습니다.

PERSIAN

بحران سلامتی ارائه شده توسط Coronavirus درباره CAMTC مارس - پیام فوری 16
بی سابقه است. بحران عمومی و شخصی است و پاسخ ما باید برابر با چالش ها باشد Coronavirus
به شدت توصیه می کند که دارندگان گواهینامه و CAMTC ، به منظور محافظت از مردم و درمانگران
مدارس فوراً از ارائه خدمات مفید خودداری کنند تا اطلاع ثانوی از طرف فرماندار و یا مقامات بهداشتی
کسب COVID-19 اطلاعات بیشتری در مورد <https://www.cdph.ca.gov> انجام شود. در
خواهید کرد.

Google ترجمه های دیگر زبان در اینجا ذکر شده است. و ترجمه های بیشتری در مورد ویژگی ترجمه
، با کلیک روی "انتخاب زبان" برای انتخاب زبان مورد نظر شما CAMTC در پایین این صفحه وب
موجود هستند.

RUSSIAN

16 марта - Срочное сообщение от CAMTC о коронавирусе. Кризис
здоровья, представленный Коронавирусом, беспрецедентен.
Кризис является публичным и личным, и наши ответные меры
должны соответствовать вызовам. Чтобы защитить общественность
и терапевтов, CAMTC настоятельно рекомендует владельцам
сертификатов и школам немедленно прекратить предоставление
практических услуг до дальнейшего уведомления от губернатора и
/ или органов здравоохранения. На <https://www.cdph.ca.gov> вы
найдете больше информации о COVID-19.

Другие языковые переводы перечислены здесь. И еще переводы
доступны в функции перевода Google в нижней части этой веб-
страницы CAMTC, нажав «Выбрать язык», чтобы выбрать нужный
язык.

SPANISH

March 16 — Urgent message from CAMTC about Coronavirus. The
health crisis presented by the Coronavirus is unprecedented. The crisis
is public and personal and our response needs to be equal to the
challenges. In order to protect the public and the therapists, CAMTC is
strongly recommending that certificate holders and schools

immediately stop providing hands-on services until further notice from the Governor and/or health authorities.

At <https://www.cdph.ca.gov> you will find more information about COVID-19.

Other language translations are listed here. And more translations are available on the Google translation feature at the bottom of this CAMTC webpage by clicking on “Select Language” to choose your preferred language.

THAI

16 มีนาคม - ข้อความด่วนจาก CAMTC เกี่ยวกับ Coronavirus
วิกฤตสุขภาพที่น่าเสนอโดย Coronavirus เป็นประวัติการณ์
วิกฤตการณ์เป็นเรื่องสาธารณะและส่วนบุคคลและการตอบสนองของเราจำเป็นต้องเท่ากับ
ความท้าทาย เพื่อปกป้องประชาชนและนักบำบัด CAMTC
ขอแนะนำอย่างยิ่งให้ผู้ถือใบรับรองและโรงเรียนหยุดให้บริการทันทีจนกว่าจะมีประกาศจาก
ผู้ว่าราชการและ / หรือเจ้าหน้าที่สาธารณสุข
ที่ <https://www.cdph.ca.gov> คุณจะพบข้อมูลเพิ่มเติมเกี่ยวกับ COVID-19

การแปลภาษาอื่น ๆ มีระบุไว้ที่นี่ และการแปลเพิ่มเติมมีอยู่ในคุณลักษณะการแปลของ
Google ที่ด้านล่างของหน้าเว็บ CAMTC นี้โดยคลิกที่“เลือกภาษา”
เพื่อเลือกภาษาที่คุณต้องการ

VIETNAMESE

16 tháng 3 - Tin nhắn khẩn cấp từ CAMTC về coronavirus. Cuộc khủng hoảng sức khỏe do coronavirus gây ra là chưa từng có. Cuộc khủng hoảng là công khai và cá nhân và phản ứng của chúng tôi cần phải bằng với những thách thức. Để bảo vệ công chúng và các nhà trị liệu, CAMTC đặc biệt khuyến nghị các chủ sở hữu chứng chỉ và trường học ngay lập tức ngừng cung cấp dịch vụ thực hành cho đến khi có thông báo mới từ Thống đốc và / hoặc cơ quan y tế.

Tại <https://www.cdph.ca.gov>, bạn sẽ tìm thấy thêm thông tin về COVID-19.

Bản dịch ngôn ngữ khác được liệt kê ở đây. Và nhiều bản dịch khác có sẵn trên tính năng dịch của Google ở cuối trang web CAMTC này bằng cách nhấp vào trên Chọn Chọn Ngôn ngữ để chọn ngôn ngữ ưa thích của bạn.

03/18/2020 **Important MEMO From CAMTC**

CAMTC COVID-19 Bulletin #5

California continues to struggle with this stunning crisis. The impact will be universal, but no one will feel it more than our small businesses, which includes the remarkable people of the massage profession. We want to provide a quick overview of the status quo:

SHELTER IN PLACE

The Shelter in Place directive which began in seven Northern California counties is likely to be statewide very soon and is developing as a national policy – other California counties have followed today, and New York City is moving in that direction also.

Each county has their own version with minor variations to meet the uniqueness of their demographics. The Sacramento County version provides an insight into both the reasons and the expectations that will be included in all of them.

At this juncture the enforcement of the policy will vary - no one yet wanting to be too heavy-handed - but the Governor has said he has the power to enforce and will proceed as the crisis warrants. The mayor of Sacramento has said you can call it a directive or use any word you want, but it will ultimately be enforced.

Local law enforcement will be at ground zero in our communities and will be engaged as we move forward.

The World Health Organization (WHO) called the Coronavirus the defining global health issue of our time.

Terrible as it is, hopefully we will learn from the catastrophe and be as better as we will be different. Below is an example of a kind of Shelter in Place Order being issued by a growing number of counties in California.

SACRAMENTO: SHELTER IN PLACE ORDER

As we have had more extensive experience with COVID-19 it is clear that a significant majority of those infected have no, or only mild, symptoms.

With additional testing, the number of cases of COVID-19 is growing.

The vast majority of these cases are now the result of community spread.

Public health team efforts are focused on identifying persons with COVID-19, separating them from others, and tracking down persons who were exposed to the infected person. This containment strategy helped to slow the introduction of the virus, but has to be redirected to address the larger number of cases in the region.

Public health staff has shifted their efforts to community mitigation measures to slow the spread of COVID-19 and protect those who are most vulnerable to severe illness.

Although community mitigation measures can be disruptive, these recommendations are to protect the public's health.

In summary, Sacramento County public health officials direct, effective immediately until further notice, the following:

Workplaces: *Workplaces and businesses should implement telecommuting and teleconferencing for their employees, where appropriate and feasible. Only those employees performing essential duties that cannot be performed by telecommuting should physically come to work.*

Vulnerable Populations: *This guidance exempts individuals who work in essential services, such as hospital and health care workers, pharmacists, peace officers, firefighters, staff at skilled nursing facilities and residential care facilities for the elderly, and other essential workers*

Those aged 65 and older and/or those with chronic health conditions such as cardiovascular disease, cancer, heart disease, or lung diseases such as COPD, as well as those with severely weakened immune systems are at highest risk of complications.

People at higher risk should stay home and away from gatherings of un-related individuals

Those in the vulnerable populations can go outside to walk the dog, go on walks or go to the park, provided they are at least six feet from others.

Less Vulnerable Populations: *All those at lower risk should stay home to the maximum extent possible, except when going to essential sites. Essential sites include, but are not limited to:*

Health Care Facilities

Grocery stores

Pharmacies

Hardware stores/plumbers/electricians for emergency services

Businesses that provide food, shelter and social services, and other necessities of life for economically disadvantaged or otherwise needy individuals

Newspapers, television, radio and other media services

Gas Stations and auto supply, auto repair and related facilities

Banks and related financial institutions

Plumbers, electricians, exterminators and others who provide services that are necessary to maintaining the safety, sanitation and essential operation of residences

Airlines, taxis and other private transportation providers

Gathering Places:

No gatherings in any formal setting

All bars, wineries and brew-pubs should be closed

All in-dining at restaurants should cease; take out and home delivery (with social distancing) may continue

All gyms should be closed

All bingo halls and card rooms should be closed

Schools: *All Sacramento schools are closed*

Sick Persons: *Everyone should stay home if they are sick until they have had no fever, cough or other respiratory symptoms for at least 72 hours after symptoms resolve, or 7 days from when symptoms began, whichever is longer.*

Anyone who lives with someone who tests positive for COVID-19 should stay home for 14 days.

Those with cold-like symptoms, who can manage their symptoms at home with over-the-counter-drugs, should do so, regardless of whether they have a cold, the flu, or COVID-19.

If, however, difficulty breathing and lethargy develops, or symptoms were better and then got worse, they should call their healthcare provider or urgent care center ahead so they can prepare to take care of them.

People should only call 911 or go to an emergency department if they believe that they are extremely sick or their life is in imminent danger. Other emergencies are still occurring, and emergency resources must be available to address all of them, not just COVID-19.

Masks: *Follow CDC's recommendations for using a facemask. The CDC does not recommend that people who are well wear a facemask to protect themselves from respiratory diseases, including COVID-19.*

Facemasks should be used by people who show symptoms of COVID-19 to help prevent the spread of the disease to others. The use of facemasks is also crucial for health workers and people who are taking care of someone in close settings (at home or in a healthcare facility).

The following is the best information available today on how the Legislature will move forward in response to the crisis. The Capitol building itself is closed to everyone except those with legislative credentials. Legislators and staff have made an effort to be available by phone and social media to discuss pending issues.

RELIEF

There are proposals to provide most American adults a one thousand dollar check to help with emergency supplies. Obviously, while the gesture is appreciated, it is hardly a resolution to our massage therapists. The Governor has been joined by other state and local leaders promising a relief fund to ease the burdens for small businesses being forced to close and the employees impacted. Policymakers are likely to be imaginative and open to suggestions on how to provide assistance. We will keep you informed.

THE NATIONAL GUARD

The Governor has said he will use all of the resources he has available to ensure order if/when the crisis escalates. He has deployed the National Guard for humanitarian purposes such as the orderly disposition of food and supplies. He has been very careful when discussing law enforcement, but has not shied away from saying he has considerable power to wield if necessary and will assess the need regularly.

A FLUID PROCESS

The following is the best information available today on how the Legislature will move forward.

The State Capitol Building and the Legislative Office Building are closed to the public. Only credentialed staff will be allowed in the building.

Legislators and their staff are making an effort to be available by phone or email to discuss pending issues. Sunset hearings are postponed, and policymakers are reluctant to predict when the doors will be open for regular business again.

The Legislature has adopted ACR 189, voting to take a joint recess from March 20-April 13.

The Senate has adopted SR 86 (Atkins), which amends the Rules for the 2019-20 Regular Session to allow for remote participation in the business of the Senate.

Telework and “virtual hearings”, perhaps even Floor voting, are possibilities. Because of the devastating impact to the Stock Market, we may have to delay implementing a budget in 2020.

The narrative changes daily. This is an historic situation of profound social and deeply personal implications. None of us has seen this before. Stay safe and we will be communicating regularly.

ENGLISH

Translations of the above memo in other languages are available by using the Google translation feature at the bottom of this CAMTC webpage. Click on “Select Language” to choose your preferred language.

ARMENIAN

Վերոհիշյալ հուշագրի այլ լեզուներով թարգմանությունները մատչելի են այս CAMTC վեբ էջի ներքևում օգտագործված Google թարգմանության հնարավորությունից: Կտտացրեք «Ընտրել լեզու»՝ ձեր նախընտրած լեզուն ընտրելու համար:

CHINESE

使用此CAMTC网页底部的Google翻译功能，可以将上述备忘录翻译成其他语言。单击“选择语言”以选择您的首选语言。

ITALIAN

Le traduzioni del memo sopra riportato in altre lingue sono disponibili utilizzando la funzione di traduzione di Google nella parte inferiore di questa pagina Web CAMTC. Fai clic su "Seleziona lingua" per scegliere la lingua preferita.

JAPANESE

上記のメモを他の言語に翻訳するには、このCAMTC Webページの下部にあるGoogle翻訳機能を使用してください。「言語の選択」をクリックして、希望の言語を選択します。

KOREAN

CAMTC 웹 페이지 하단에 있는 Google 번역 기능을 사용하여 위의 메모를 다른 언어로 번역 할 수 있습니다. “언어 선택”을 클릭하여 원하는 언어를 선택하십시오.

PERSIAN

CAMTC در پایین این صفحه وب Google ترجمه یادداشت فوق به زبانهای دیگر با استفاده از ویژگی ترجمه کلیک کنید "Select Language" در دسترس است. برای انتخاب زبان مورد نظر خود بر روی

RUSSIAN

Переводы вышеуказанной заметки на другие языки доступны с помощью функции перевода Google в нижней части этой веб-страницы CAMTC. Нажмите «Выбрать язык», чтобы выбрать предпочитаемый язык.

SPANISH

Las traducciones de la nota anterior en otros idiomas están disponibles mediante el uso de la función de traducción de Google en la parte inferior de esta página web de CAMTC. Haga clic en "Seleccionar idioma" para elegir su idioma preferido.

THAI

การแปลบันทึกด้านบนในภาษาอื่นมีให้โดยใช้คุณลักษณะการแปลของ Google ที่ด้านล่างของหน้าเว็บ CAMTC นี้ คลิกที่ "เลือกภาษา" เพื่อเลือกภาษาที่ต้องการ

VIETNAMESE

Bản dịch của bản ghi nhớ ở các ngôn ngữ khác có sẵn bằng cách sử dụng tính năng dịch của Google ở cuối trang web CAMTC này. Nhấp vào trên Chọn Chọn Ngôn ngữ để chọn ngôn ngữ ưa thích của bạn.

03/19/2020 Operational Message From CAMTC

CAMTC COVID-19 Bulletin #6

Due to the COVID-19 health crisis and in compliance with health experts and authorities, CAMTC is conducting modified operations and is not currently sending or receiving physical mail or packages. **As of 3/19/2020 all physical mail sent to CAMTC is being held by the United States Postal Service. If you have mailed any documents to CAMTC within the last ten days, we recommend that you resubmit those documents by email as described below.** Until further notice, any documents that you would like CAMTC to receive and review must be submitted electronically. Please submit them by email to the following address: info@camtc.org.

All payments must be made by credit or debit card – we will not be accepting checks, cashier's checks or money orders until further notice.

If you request additional certificates and ID cards, CAMTC will advise you to contact us after normal operations have resumed. We are not processing these requests at this time.

If you would like to submit a paper application that you filled out, please send a scan or picture of all pages in sequential order to info@camtc.org. Other documents may be sent to the same email address unless CAMTC has directed you otherwise. If a Certification Support Specialist has contacted you and requested supporting documents or information, you may reply directly to their email.

Please check our website at www.camtc.org for updates.

ENGLISH

Translations of the above operational message in other languages are available by using the Google translation feature at the bottom of this CAMTC webpage. Click on "Select Language" to choose your preferred language.

ARMENIAN

Վերոնշյալ գործառնական հաղորդագրության այլ լեզուներով թարգմանությունները մատչելի են այս CAMTC վեբ էջի ներքևում օգտագործված Google Translate գործառնության միջոցով: Կտտացրեք «Ընտրել լեզու»՝ ձեր նախընտրած լեզուն ընտրելու համար:

CHINESE

通过使用此CAMTC网页底部的Google翻译功能，可以将上述操作消息翻译成其他语言。单击“选择语言”以选择您的首选语言。

ITALIAN

Le traduzioni del suddetto messaggio operativo in altre lingue sono disponibili utilizzando la funzione di traduzione di Google nella parte inferiore di questa pagina Web CAMTC. Fai clic su "Seleziona lingua" per scegliere la lingua preferita.

JAPANESE

上記の操作メッセージを他の言語に翻訳するには、このCAMTC Webページの下部にあるGoogle翻訳機能を使用してください。「言語の選択」をクリックして、希望の言語を選択します。

KOREAN

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PERSIAN

در پایین این صفحه Google ترجمه پیام عملیاتی فوق به زبانهای دیگر با استفاده از ویژگی ترجمه "Select Language" در دسترس است. برای انتخاب زبان مورد نظر خود بر روی CAMTC وب کلیک کنید.

RUSSIAN

Переводы вышеуказанного оперативного сообщения на другие языки доступны с помощью функции перевода Google в нижней части этой веб-страницы CAMTC. Нажмите «Выбрать язык», чтобы выбрать предпочитаемый язык.

SPANISH

Las traducciones del mensaje operativo anterior en otros idiomas están disponibles utilizando la función de traducción de Google en la parte inferior de esta página web de CAMTC. Haga clic en "Seleccionar idioma" para elegir su idioma preferido.

THAI

การแปลข้อความปฏิบัติการด้านบนในภาษาอื่นมีให้โดยใช้คุณลักษณะการแปลของ Google ที่ด้านล่างของหน้าเว็บ CAMTC นี้ คลิกที่ "เลือกภาษา" เพื่อเลือกภาษาที่คุณต้องการ

VIETNAMESE

Bản dịch của thông báo hoạt động ở trên bằng các ngôn ngữ khác có sẵn bằng cách sử dụng tính năng dịch của Google ở cuối trang web CAMTC này. Nhấp vào trên Chọn Chọn Ngôn ngữ để chọn ngôn ngữ ưa thích của bạn.

03/20/2020 Governor Gavin Newsom Issues Stay at Home Order

CAMTC COVID-19 Bulletin #7

Dear CAMTC Certificate Holders and Approved Schools,
The Governor issued a Stay at Home Order requiring Californians to stay at home unless they are engaged in essential functions. CAMTC urges you to comply with the Governor's Order, which you may find below.
Stay safe, stay healthy.
Thank you

FOR IMMEDIATE RELEASE:
Thursday, March 19, 2020

Contact: Governor's Press Office
(916) 445-4571

Governor Gavin Newsom Issues Stay at Home Order

SACRAMENTO – Today, Governor Gavin Newsom issued a stay at home order to protect the health and well-being of all Californians and to establish consistency across the state in order to slow the spread of COVID-19.

[Click here to read the Governor's executive order.](#)

[Click here to learn more about the order.](#)

[Click here to see the Governor's address to Californians this evening.](#)

CHINESE

尊敬的CAMTC证书持有者和批准的学校，
州长发布了“留在家中命令”，要求加利福尼亚人除非在家中从事基本职能，否则必须留在家中。CAMTC敦促您遵守总督令，您可以在下面找到。
保持安全，保持健康。
谢谢

THAI

เรียนผู้ถือใบรับรอง CAMTC และ โรงเรียนที่ได้รับอนุญาต

ผู้ว่าราชการออกคำสั่งพักอาศัยที่บ้านกำหนดให้ชาวแคลิฟอร์เนียอยู่บ้านเว้นแต่พวกเขามีส่วนร่วมในงานที่จำเป็น CAMTC

ขอแนะนำให้คุณปฏิบัติตามคำสั่งของผู้ว่าการรัฐซึ่งคุณอาจพบด้านล่าง

อยู่อย่างปลอดภัยมีความสุข

ขอขอบคุณ

03/21/2020 Late Fees – CAMTC is Looking Out for You

CAMTC COVID-19 Bulletin #8

Dear CAMTC Certificate Holders, expired Certificate Holders and Approved Schools,

While the country is waiting on federal legislations that will provide relief to individuals and businesses, CAMTC would like to help.

We at CAMTC understand the financial hardship that you and your family must be going through due to the current health crisis.

There is no historical precedent for the mandatory, statewide, shelter-in-place order issued by Governor Gavin Newsom when he warned that 56% of Californians are at risk from being infected with coronavirus in the next two months. The Governor's executive order means that the most populous state in the nation will effectively shut down non-essential services. Californians can continue to go outside to obtain food or medicine, exercise, receive vital health care, and assist vulnerable relatives and friends.

While the country is waiting on federal legislations that will provide relief to individuals and businesses, CAMTC would like to help by temporarily suspending all late fees assessed.

Starting Monday, March 23, 2020, the suspension of late fees will be in effect. We will initiate the refunds for the next three months through June 23, 2020.

Your late fee refund will be credited back to the same credit or debit card that was used to pay the application processing fee.

No action will be needed on your part. Although our system automatically charges a late fee when a CAMTC Certificate has expired, our Certification Support Specialists will monitor payment activity and will proactively initiate the late fee refund for you within two business days.

Please know that our team members at CAMTC are here to help however we can within our means.

We hope everyone is having a calm weekend.

Take care and stay healthy.

CAMTC

Please note: Translations of the above Late Fees message in other languages are available by using the Google translation feature at the bottom of this CAMTC webpage. Click on "Select Language" to choose your preferred language.

CHINESE: 滞纳金 – CAMTC正在寻找您

尊敬的CAMTC证书持有者，过期的证书持有者和批准的学校，

在该国正在等待将为个人和企业提供救济的联邦法律的同时，CAMTC希望提供帮助。

CAMTC我们了解由于当前的健康危机，您和您的家人必须经历的财务困难。

州长加文·纽瑟姆 (Gavin Newsom) 发出警告说, 在接下来的两个月中, 有56%的加利福尼亚人有被冠状病毒感染的危险, 这在历史上尚无历史可循的先例。总督的行政命令意味着该国人口最多的州将有效关闭非必要服务。加利福尼亚人可以继续出门获得食物或药品, 锻炼身体, 获得至关重要的医疗保健并帮助弱勢的亲戚和朋友。

在该国正在等待将为个人和企业提供救济的联邦法律的同时, CAMTC希望通过暂时中止所有评估的滞纳金来提供帮助。

从2020年3月23日星期一开始, 暂停收取滞纳金。我们将在2020年6月23日之前的三个月内开始退款。

您的滞纳金退款将退回到用于支付申请处理费的同一张信用卡或借记卡上。

您无需采取任何措施。尽管CAMTC证书过期后, 我们的系统会自动收取滞纳金, 但我们的认证支持专家将监控付款活动, 并在两个工作日内主动为您退还滞纳金。

请知道, CAMTC的团队成员会在这里为您提供帮助, 但是我们会尽力而为。

我们希望每个人都有一个平静的周末。

保重并保持健康。

CAMTC

THAI: ค่าธรรมเนียมล่าช้า – CAMTC กำลังมองหาคุณอยู่

เรียนผู้ถือใบรับรอง CAMTC, ผู้ถือใบรับรองหัตถ์และโรงเรียนที่ได้รับอนุญาต

ในขณะที่ประเทศกำลังรอกการออกกฎหมายของรัฐบาลกลางที่จะช่วยบรรเทาความเดือดร้อนแก่บุคคลและธุรกิจCAMTC ต้องการความช่วยเหลือ

เราที่ CAMTC เข้าใจถึงความยากลำบากทางการเงินที่คุณและครอบครัวของคุณต้องประสบผ่านเนื่องจากวิกฤตสุขภาพในปัจจุบัน

ไม่มีแบบอย่างทางประวัติศาสตร์สำหรับคำสั่งบังคับบรรดาที่กำบังที่พิกฟิงซึ่งออกโดยผู้ว่าราชการกาวินนิวซัมเมื่อเขาเตือนว่า 56% ของชาวแคลิฟอร์เนียมีความเสี่ยงจากการติดเชื้อ coronavirus ในอีกสองเดือนข้างหน้า

คำสั่งผู้บริหารของผู้ว่าการหมายความว่ารัฐที่มีประชากรมากที่สุดในประเทศจะปิดบริการที่ไม่จำเป็นได้อย่างมีประสิทธิภาพชาวแคลิฟอร์เนียสามารถออกไปข้างนอกเพื่อรับอาหารหรือยาออกกำลังกายได้รับการดูแลสุขภาพที่สำคัญและช่วยเหลือญาติและเพื่อนที่อ่อนแอ

ในขณะที่ประเทศกำลังรอกการออกกฎหมายของรัฐบาลกลางที่จะช่วยบรรเทาความเดือดร้อนแก่บุคคลและธุรกิจCAMTC ต้องการความช่วยเหลือโดยการระงับค่าธรรมเนียมการประเมินล่าช้าทั้งหมดชั่วคราว

เริ่มตั้งแต่วันที่ 23 มีนาคม 2563 การระงับค่าธรรมเนียมล่าช้าจะมีผล เราจะเริ่มการคืนเงินสำหรับสามเดือนถัดไปจนถึงวันที่ 23 มิถุนายน 2020

การคืนเงินค่าธรรมเนียมล่าช้าของคุณจะถูกโอนกลับไปยังบัตรเครดิตหรือบัตรเครดิตเดบิตที่ใช้ในการชำระค่าธรรมเนียมการดำเนินการใบสมัคร

คุณไม่จำเป็นต้องดำเนินการใด ๆ แม้ว่าระบบของเราจะเรียกเก็บค่าธรรมเนียมล่าช้าโดยอัตโนมัติเมื่อใบรับรองCAMTC

หัตถ์และผู้เชี่ยวชาญสนับสนุนการรับรองของเราจะตรวจสอบกิจกรรมการชำระเงินและจะเริ่มดำเนินการคืนเงินค่าธรรมเนียมล่าช้าสำหรับคุณภายในสองวันทำการ

โปรดทราบว่าสมาชิกในทีมของเราที่ CAMTC พร้อมให้ความช่วยเหลือ

เราหวังว่าทุกคนจะมีวันหยุดสุดสัปดาห์ที่สงบ

ดูแลและรักษาสุขภาพให้แข็งแรง

CAMTC

03/31/2020 CAMTC Protecting the Public

CAMTC COVID-19 Bulletin #9

Dear Certificate Holders,

The California Massage Therapy Council (CAMTC) is a public benefit, nonprofit organization. Its mission is to protect the public by certifying massage professionals in California who meet the requirements in the law and approving massage programs that meet the legal standards for training and curriculum.

Our mission is aligned with the Massage Therapy Act, section 4603, which states:

“Protection of the public shall be the highest priority for the council in exercising its certification and disciplinary authority, and any other functions. Whenever the protection of the public is inconsistent with other interests sought to be promoted, the protection of the public shall be paramount.”

In order to protect consumers and therapists from COVID-19, CAMTC issued an urgent message on March 16, 2020, strongly recommending that certificate holders and schools immediately stop providing hands-on services until further notice from the Governor and/or health authorities.

We understand the financial hardship this health crisis represents to our CAMTC Certificate Holders and their families. Wanting to help, CAMTC announced on March 21, 2020, the suspension of all late fees through June 23, 2020. CAMTC's vetting and disciplinary standards elevate the massage therapy profession. As a public protection body, we are not allowed to be involved in the economic interests of the industry. However, please note that the following has been made available since the onset of the crises.

The new coronavirus relief law includes unemployment benefits for the self-employed: <https://www.edd.ca.gov/unemployment/>.

EDD lists the massage job title as "MASSEUR/MASSEUSE." You may also qualify for an SBA loan: <https://www.sba.gov/>.

For more information go to: <https://www.npr.org/2020/03/26/821457551/whats-inside-the-senate-s-2-trillion-coronavirus-aid-package>

This is an extraordinary time and we look forward to working with all our stakeholders, as we navigate our way through this crisis.

All of us at CAMTC hope you and your loved ones are safe and healthy.

Team CAMTC

04/05/2020 **Don't Massage. Save Lives.**

CAMTC COVID-19 Bulletin #10

Dear CAMTC Certificate Holder:

No level of hyperbole accurately reflects the health, social, economic, and deeply personal implications associated with the world-wide Coronavirus crisis in which all of us are currently involved.

CAMTC has been clear that, while fully cognizant of the business implications in making such a difficult decision, the social distancing required by the Governor and compliance with his Stay at Home Order to stop the spreading of Coronavirus, makes it impossible for massage therapy to continue.

We are all aware of the facts: The disease is extraordinarily contagious, and health experts are now stating that transmission can happen 2-3 days before an individual begins to exhibit symptoms, if they ever become symptomatic at all. This is why wearing face masks in public has been recommended. The disease is proving to be deadly in some instances, with consequential, perhaps even with long lasting health issues, for others. The virus is virulent enough to upend our healthcare delivery system, devastate the economy, and alter our personal interactions. While we have not yet felt the full impact in California of this devastating disease, we can view what is happening elsewhere and we must continue to prepare for the worst.

In order to protect the public and therapists, CAMTC issued an urgent message on March 16, 2020, strongly recommending that CAMTC Certificate Holders and CAMTC Approved Schools immediately stop providing hands-on services until further notice from the Governor and/or health authorities. On March 20, 2020, CAMTC issued another message, urging all to comply with the Governor's Stay at Home Order. Most massage therapy sessions have been put on hold by mutual agreement between therapist and client. The inherent danger of the virus has resulted in an adherence to new precautions, and I'm proud of all of you who are being part of the solution by refraining from providing hands-on treatments.

Unfortunately, some within the massage community have suggested that continuing massage therapy is discretionary and have pointed to medical situations in particular. Such talk is irresponsible and dangerous and fails to comply with the Governor's Stay at Home Order.

Let me make this personal for a moment. I have dedicated the past 40 years of my life to advancing massage therapy as a health benefit. I came to the United States and practiced in hospitals providing remedial massage to patients who were suffering in many instances from end-of-life illnesses. I understand and value how therapeutic massage brings quality of care to those in need.

However, until the risk of the crisis passes, we are in an historic situation and the risk of contagion - not only for the client and therapist, but for those with whom we subsequently come in contact - makes it necessary for massage to cease until safety can be guaranteed. This is exactly why the Governor put into place his historic Stay at Home Order, and CAMTC has urged CAMTC Certificate Holders to comply with it.

Thousands are dying and millions are infected worldwide with COVID-19. It is not an exaggeration to say that this is a life or death situation. Therefore, if CAMTC receives notice that CAMTC Certificate Holders are continuing to provide massage services while the Stay at Home Order is in place, we will report these businesses and individuals to the local law enforcement authorities with whom we collaborate statewide, and we will take steps to potentially revoke their CAMTC Certification.

The crisis will end. Until then, our absolute commitment must be to the health and safety of **everyone** in our community.

Respectfully yours,

Ahmos Netanel
Chief Executive Officer
California Massage Therapy Council

04/15/2020 Governor Newsom Announces New Initiatives to Support California Workers Impacted by COVID-19

CAMTC COVID-19 Bulletin #11

Dear CAMTC Certificate Holder:

Please see the Press Release below. Clearly, the Impact to all workers remains a priority of the Governor.

Team CAMTC



FOR IMMEDIATE RELEASE:

Wednesday, April 15, 2020

Contact: Governor's Press Office

(916) 445-4571

**Governor Newsom Announces New Initiatives to
Support California Workers Impacted by COVID-19**

Governor announces new initiative to expand call center hours at the Employment Development Department to better assist Californians with unemployment insurance applications

EDD will also implement a one-stop shop for those applying for Pandemic Unemployment Assistance, including the self-employed and independent contractors

Governor announces \$75 million in statewide Disaster Relief Assistance funding to provide financial support for immigrant workers affected by COVID-19

Philanthropic partners commit to raising an additional \$50 million to support undocumented Californians

SACRAMENTO – Governor Gavin Newsom today announced new initiatives to support the millions of California workers who have lost jobs or wages as a result of the COVID-19 pandemic.

[At the Governor's direction](#), the Employment Development Department (EDD) will launch a new call center on Monday that will operate 7 days a week from 8:00 a.m. to 8:00 p.m. The Unemployment Insurance Branch will be upstaffed with 1,340 employees, including 740 EDD

employees and 600 employees from across state government. The Governor also directs EDD to expedite access to the Work Share program to avert layoffs.

The EDD will also stand up a one-stop shop for individuals applying for unemployment insurance and the new federal Pandemic Unemployment Assistance (PUA) program starting April 28. The PUA will provide federally funded benefits distinct from UI program for certain individuals out of work or partially unemployed due to COVID-19. This includes the self-employed, individuals who may be employees but who lack sufficient work history and independent contractors. Federal guidelines include gig workers and California's gig workers will continue to be protected by our strong laws against misclassification in the administration of PUA. PUA benefits will be issued within 24-48 hours – not the traditional 21 days for regular UI claims.

“Many Californians are one paycheck away from losing their homes or from being able to put food on their tables, and COVID-19 has only made these challenges worse,” said Governor Newsom. “California is focused on getting relief dollars and unemployment assistance in the hands of those who need it as quickly as possible.”

The Governor also announced an unprecedented \$125 million in disaster relief assistance for working Californians. This first in the nation, statewide public-private partnership will provide financial support to undocumented immigrants impacted by COVID-19. California will provide \$75 million in disaster relief assistance and philanthropic partners have committed to raising an additional \$50 million.

“California is the most diverse state in the nation. Our diversity makes us stronger and more resilient. Every Californian, including our undocumented neighbors and friends, should know that California is here to support them during this crisis. We are all in this together,” said Governor Newsom.

California's \$75 million Disaster Relief Fund will support undocumented Californians impacted by COVID-19 who are ineligible for unemployment insurance benefits and disaster relief, including the CARES Act, due to their immigration status. Approximately 150,000 undocumented adult Californians will receive a one-time cash benefit of \$500 per adult with a cap of \$1,000 per household to deal with the specific needs arising from the COVID-19 pandemic. Individuals can apply for support beginning next month.

The state's Disaster Relief Fund will be dispersed through a community-based model of regional nonprofits with expertise and experience serving undocumented communities.

In addition to the \$75 million in state funding, Grantmakers Concerned with Immigrants and Refugees (GCIR), a network of foundations focused on immigration issues, has committed to raising \$50 million to support direct financial assistance to families of undocumented immigrants through the California Immigrant Resilience Fund, with initial lead investments of \$5.5 million from Emerson Collective, Blue Shield of California Foundation, The California Endowment, The James Irvine Foundation, Chan Zuckerberg Initiative and an anonymous donor, among others. Those interested in supporting this fund can donate at www.immigrantfundCA.org.

"During this moment of national crisis, undocumented immigrants are risking their own health on behalf of the rest of us, saving lives as health care workers; caring for our loved ones; and growing much of the food we depend on," said Laurene Powell Jobs, Founder and President of Emerson Collective. "With the federal government and so many states failing to provide undocumented immigrants the economic and health supports all Americans deserve, I hope that

corporations, foundations and individuals across the country will join us in providing the emergency relief these members of our community need to weather this challenging time.”

California has developed an [immigrant resource guide](#) to provide information about COVID-19 related assistance, including public benefits, that are available to immigrant Californians.

Last week, Governor Newsom announced that California is seeking to take appropriate steps to ensure care and treatment for COVID-19 for its residents, regardless of immigration status. Given the current public health emergency, COVID-19 testing, evaluation and treatment services are being deemed as emergency services under Medi-Cal, regardless of the location where it is received. Deeming COVID-19 testing and related treatment services as an emergency will entitle all Medi-Cal beneficiaries, regardless of their scope of coverage under Medi-Cal or their documentation status, to receive all medically necessary inpatient or outpatient services related to a COVID-19 diagnosis.

A copy of the Governor’s executive order can be found [here](#) and text can be found [here](#).

Learn more about the state’s ongoing COVID-19 response efforts [here](#). Visit covid19.ca.gov or covid19.ca.gov/es for critical steps Californians can take to stay healthy, and resources available to those impacted by the outbreak.

###

Governor Gavin Newsom
State Capitol Building
Sacramento, CA 95814

CAMTC COVID-19 Bulletin #12

Dear CAMTC Certificate Holders,

We find ourselves in the middle of challenging times. COVID-19 is having a profound impact on our lives and our profession. We are all having to navigate and adapt through these uncharted waters.

Kindness, patience, and support will get us through this. We at CAMTC are here for you.

Information is changing day by day, sometimes even hour by hour. We are committed to helping you sort all of this out and to find solutions to your particular CAMTC Certification needs during these difficult times.

Hopefully you'll find the answers to the frequently asked questions below to be helpful.

In the meantime, we hope all of you and your loved ones stay safe and healthy.

Warmest regards,

Team CAMTC

My county is partially re-opening in some sectors and stating that massage is okay to resume. Can CAMTC Certified Massage Professionals return to work?

While CAMTC understands that your local jurisdiction has stated that massage may occur, the Governor's Stay at Home Order remains in place. This means that everyone in the State of California must comply with the Governor's Order if it is more restrictive than a local order, and regardless of whether there is or is not a local stay at home order in place. CAMTC Certificate Holders must comply with all State and local laws, rules, and regulations, and failure to do so may be considered unprofessional conduct that may be actionable by CAMTC.

While the Governor has allowed surgeries and preventive health care services to resume in California, the statewide Stay at Home Order currently remains in place and massage has not yet been generally authorized to occur. The expectation is that as the Stay at Home Order is lifted, the Governor will do so as a staggered roll-out. We believe that the Governor will identify which businesses will again be allowed to operate as the Order is lifted. We have no information as to when massage will be able to resume at this time. That is a decision the Governor will make.

When we are allowed to return to work, what precautions should be taken to protect our clients and ourselves?

CAMTC believes that it has a role in educating the public in a way we have never done before, not only on the efficacy of massage, but the safety of the practice. There will most likely be protocols created and enforced by county health officials and, likely, statewide legislative mandates will be proposed, and an entire range of concerns will be discussed. We expect that CAMTC will play an important role in these discussions. It is currently too soon to make any predictions about what these protocols and practices will ultimately look like. CAMTC does anticipate that the protocols included in the "What You Need to Know About Coronavirus" document that CAMTC emailed and posted on our website

March 5, 2020, will be reviewed and an update will be provided to our certificate holders when appropriate.

I work for a physician or chiropractor providing massages. Can I provide massage now while working for them?

The Director of the California Department of Health Care Services has recently stated that CAMTC Certificate Holders who work for physicians or chiropractors that are resuming deferred or preventative health care services, based on the State's new guidelines, may resume practice as long as the local jurisdiction also allows it to occur. Please see the relevant guidelines here:

<https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/COVID-19/ResumingCalifornia%E2%80%99sDeferredandPreventiveHealthCare.aspx>

While the State is allowing deferred and preventive health care to occur, it has also acknowledged that cities and counties may be experiencing larger numbers of local outbreaks of coronavirus. Therefore, cities and counties have the authority to impose stricter restrictions than the State. Please make sure that you are meeting State AND local requirements if you resume practice working for a physician or chiropractor.

I've seen plans to lift the Stay at Home Order in phases. Which phase will include CAMTC Certified Massage Professionals?

CAMTC's CEO has contacted the Governor's Office (click here to see attached letter) and State Administration to discuss the applicability of the Stay at Home Order to CAMTC Certified Massage Professionals. While the Governor has allowed surgeries and preventive health care services to resume in California, the Stay at Home Order remains in place and massage has not yet been generally authorized to take place. The CEO is seeking clarification regarding the applicability of the Order to Certificate Holders. The "phase" in which massage will be classified as the Stay in Place Order is lifted has not yet been shared with CAMTC.

Will CAMTC extend my CAMTC Certification period to compensate for lost time during the Stay at Home Order?

The two-year certification period for massage therapists is mandated by Law and cannot be changed by CAMTC. Only the California State Legislature can amend the Law. Please note however that CAMTC has recently instituted a new policy related to the temporary refund of late fees. This new policy acts as a de facto extension of the time period to apply for recertification, since it waives the fees for late recertifications. Under this new policy the suspension of late fees will be in effect. We will initiate late fee refunds through June 23, 2020. Your late fee refund will be credited back to the same credit or debit card that was used to pay the application processing fee. No action will be needed on your part.

Although our system automatically charges a late fee when a CAMTC Certificate has expired, our Certification Support Specialists will monitor payment activity and will proactively initiate the late fee refund for you within two business days. Additionally, please know that you can apply for recertification within 18 months from the date of expiration, though late fees will be assessed after June 23, 2020.

I'm filing for unemployment with the EDD. How can I indicate what type of work I do?

Please contact the California Employment Development Department for assistance filing for unemployment. Our understanding is that EDD lists the massage job title in their

forms as “MASSEUR/MASSEUSE”. Please note that we have recently contacted the EDD and requested that the job title be changed to “Massage Therapy.”

Can CAMTC help me financially?

CAMTC's mission is to protect the public by certifying massage professionals in California who meet the requirements in the Law and approving massage programs that meet the legal standards for training and curriculum. Our mission is aligned with section 4603 of the Massage Therapy Act, which states:

“Protection of the public shall be the highest priority for the council in exercising its certification and disciplinary authority, and any other functions. Whenever the protection of the public is inconsistent with other interests sought to be promoted, the protection of the public shall be paramount.”

While we believe that CAMTC's vetting and disciplinary standards elevate the massage therapy profession, as a consumer protection body, we cannot represent the economic interests of the industry. Doing so is outside of the scope of CAMTC's legislative mandate.

That being said, here are some links that we hope are helpful to you:

Small Business Owner's Guide to the CARES Act

https://www.sbc.senate.gov/public/_cache/files/2/9/29fc1ae7-879a-4de0-97d5-ab0a0cb558c8/1BC9E5AB74965E686FC6EBC019EC358F.the-small-business-owner-s-guide-to-the-cares-act-final-.pdf

SBA Disaster Assistance in Response to the Coronavirus

<https://www.sba.gov/disaster-assistance/coronavirus-covid-19>

SBA Disaster Assistance – Disaster Assistance Available

https://www.sba.gov/funding-programs/disaster-assistance?utm_medium=email&utm_source=govdelivery

CA EDD Work Sharing Program

https://www.edd.ca.gov/unemployment/Work_Sharing_Program.htm

CA EDD – COVID-19

https://www.edd.ca.gov/about_edd/coronavirus-2019.htm

CA EDD – Pandemic Unemployment Assistance

https://www.edd.ca.gov/about_edd/coronavirus-2019/pandemic-unemployment-assistance.htm

CA Department of Industrial Relations – COVID-19

<https://www.dir.ca.gov/dlse/2019-Novel-Coronavirus.htm>

Governor Newsom Executive Order Providing Relief to California Small Businesses

<https://www.gov.ca.gov/2020/03/30/governor-newsom-signs-executive-order-providing-relief-to-california-small-businesses/>

U.S. Dept of Labor – Paid Sick Leave & Expanded Family and Medical Leave under the Families First Coronavirus Response Act

<https://www.dol.gov/newsroom/releases/whd/whd20200324>

Why is CAMTC reminding me to recertify during the Stay at Home Order?

The courtesy notices that are sent out by CAMTC can be very helpful for individuals as reminders that their certificate expiration date is approaching. The vast majority of

CAMTC Certified Massage Professionals are choosing to keep their certificate active and valid without any lapse in their CAMTC Certification.

Will the application processing fee be reduced?

CAMTC is unable to reduce the fee at this time. Please note however that CAMTC has recently instituted a new policy related to the temporary refund of late fees. This new policy acts as a de facto extension of the time period to apply for recertification since it waives the fees for late recertifications. Under this new policy the suspension of late fees will be in effect. We will initiate late fee refunds through June 23, 2020. Your late fee refund will be credited back to the same credit or debit card that was used to pay the application processing fee. No action will be needed on your part. Although our system automatically charges a late fee when a CAMTC Certificate has expired, our Certification Support Specialists will monitor payment activity and will proactively initiate the late fee refund for you within two business days. Additionally, please know that you can apply for recertification within 18 months from the date of expiration, though late fees will be assessed after June 23, 2020.

05/20/2020 **Massage Reopening Recommendations**

CAMTC COVID-19 Bulletin #13

Dear CAMTC Certificate Holders:

On April 23, 2020, CAMTC's CEO, Ahmos Netanel, asked the Federation of State Massage Therapy Boards (FSMTB), of which CAMTC is a member, to develop recommendations for massage professionals to mitigate the spread of COVID-19, as they prepare to return to work. Yesterday FSMTB introduced its "Guidelines for Practice with COVID-19 Considerations," and we are pleased to share this document with you.

Counties around the State are working with the Governor to reopen. This document is timely and a helpful resource in your efforts to protect the public and yourself, while providing massage. We encourage you to use it as a reference. FSMTB has stated that whenever possible, the document reflects specific CDC recommendations to provide guidance on facility cleanliness and sanitation, facility policies and procedures, and requirements for massage provider hygiene.

Please note that the recommendations in this document do not replace any directives or guidelines provided by State or local jurisdictions. You must comply with State and local laws, rules, and regulations mandated in the location where you provide massage for compensation.

CAMTC extends its appreciation to the FSMTB's Board of Directors, who authorized and supported the creation of the [Guidelines for Practice with COVID-19 Considerations](#), which can be found by clicking on the link included here.

We hope you and your loved ones are well.

Team CAMTC

05/21/2020 **WARNING!**

CAMTC COVID-19 Bulletin #14

WARNING! The statewide Stay at Home Order remains in place, and massage has NOT been generally authorized to occur, except for one very narrow exception: those working directly for physicians or chiropractors and providing deferred or preventive health care services. The Governor's Stay at Home Order is statewide, and must be complied with. Cities and counties don't have the legal authority to waive the State's stricter requirements. As of today, no county has been granted a variance that allows for higher risk workplaces to reopen. See: <https://covid19.ca.gov/roadmap-counties/>

05/21/2020 CAMTC Warning

CAMTC COVID-19 Bulletin #15

WARNING! The statewide Stay at Home Order remains in place, and massage has NOT been generally authorized to occur, except for one very narrow exception (those working directly for physicians or chiropractors and providing deferred or preventive health care services). The Governor's Stay at Home Order is statewide, and must be complied with. Cities and counties don't have the legal authority to waive the State's stricter requirements. As of today, no county has been granted a variance that allows for higher risk workplaces to reopen. See: <https://covid19.ca.gov/roadmap-counties/>

Important Notice regarding FSMTB Guidelines!

These guidelines were recommended by FSMTB and are NOT CAMTC's recommendations or guidelines, therefore CAMTC cannot provide interpretation or guidance on what they mean or how to use them. This document was provided merely as a helpful resource and are not recommendations that CAMTC requires you to follow. You MUST comply with your State and local regulations.

If you aren't receiving email messages from CAMTC, please check your spam folder settings and update your email address with us, as we are regularly sending out updates.

Special Message from Beverly May:

Hello fellow massage and bodywork professionals.

I understand how difficult these times are for all of us. I began my massage practice in 1973 and worked full time from then until 2011, when I began working for CAMTC after many years of volunteering to get a State law.

These past 9 weeks have been the longest time period in over 45 years that I have gone without providing any massages at all. Despite my full time CAMTC responsibilities, prior to COVID-19 I was still seeing a handful of clients who I have massaged for decades. And like most of you, I, in turn, have also missed receiving my own massages. Our profession has a long history of facing many challenges. For those of you new to the profession, prior to CAMTC, therapists were required to take annual Live Scan digital fingerprints, medical exams for STDs, and undergo police interviews – just to work in one city.

That's right, to work in more than one city, additional fees and applications had to be made annually, often needing to meet different standards in each city. The average cost annually, per local massage permit, was approximately \$482.

For over a decade now, CAMTC has provided one certification that protects our right to practice everywhere in California and facilitates moves to other states. Although there are still areas with burdensome zoning regulations, these are slowly being eased as CAMTC works with local government to help them craft fair establishment and zoning regulations. No longer can massage businesses be treated as "adult entertainment."

Obviously COVID-19 presents a unique and exceptional set of challenges, and we have been spending tireless hours reviewing the ever-changing recommendations and guidelines being developed, especially those specific to our profession.

We at CAMTC hope that the following FAQs and the link to the Guidelines suggested by the Federation of State Massage Therapy Boards, (posted on the homepage at www.camtc.org on May 20, 2020, plus emailed to CAMTC Certificate Holders and CAMTC Approved Massage Schools), will provide timely and useful information for you.

Beverly May,
CMT Certificate #1
CAMTC Director of Governmental Affairs

[What is CAMTC?](#)

CAMTC is a public benefit non-profit organization that provides voluntary certification to massage professionals who meet the requirements in the Massage Therapy Act and approves massage programs that meet minimum standards for training and curriculum.

[Does the State of California require me to be certified by CAMTC to provide massage for compensation?](#)

No. CAMTC certification is voluntary. Neither the State of California nor CAMTC requires you to be certified to provide massage for compensation in California. Please note that some cities and counties do require CAMTC certification. We recommend that you check with your local city and county regarding their requirements.

[What are the benefits of CAMTC Certification?](#)

CAMTC certification allows a certificate holder to provide massage for compensation in all cities and counties in the State of California without having to obtain a local permit. CAMTC certifies individuals, it does not regulate massage businesses. CAMTC's voluntary certification program was created in 2009 in part as a way to address the uneven patchwork quilt of local regulations that existed before CAMTC's inception and to elevate the profession.

Prior to CAMTC, massage therapists were required to comply with onerous regulations in many cities and counties that sought to regulate massage as if it were prostitution or a form of adult entertainment, instead of a healing art. Many cities required invasive medical tests, required massage providers to get “exotic dancer” permits, imposed adult entertainment zoning laws on massage businesses, considered massage businesses to be a nuisance, and sought to zone its practice out of existence. Cities and counties required varying amounts of education ranging from no documented hours of education to 1,000 hours of education. With each city and county having their own individual permitting requirements, many massage therapists were required to have multiple local permits to provide massage for compensation (even though working as W-2 employees) with annual fees that charged a weighted average of \$482 per year for each jurisdiction.

CAMTC’s voluntary certification fundamentally changed the landscape. Cities can no longer require CAMTC certificate holders to submit to invasive medical exams, obtain local permits to provide massage for compensation, submit to fingerprinting and background checks, or zone massage businesses as adult entertainment.

Whose interests does CAMTC represent?

The public.

CAMTC’s mission is aligned with the Massage Therapy Act, Business and Professions Code section 4603, which states:

“Protection of the public shall be the highest priority for the council in exercising its certification and disciplinary authority, and any other functions. Whenever the protection of the public is inconsistent with other interests sought to be promoted, the protection of the public shall be paramount.”

CAMTC’s vetting and disciplinary standards elevate the massage therapy profession.

Can CAMTC advocate on behalf of the massage profession?

We care deeply about the success of the massage profession and we highly respect the massage profession. As a public protection entity, CAMTC is not allowed to represent the economic interests of the industry. However, CAMTC does regularly advocate for the profession through interactions with State and local officials, where it provides information on the reality of the practice of this ancient healing art.

How does the massage profession benefit from CAMTC?

In addition to educating local and State officials about the reality of the profession, CAMTC elevates the massage profession by tackling the issues of massage being used as a subterfuge for illicit activity, human trafficking, and protecting clients from sexual predators. To date CAMTC has engaged in more than 11,000 denial and disciplinary actions to protect the public and elevate the profession.

Has CAMTC been in communication with the State or Governor’s Office during the COVID-19 pandemic?

Yes. CAMTC has been in communication with the Governor’s Office and State administration officials. CAMTC recently received communication from the Director of the California Department of Health Care Services regarding the use of massage by those working for physicians and chiropractors.

Additionally, CAMTC has requested further clarification as to whether massage would qualify as deferred or preventive health care services that may be generally provided today. To date, CAMTC has not received a response to this inquiry.

CAMTC has also contacted EDD and requested that the job category of “Masseur/Masseuse” be changed to “Massage Therapist.”

What happens if I don’t follow the Governor’s Order or local city or county laws, rules, or regulations?

Certificate holders must comply with all State and local laws, rules, and regulations, and failure to do so may be considered unprofessional conduct that may be actionable by CAMTC.

When will massage again be allowed to take place in the State?

As of today, May 21, 2020, the Governor’s state-wide Stay at Home Order remains in place, and massage has not been generally authorized to occur, except for the very narrow exception of those working directly for physicians or chiropractors who are providing deferred or preventive health care services. The expectation is that as the Stay at Home Order is lifted, the Governor will do so as a staggered roll-out, in phases. We believe that the Governor will identify which businesses will again be allowed to operate as the Order is lifted and various phases implemented. We have no information as to when massage will generally be able to resume at this time, though we believe it will be authorized under the higher risk workplace phase. The decision of when massage can generally occur will be made by the Governor, not CAMTC. While the Governor can provide a county a variance to move into later phases earlier than the rest of the State, as of today, no county has been granted a variance that allows for higher risk workplaces like massage to re-open. See: <https://covid19.ca.gov/roadmap-counties/>

What if there is a conflict between the Governor’s Stay at Home Order and a local County Order?

As of today, May 21, 2020, the Governor’s state-wide Stay at Home Order remains in place, and massage has not been generally authorized to occur, except for the very narrow exception of those working directly for physicians or chiropractors who are providing deferred or preventive health care services. The Governor’s Stay at Home Order is state-wide, and must be complied with regardless of a city or county’s local order. Cities and counties don’t have the legal authority to waive the State’s stricter requirements. While the Governor can provide a county a variance to move into later phases earlier than the rest of the State, as of today, no county has been granted a variance that allows for higher risk workplaces like massage to re-open.

See: <https://covid19.ca.gov/roadmap-counties/>

Additionally, if a local city or county order is more restrictive, those working in that city or county must also comply with the city or county’s more restrictive requirements as well. This is because, in part, while the State is allowing deferred and preventive health care to occur, it has also acknowledged that cities and counties may be experiencing local outbreaks of coronavirus, therefore cities and counties have the authority to impose stricter restrictions than the State.

CAMTC previously stated that the Director of the California Department of Health Care Services has authorized those working for physicians or chiropractors to provide massage if it is for deferred or preventive health care services. If I fit into this category, what are the guidelines I must comply with?

The Director of the California Department of Health Care Services has recently stated that CAMTC certificate holders working for physicians or chiropractors that are

resuming deferred or preventative health care services, based on the State's new guidelines, may resume practice, as long as the local jurisdiction also allows it to occur. Please see the relevant guidelines

here: <https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/COVID-19/ResumingCalifornia%E2%80%99sDeferredandPreventiveHealthCare.aspx>

Do I have to be an employee of the physician or chiropractor in order for this provision to apply?

Since CAMTC did not create this exemption, it is not in a position to interpret what it means. However, CAMTC does believe that those working as employees for physicians or chiropractors, and are under their direct supervision, and who are providing deferred or preventative health care services, would qualify under this exemption.

What if I work with a physician or chiropractor?

The exemption noted above has not been stated to apply to individuals working with physicians or chiropractors. For those who are not working directly for physicians or chiropractors, the Governor has not yet authorized massage to occur.

What if I work for a physical therapist or acupuncturist?

The exemption noted above has not been stated to apply to individuals working for acupuncturists or physical therapists. For those who are not working for physicians or chiropractors, the Governor has not yet authorized massage to occur.

What if I am working pursuant to a physician's or chiropractor's prescription?

The exemption noted above has not been stated to apply to individuals working pursuant to a physician's or chiropractor's prescription. For those who are not directly working for physicians or chiropractors, the Governor has not yet authorized massage to occur.

What if I work for a Doctor of Oriental Medicine?

The exemption noted above has not been stated to apply to individuals working for Doctors of Oriental Medicine. For those who are not directly working for physicians or chiropractors, the Governor has not yet authorized massage to occur.

What if I share space with physicians or chiropractors?

The exemption noted above has not been stated to apply to individuals sharing space with physicians or chiropractors. For those who are not working directly for physicians or chiropractors, the Governor has not yet authorized massage to occur.

What if I work as an independent contractor for a physician or chiropractor?

The exemption noted above has been stated to apply only to individuals working for physicians and chiropractors. This does not seem to include independent contractors, as they are not under the direction and control of a physician or chiropractor. For those who are not working directly for physicians or chiropractors, the Governor has not yet authorized massage to occur.

What if I provide massage for pain control, lymphatic drainage, or neuromuscular massage?

The exemption noted above has not been stated to apply to individuals providing massage for pain control, lymphatic drainage, or neuromuscular massage. For those who are not working directly for physicians or chiropractors, the Governor has not yet authorized massage to occur.

What if physicians or chiropractors refer patients to me?

The exemption noted above has not been stated to apply to individuals who have patients referred to them by physicians or chiropractors. For those who are not working directly for physicians or chiropractors, the Governor has not yet authorized massage to occur.

What if physical therapists or acupuncturists refer patients to me?

The exemption noted above has not been stated to apply to individuals who have patients referred to them by physical therapists or acupuncturists. For those who are not working directly for physicians or chiropractors, the Governor has not yet authorized massage to occur.

What if a physician has written a letter stating that the treatment is “medically necessary?”

The exemption noted above has not been stated to apply to individuals who provide massage to patients where a physician has written a letter stating that the massage services are “medically necessary.” For those who are not working directly for physicians or chiropractors, the Governor has not yet authorized massage to occur.

Why does the exemption only apply to those working for physicians or chiropractors? That decision seems to be unfair and fails to acknowledge an entire segment of the profession that works with medical or health care professionals and/or provides pain relief, lymphatic drainage, neuromuscular work, etc.

CAMTC understands the hardships and confusion created by the decision of the California Department of Health Care Services Director that only massage services provided by those working for physicians or chiropractors engaged in deferred or preventive health care services may occur at this time. This was a decision made by the Director, not by CAMTC. CAMTC has reached out to the Director’s and Governor’s Offices for further clarification, but none was provided. It is always difficult when lines get drawn, especially for those individuals who fall on the other side of the line. CAMTC has not been made aware of the reason why the line was drawn by the Director where it was, but there is speculation that it has to do with the fact that there is liability protection for massage therapists providing services while directly working for physicians and chiropractors.

I am a mobile massage therapist. Can I provide services to individuals in their homes? Can chair massage be provided at this time?

While the Governor has allowed surgeries and preventive health care services to resume in California, the Stay at Home Order remains in place and massage has not yet been generally authorized to occur. The Stay at Home Order applies to mobile massage taking place in client’s homes as well as massage occurring at dedicated business locations and chair massage. This means that mobile massage, chair massage, and massage in general is not yet authorized to take place, except for one very narrow exception (those working for physicians or chiropractors and providing deferred or preventive health care services).

Can CAMTC provide me with specific guidelines related to sanitation, disinfection, client evaluation and intake, and massage practice protocols related to coronavirus concerns?

CAMTC requested that the Federation of State Massage Therapy Boards (“FSMTB”) provide specific guidance on these important issues. In response, they convened a nationwide task force that has recently issued some recommendations that can be found

here: <https://indd.adobe.com/view/d38ce767-b8ae-4c3f-bdc6-f42e4894b2ad>

These guidelines were recommended by FSMTB and are NOT CAMTC’s recommendations or guidelines, therefore CAMTC cannot provide

interpretation or guidance on what they mean or how to use them. This document was provided merely as a helpful resource and are not recommendations that CAMTC requires you to follow. You MUST comply with your State and local regulations.

Additionally, CAMTC also has been working since March on drafting a comprehensive document with detailed recommended protocols from noted industry leaders related to sanitation, disinfection, client intake and evaluations, and massage practices that may be helpful in certificate holder's efforts to try and minimize the risks of getting or transmitting the coronavirus. Once this document is completed, it will be posted on CAMTC's website.

However, please note that CAMTC does not regulate massage establishments, it certifies individuals who meet the requirements in the Massage Therapy Act. The regulation of massage businesses is within the purview of local jurisdictions. Minimum health and safety requirements will most likely be determined by State and local public health departments, which must be followed by all individuals, including CAMTC certificate holders.

[Can you grant an exemption to the Governor's Stay in Place Order and allow me to provide and/or receive massage?](#)

No. It is the Governor's Order, and only the Governor can provide an exemption to his Order. CAMTC is not the entity that has prohibited massage from taking place.

[Can you tell me if my insurance will provide liability coverage if I provide massage at this time?](#)

CAMTC cannot provide you with legal advice. Please contact your insurance carrier for coverage questions.

[Where do I go to find out what the local requirements are in my county related to the coronavirus and providing massage?](#)

Please see this list with information for each California county related to Coronavirus:

Alameda County

<http://www.acphd.org/2019-ncov.aspx>

510-267-8000

Alpine County

<http://alpinecountyca.gov/index.aspx?nid=516>

Amador County

<https://www.amadorgov.org/services/covid-19>

BERKELEY (CITY OF)

<https://www.cityofberkeley.info/covid19/>

Butte County

http://www.buttecounty.net/publichealth/Home/fbclid/IwAR3fSGcPIbTuP9oMALIinPe68ft2E_vscQm2hDIGwwyilvdXog7KZwY9vTw

530-552-4000

Calaveras County

<https://covid19.calaverasgov.us/>

209-754-2896

Colusa County

<http://www.countyofcolusa.org/771/COVID19>

530-458-0380

Contra Costa County

<https://www.coronavirus.cchealth.org/>
844-729-8410

Del Norte County

<http://www.co.del-norte.ca.us/departments/health-human-services/public-health/public-health-programs/communicable-diseases/novel-coronavirus/community-updates>
707-464-0861

El Dorado County

<https://www.edcgov.us/Government/hhsa/Pages/EDCCOVID-19.aspx>

Fresno County

<https://www.co.fresno.ca.us/departments/public-health/covid-19>

Glenn County

<https://www.countyofglenn.net/dept/health-human-services/public-health/covid-19>

Humboldt County

<https://humboldt.gov.org/2018/Humboldt-Health-Alert>
707-441-5000/ 707-268-2527
<http://www.acphd.org/2019-ncov.aspx>

Imperial County

<http://www.icphd.org/health-information-and-resources/healthy-facts/covid-19/>
<http://www.icphd.org/health-information-and-resources/healthy-facts/covid-19/state-&-county-orders/>
442-265-6700

Inyo County

<https://www.inyocounty.us/covid-19>

Kern County

<https://kernpublichealth.com/2019-novel-coronavirus/>
661-321-3000
publichealth@kerncounty.com

Kings County

<https://www.countyofkings.com/departments/health-welfare/public-health/coronavirus-disease-2019-covid-19/-fsiteid-1>

Lake County

<http://health.co.lake.ca.us/Coronavirus/Businesses.htm>
707-263-1090

Lassen County

<https://lassencares.org/>
<http://www.lassencounty.org/dept/public-health/public-health>
530-251-8100

Long Beach (city of)

<http://www.longbeach.gov/health/diseases-and-condition/information-on/coronavirus/for-businesses/>
<http://www.longbeach.gov/economicdevelopment/covid-19-business-support/>

Los Angeles County

<http://publichealth.lacounty.gov/media/coronavirus/>

Phone: (213) 240-8144

media@ph.lacounty.gov

Madera County

<https://www.maderacounty.com/government/public-health/coronavirus-covid-19/covid-revised>

<https://www.maderacounty.com/government/public-health/coronavirus-covid-19/covidinfobusinesses>

559-675-7703

Marin County

<https://coronavirus.marinhhs.org/>

Mariposa County

<https://www.mariposacounty.org/1592/COVID-19-Information>

209-259-1332

Mendocino County

<https://www.mendocinocounty.org/community/novel-coronavirus>

Call Center: (707) 234-6052

callcenter@mendocinocounty.org

Merced County

<https://www.co.merced.ca.us/3350/Coronavirus-Disease-2019>

209-385-7434

Modoc County

<http://modochealthservices.org/corona-virus>

530-233-6311

Mono County

<https://coronavirus.monocounty.ca.gov/?fbclid=IwAR3ULHSWtqrkapcejiL-FQ8CgEGRxVuS7FU7yaCjTEIzgJ4K1DnD50BWakY>

Monterey County

<https://www.co.monterey.ca.us/government/departments-a-h/health/environmental-health/covid-19>

831-755-4500

health@co.monterey.ca.us

Napa County

<https://www.countyofnapa.org/2739/Coronavirus>

707-253-4540

CoronaVirus@countyofnapa.org

Nevada County

<https://www.mynevadacounty.com/2924/Coronavirus>

833-342-5211

Orange County

<https://occovid19.ochealthinfo.com/>

833-426-6411

Pasadena (city of)

<https://www.cityofpasadena.net/public-health/news-announcements/information-on-covid-19/>

Placer County

<https://www.placer.ca.gov/6367/Novel-Coronavirus-COVID-19>
530-886-5310

Plumas County

<https://www.plumascounty.us/2669/Novel-Coronavirus-2019-COVID-19>
(530) 283-6400

Riverside County

<https://www.rivcoph.org/coronavirus>
951-358-5000

Sacramento County

<https://www.saccounty.net/COVID-19/Pages/default.aspx>
COVID-19 Hotline: 916-875-2400

San Benito County

<https://hhsa.cosb.us/publichealth/communicable-disease/coronavirus/>
831-637-5367

San Bernardino County

<http://sbcovid19.com/>
909-387-3911

San Diego County

<https://www.sandiegocounty.gov/coronavirus/>

San Francisco City and County

<https://sf.gov/topics/coronavirus-covid-19>

San Joaquin County

<http://www.sjcphs.org/#hl1236>

San Luis Obispo

<https://www.slocounty.ca.gov/Departments/Health-Agency/Public-Health/Novel-Coronavirus-%28COVID-19%29.aspx>
805-781-5500

San Mateo County

<https://www.smchealth.org/coronavirus>
(650) 573-2222
[Contact Environmental Health Services](#)
(650) 372-6200

Santa Barbara County

<https://publichealthsb.org/>
<https://publichealthsb.org/health-officer-orders/>

Santa Clara County

<https://www.sccgov.org/sites/covid19/Pages/home.aspx>
<https://www.sccgov.org/sites/covid19/Pages/order-health-officer-050420.aspx>

Santa Cruz County

<http://www.santacruzhealth.org/HSAHome/HSADivisions/PublicHealth/CommunicableDiseaseControl/CoronavirusHome.aspx>

Shasta County

<https://www.co.shasta.ca.us/covid-19/overview>

Sierra County

<http://sierracounty.ca.gov/582/Coronavirus-COVID-19>

Siskiyou County

<https://www.co.siskiyou.ca.us/publichealth>

530-841-2134

Solano County

<http://www.solanocounty.com/depts/ph/coronavirus.asp>

707-784-8988

covid19@solanocounty.com

Sonoma County

<https://socoemergency.org/>

Stanislaus County

<http://schsa.org/publichealth/pages/corona-virus/>

209-558-7535

Sutter County

<https://www.suttercounty.org/doc/government/depts/cao/em/coronavirus>

530-749-7700

Tehama County

<https://www.tehamacohealthservices.net/services/communicable-diseases/>

Trinity County

<https://www.trinitycounty.org/communicable-disease>

Tulare County

<https://tchhsa.org/eng/index.cfm/public-health/covid-19-updates-novel-coronavirus/>

county COVID19 info – 2-1-1

Tuolumne County

<https://www.tuolumnecounty.ca.gov/250/Public-Health>

209-533-7401

health@tuolumnecounty.ca.gov

Ventura County

<https://www.vcemergency.com/>

805-465-6650

Yolo County

<https://www.yolocounty.org/health-human-services/adults/communicable-disease-investigation-and-control/novel-coronavirus-2019>

Call 2-1-1

Yuba County

<https://www.yuba.org/coronavirus/>

530-749-7700

05/26/2020 **The Governor**

CAMTC COVID-19 Bulletin #16

Dear CAMTC Certificate Holders:

As of this posting, May 26, 2020, the Governor has NOT approved massage therapists to resume their practice in California. Please be advised that CAMTC has communicated with the Administration and is monitoring the Governor's directives closely.

WARNING!! Even though the Governor has issued guidelines for hair salons and barbers, the statewide Stay at Home Order remains in place, and massage has NOT been generally authorized to occur, except for one narrow exception (those working directly for physicians or chiropractors and providing deferred or preventive health care services).

The Governor's Stay at Home Order is statewide, and compliance is mandatory. Cities and counties do not have the legal authority to waive the State's stricter requirements. As of today, no county has been granted a variance that allows massage businesses to reopen. See: www.covid19.ca.gov/roadmap-counties/

We encourage you to visit our CAMTC website often, on the homepage at www.camtc.org to read **COVID-19 Bulletin Updates**.

Don't miss any COVID-19 Bulletins! Prevent CAMTC emails from going to 'junk mail' or a 'spam folder' automatically. Simply whitelist our address. Add the 'From' address that CAMTC uses for eBlasts, which is to DoNotReply@camtc.org, to your digital 'Contacts' that's saved within your email program or app. It will then trust that our address is a 'safe sender' and will not discard valuable CAMTC information.

CAMTC provides the Google Translation feature, which can be found near the bottom of every page on CAMTC's website. Simply click on "Select Language" and then choose your preferred language to access important information at www.camtc.org throughout our website.

Please stay well,

Team CAMTC

CAMTC COVID-19 Bulletin #17

Dear CAMTC Certificate Holders:

CAMTC has been closely monitoring and reaching out to the Governor and the Administration for updates on the Stay in Place Order and where massage fits into the phases of reopening. Today, May 28, 2020, CAMTC received a message from the California Director of the Department of Health Care Services stating the following:

Although massage therapy has not been addressed specifically in State level announcements, the parallel with hair salons and barber shops that are providing one-on-one care for individuals seems appropriate. The precautions that were outlined regarding screening clients for illness, use of masks/face coverings by the massage therapist and client, staggering appointments so there is not contact between clients, etc. should be followed. Exceptions may be made by local health departments.

The State administration is therefore allowing massage to take place in the State, but the State guidelines for hair salons MUST be followed. Those guidelines can be found here: <https://covid19.ca.gov/pdf/guidance-hair-salons.pdf>. Additionally, local county health and safety guidelines must also be followed, which means if your local county does not allow massage to occur, massage may still not be authorized to take place in your local jurisdiction. This is because while the State is generally allowing massage to occur, it has also acknowledged that cities and counties have the authority to impose stricter restrictions than the State.

The health and safety of Certified Massage Therapists and their clients continues to be of the utmost importance to all of us. So while you MUST follow the health and safety guidelines provided by the State and your local jurisdiction, we also urge you to consider following even stricter protocols during this unprecedented time. For some suggestions of recommendations for additional massage specific requirements, please see these guidelines provided by the Federation of State Massage Therapy Boards: [Guidelines for Practice with COVID-19 Considerations](#). Please note that these guidelines were created by FSMTB, not CAMTC, and you are not required to comply with them; they are merely provided here as an additional resource.

Please remember that there are a lot of questions and unknowns related to COVID-19. By this message, CAMTC is not making any statements about whether it is or isn't safe, risky, or appropriate for CAMTC Certificate Holders to provide massage at this time, or for clients to receive massage at this time.

Be well, stay safe and remain informed.

Jeff Forman, Ph.D.
CAMTC Board Chair

Ahmos Netanel
CAMTC CEO

For your convenience, we included a list with a link to COVID-19 information for each California county:

Alameda County

<http://www.acphd.org/2019-ncov.aspx>

covid 510-268-2101

Alpine County

<http://alpinecountyca.gov/index.aspx?nid=516>

Amador County

<https://www.amadorgov.org/services/covid-19>

Berkeley (City of)

<https://www.cityofberkeley.info/covid19/>

Email: covid19@cityofberkeley.info

Butte County

http://www.buttecounty.net/publichealth/Home/fbclid/IwAR3fSGcPIbTuP9oMALIinPe68ft2E_vscQm2hDIgwwyilvdXog7KZwY9vTw

530-552-4000

Calaveras County

<https://covid19.calaverasgov.us/>

209-754-2896

Colusa County

<http://www.countyofcolusa.org/771/COVID19>

530-458-0380

Contra Costa County

<https://www.coronavirus.cchealth.org/>

844-729-8410

Del Norte County

<http://www.co.del-norte.ca.us/departments/health-human-services/public-health/public-health-programs/communicable-diseases/novel-coronavirus/community-updates>

707-464-0861

El Dorado County

<https://www.edcgov.us/Government/hhsa/Pages/EDCCOVID-19.aspx>

Fresno County

<https://www.co.fresno.ca.us/departments/public-health/covid-19>

Glenn County

<https://www.countyofglenn.net/dept/health-human-services/public-health/covid-19>

530-934-6588

Humboldt County

<https://humboldtgov.org/2018/Humboldt-Health-Alert>

707-441-5000/ 707-268-2527

Imperial County

<http://www.icphd.org/health-information-and-resources/healthy-facts/covid-19/>
<http://www.icphd.org/health-information-and-resources/healthy-facts/covid-19/state-&-county-orders/>
442-265-6700

Inyo County

<https://www.inyocounty.us/covid-19>

Kern County

<https://kernpublichealth.com/2019-novel-coronavirus/>
661-321-3000
publichealth@kerncounty.com

Kings County

<https://www.countyofkings.com/departments/health-welfare/public-health/coronavirus-disease-2019-covid-19/-fsiteid-1>

Lake County

<http://health.co.lake.ca.us/Coronavirus/Businesses.htm>
707-263-1090

Lassen County

<https://lassencares.org/>
<http://www.lassencounty.org/dept/public-health/public-health>
530-251-8100

Long Beach (city of)

<http://www.longbeach.gov/health/diseases-and-condition/information-on/coronavirus/for-businesses/>
<http://www.longbeach.gov/economicdevelopment/covid-19-business-support/>

Los Angeles County

<http://publichealth.lacounty.gov/media/coronavirus/>
Phone: (877) 777-5799
Email: LiaisonCOVID19@ph.lacounty.gov

Madera County

<https://www.maderacounty.com/government/public-health/corona-virus-covid-19/covid-revised>
<https://www.maderacounty.com/government/public-health/corona-virus-covid-19/covidinfobusinesses>
559-675-7703

Marin County

<https://coronavirus.marinhhs.org/>

Mariposa County

<https://www.mariposacounty.org/1592/COVID-19-Information>
209-259-1332

Mendocino County

<https://www.mendocinocounty.org/community/novel-coronavirus>
Call Center: (707) 234-6052
callcenter@mendocinocounty.org

Merced County

<https://www.co.merced.ca.us/3350/Coronavirus-Disease-2019>
209-385-7434

Modoc County

<http://modochealthservices.org/corona-virus>
530-233-6311

Mono County

<https://coronavirus.monocounty.ca.gov/?fbclid=IwAR3ULHSWtqrkapcejIL-FQ8CgEGRxVuS7FU7yaCjTEl zgJ4K1DnD50BWakY>

Monterey County

<https://www.co.monterey.ca.us/government/departments-a-h/health/environmental-health/covid-19>
831-755-4500
health@co.monterey.ca.us

Napa County

<https://www.countyofnapa.org/2739/Coronavirus>
707-253-4540
CoronaVirus@countyofnapa.org

Nevada County

<https://www.mynevadacounty.com/2924/Coronavirus>
833-342-5211

Orange County

<https://occovid19.ochealthinfo.com/>
833-426-6411

Pasadena (city of)

<https://www.cityofpasadena.net/public-health/news-announcements/information-on-covid-19/>

Placer County

<https://www.placer.ca.gov/6367/Novel-Coronavirus-COVID-19>
530-886-5310

Plumas County

<https://www.plumascounty.us/2669/Novel-Coronavirus-2019-COVID-19>

(530) 283-6400

Riverside County

<https://www.rivcoph.org/coronavirus>

951-358-5000

Sacramento County

<https://www.saccounty.net/COVID-19/Pages/default.aspx>

COVID-19 Hotline: 916-875-2400

San Benito County

<https://hhsa.cosb.us/publichealth/communicable-disease/coronavirus/>

831-637-5367

San Bernardino County

<http://sbcovid19.com/>

909-387-3911

San Diego County

<https://www.sandiegocounty.gov/coronavirus/>

San Francisco City and County

<https://sf.gov/topics/coronavirus-covid-19>

San Joaquin County

<http://www.sjcphs.org/#hl1236>

San Luis Obispo

<https://www.slocounty.ca.gov/Departments/Health-Agency/Public-Health/Novel-Coronavirus-%28COVID-19%29.aspx>

805-781-5500

San Mateo County

<https://www.smchealth.org/coronavirus>

(650) 573-2222

[Contact Environmental Health Services](#)

(650) 372-6200

Santa Barbara County

<https://publichealthsb.org/>

<https://publichealthsb.org/health-officer-orders/>

Santa Clara County

<https://www.sccgov.org/sites/covid19/Pages/home.aspx>

<https://www.sccgov.org/sites/covid19/Pages/order-health-officer-050420.aspx>

Santa Cruz County

<http://www.santacruzhealth.org/HSAHome/HSADivisions/PublicHealth/CommunicableDiseaseControl/CoronavirusHome.aspx>

Shasta County

<https://www.co.shasta.ca.us/covid-19/overview>

Sierra County

<http://sierracounty.ca.gov/582/Coronavirus-COVID-19>

Siskiyou County

<https://www.co.siskiyou.ca.us/publichealth>

530-841-2134

Solano County

<http://www.solanocounty.com/depts/ph/coronavirus.asp>

707-784-8988

covid19@solanocounty.com

Sonoma County

<https://socoemergency.org/>

Stanislaus County

<http://schsa.org/publichealth/pages/corona-virus/>

209-558-7535

Sutter County

<https://www.suttercounty.org/doc/government/depts/cao/em/coronavirus>

530-749-7700

Tehama County

<https://www.tehamacohealthservices.net/services/communicable-diseases/>

Trinity County

<https://www.trinitycounty.org/communicable-disease>

Tulare County

<https://tchhsa.org/eng/index.cfm/public-health/covid-19-updates-novel-coronavirus/>

county COVID19 info – 2-1-1

Tuolumne County

<https://www.tuolumnecounty.ca.gov/250/Public-Health>

209-533-7401

health@tuolumnecounty.ca.gov

Ventura County

<https://www.vcemergency.com/>

805-465-6650

Yolo County

<https://www.yolocounty.org/health-human-services/adults/communicable-disease-investigation-and-control/novel-coronavirus-2019>

Call 2-1-1

Yuba County

https://www.yuba.org/departments/emergency_services/coronavirus.php

<https://www.yuba.org/coronavirus/>

530-749-7700

05/29/2020 **Massage Therapy and the State of California**

CAMTC COVID-19 Bulletin #18

Dear CAMTC Certificate Holders:

The information being shared on the status of our profession can be confusing as the continuing impacts of COVID-19 and the reopening of California merge.

CAMTC has been listening closely to the Governor and his Administration to seek their best guidance as to the safe opening of massage therapy. Our report yesterday was an accurate reflection of the information we received from the Administration.

Today, however, we received an additional communication from the Director of the Department of Health Care Services:

“I apologize but my answer was premature, and any decision about broader availability of massage therapy is a decision that should come from the California Department of Public Health and local health departments. So please wait for direction from CDPH and local health departments. I am sorry for any confusion my answer has caused. Thank you.”

The up-to-date reality is that the State is not yet giving counties permission for massage therapists to generally provide services in California.

Be Safe and Be Well,

Jeff Forman, Ph.D.
CAMTC Board Chair

Ahmos Netanel
CAMTC CEO

06/10/2020 **Our latest letter to the Governor**

CAMTC COVID-19 Bulletin #19

Dear CAMTC Certificate Holders,

CAMTC has proactively reached out to Governor Newsom's administration since April and has been in ongoing communications with the State.

Today, in addition to writing Dr. Sonia Angell, Director of California Department of Public Health, CAMTC's CEO sent another letter of deep concern to the Governor. [Click here to read the letter.](#)

We will continue to follow up with the Administration.

To keep you informed, we review and update our website daily. We encourage you to stay current with any developments by frequently visiting camtc.org.

Thank you,

Team CAMTC



CALIFORNIA MASSAGE THERAPY COUNCIL

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

June 10, 2020

VIA EMAIL & FIRST-CLASS MAIL

Governor Gavin Newsom
Office of the Governor
State Capitol
Sacramento, CA 95814

Dear Governor Newsom:

We appreciate the enormous demands placed on the Administration during this time of crisis. We have had several discussions with your representatives in relation to where CAMTC Certified Massage Therapists and Practitioners fit into the phases of re-opening under the current Stay at Home Order. CAMTC's 51,000 Certified Massage Therapists and Practitioners are included with physicians, nurses, chiropractors, physical therapists, and occupational therapists, in Division 2 (Healing Arts) of the Business and Professions Code.

The direct question being asked by consumers and Certificate Holders is what the timeline will be for massage therapists to practice again in California. The materials issued by the State Administration in relation to COVID-19 don't mention therapeutic massage and it is unknown where this sector fits under the current phased plan.

While we care deeply for the massage therapy community and would like to see all of our Certificate Holders thrive, as a public protection entity, we do not represent the economic interests of the industry. Many members of the public, however, are getting increasingly frustrated and desperate with our inability to let them know when they will be able to resume their treatments, which they regard as an essential part of their healthcare. Some of them copied you on their correspondence to CAMTC.

CAMTC has been actively communicating with the public and its Certificate Holders about COVID-19. As early as March 5, 2020, CAMTC issued a bulletin alerting Certificate Holders about COVID-19 related practice issues. CAMTC sent a strong recommendation to stop providing hands-on massage on March 16, 2020. Then, when

you issued your Stay at Home Order, CAMTC alerted Certificate Holders that violation of the Order was considered by CAMTC to be unprofessional conduct that could result in revocation of their Certificates. So far, CAMTC has issued 18 COVID-19 related bulletins to our Certificate Holders and has also publicly posted this information on its website. We are proud of our Certificate Holders who have demonstrated their commitment to caring professionalism and have placed their livelihoods on hold in order to do their part to flatten the curve.

CAMTC has received multiple pleas from members of the public who are desperately waiting to resume their remedial massage treatments. These kinds of touching requests are in no way a surprise. Based on an extrapolation from a recent national survey, it is estimated that more than 7 million Californians get regular massages annually. People from all walks of life and from widely diverse ethnic and socioeconomic backgrounds seek care from CAMTC Certificate Holders. Based on the national survey, 70% stated that they received treatments by professional massage therapists for medical or health reasons.

On May 20, 2020, pursuant to CAMTC's request, the Federation of State Massage Therapy Boards sent your Administration its guidelines for the practice of massage during COVID-19. CAMTC would also like to offer you any support and guidance it can in relation to the practice of massage therapy, which the California Department of Public Health might find useful as it creates guidelines for re-opening massage therapy.

We look forward to our continued work with your Administration on this important matter.

Sincerely,

A handwritten signature in black ink, appearing to read "Ahmos Netanel". The signature is fluid and cursive, with the first name "Ahmos" and last name "Netanel" clearly distinguishable.

Ahmos Netanel, CEO
California Massage Therapy Council

cc: Dr. Sonia Angell, CDPH

06/11/2020 **Massage Reopening**

CAMTC COVID-19 Bulletin #20

Dear CAMTC Certificate Holders:

CAMTC has just received notice that the California Department of Public Health will be releasing guidelines for reopening massage therapy on June 12, 2020, with a recommended implementation date of no earlier than June 19, 2020. As soon as the guidelines become available, they will be immediately posted on the CAMTC's website.

Please note that local county health and safety guidelines must also be followed, which means if your local county does not allow massage to occur, massage may still not be authorized to take place in your local jurisdiction. This is because while the State is generally allowing massage to occur, it has also acknowledged that cities and counties have the authority to impose stricter restrictions than the State. Your county may also impose additional restrictions above and beyond what is required by the State.

The health and safety of CAMTC Certified Massage Therapists and their clients continues to be of the utmost importance to all of us. So while you **MUST** follow the health and safety guidelines provided by the State and your local jurisdiction, we also urge you to consider following even stricter protocols during this unprecedented time. For some suggestions of recommendations for additional massage specific requirements, please see these guidelines provided by the Federation of State Massage Therapy Boards: [*Guidelines for Practice with COVID-19 Considerations*](#). Please note that these guidelines were created by FSMTB, not CAMTC, and you are not required to comply with them; they are merely provided here as an additional resource.

Please remember that there are many serious questions and unknowns related to COVID-19. The safety of your clients, your employees and yourself must remain paramount.

Be well, stay safe, and remain informed.

Ahmos Netanel
CAMTC CEO

06/13/2020 **New State Guidelines & Counties' Authority**

CAMTC COVID-19 Bulletin #21

Dear CAMTC Certificate Holders:

On June 12, 2020, the California Department of Public Health released the [COVID-19 Industry Guidance: Expanded Personal Care Services](#) for counties with attestations, which includes personal care that requires touching a client. This guidance applies to massage therapy (in non-healthcare settings) and includes stringent protections "intended to support a safe, clean environment for workers and customers." For example, workers and customers at massage businesses must wear face coverings.

This guidance is instructive on how massage providers should operate during the COVID-19 pandemic, to reduce the risk of transmission. Local health officials get to decide when massage therapy can resume operations following their review of local epidemiological data including cases per 100,000 population, rate of test positivity, and local preparedness to support a health care surge, vulnerable populations, contact tracing and testing.

Please see the links for each county, at the end of this message.

The health and safety of CAMTC Certificate Holders and their clients continues to be of the utmost importance to all of us. So while you **MUST** follow the health and safety guidance provided by the State and your local jurisdiction, we also urge you to consider following even stricter protocols during this unprecedented time, some of which may be found in the [Guidelines for Practice with COVID-19 Considerations](#) provided by the Federation of State Massage Therapy Boards (FSMTB). Please note that these guidelines were created by FSMTB, not CAMTC, and you are not required to comply with them; they are merely provided here as an additional resource.

Be Well, Stay Safe, and Remain Informed.

Ahmos Netanel

CAMTC CEO

[Links to county websites, etc. may be found here:](#)

06/15/2020 **Counties' Authority**

CAMTC COVID-19 Bulletin #22

Dear CAMTC Certificate Holders:

To clarify: The State has authorized counties to allow massage to resume starting on June 19, 2020. This means the decision of exactly when massage can resume is now up to each individual county. As this is a county by county decision, each county may have their own specific reopening protocols. Therefore, in addition to following the [State Guidance](#), you must also follow your county's reopening protocols.

Please note that CAMTC cannot answer questions about:

When massage can reopen in any specific county

County-specific reopening protocols for massage

Guidance for massage in healthcare settings

Outcall massage services

We cannot provide clarifications as to these issues since CAMTC has no authority over these matters. Please contact your county health department for this information.

For contact information of California Counties, please click the link below to select a county in order to contact that county. Check regularly with your county for updates, as many counties have not addressed personal care services yet.

Take Care and Stay Healthy,

Team CAMTC

[Links to guidance and guidelines may be found here:](#)

[COVID-19 Industry Guidance: Expanded Personal Care Services](#)

[Guidelines for Practice with COVID-19 Considerations](#)

[Links to county websites, etc. may be found here:](#)

06/19/2020 **Massage During COVID-19**

CAMTC COVID-19 Bulletin #23

Dear CAMTC Certificate Holders:

As of today, massage therapy is once again allowed to take place in California in many jurisdictions. In response to the reopening, CAMTC is sharing with you some resources about providing massage during the COVID-19 pandemic. We hope you find this information helpful and will give it thoughtful consideration.

Massage Magazine's article titled: "Massage and Blood Clots: What We Know (So Far) about DVT & COVID-19," which can be found here:

<https://www.massagemag.com/massage-and-blood-clots-what-we-know-so-far-about-dvt-and-covid-19-123826/>

And CAMTC'S Suggested COVID-19 Client Intake Questions included below.

Take Care and Stay Healthy!

Joe Bob Smith
Director, Educational Standards Division

Suggested COVID-19 Intake Questions – June 19, 2020

As massage therapy "reopens" in California, the current COVID-19 pandemic underscores the importance of a proper client intake in identifying possible pathologies. CAMTC encourages Certificate Holders to include the below questions, which can be printed and saved at <https://www.camtc.org/media/1874/camtc-suggested-covid-19-intake-questions.pdf> for reference, as part of their regular client intake process. These questions are meant to help massage therapists:

1. Assess and minimize the risk of spreading COVID-19 by identifying potentially communicable clients, and
2. Best serve COVID-19 survivors who may suffer from a wide variety of complications including, but not limited to, blood clotting, renal failure, arrhythmia, seizures, chronic headaches, fatigue, and muscle damage.

When working with clients during these uncertain times, CAMTC encourages Certificate Holders to proceed more cautiously than normal. Asking proper questions helps massage therapists to make clinical decisions that maximize benefits while minimizing risks.

Suggested COVID-19 Intake Questions

1. Have you been tested for COVID-19? If so, when? What was the result?
2. In the last 14 days:
 - a. Have you been in contact with anyone who has been diagnosed with COVID-19 or has had coronavirus-type symptoms?
 - b. Have you been asked to self-isolate or quarantine by a doctor or local public health official?
 - c. Have you been somewhere with a high infection rate?

3. Do you now, or have you recently experienced any of the following as a NEW PATTERN since the beginning of the pandemic:

- a. Fever
- b. Chills
- c. Shortness of Breath
- d. Cough
- e. Sore Throat
- f. Nasal, sinus congestion
- g. Loss of sense of taste or smell
- h. Persistent Chest Pain or Pressure
- i. Diarrhea, digestive upset
- j. Skin marks, lesions, or rashes (especially on the feet)
- k. Fatigue
- l. Sudden onset of muscle soreness (not related to a specific activity)
- m. Discomfort with exertion or exercise

4. If you tested positive for COVID-19 or believe you may have had COVID-19 but were not tested:

- a. Has your medical doctor cleared you to return to work or to end self-isolation?
- b. Has your medical doctor advised you to return to normal activity levels?
- c. Describe your daily physical activity?
- d. Are you taking any drugs to manage blood clotting?
- e. What other long-term, post-infection complications continue to affect your life?

CAMTC provides the above questions merely as a suggestion for possible additional questions that CAMTC Certificate Holders might want to add to their client intake process. By providing these questions, CAMTC makes no promises, warranties, or guarantees of any kind whatsoever. CAMTC Certificate Holders must use their own judgment in making the determination of must use their own judgment in making the determination of whether to provide massage to a specific client or not.

**Protecting the Public
Elevating the Profession**

PLEASE JOIN US FOR AN ONLINE
INFORMATIONAL FORUM PODCAST

ON THE MESSAGE PROFESSION IN CALIFORNIA
ENDURING THE COVID-19 PANDEMIC EMERGENCY

Moderated by

Jeff Forman Ph.D., CAMTC Chairman & Ahmos Netanel CAMTC CEO

THE PODCAST WILL BE POSTED ON [WWW.CAMTC.ORG](http://www.camtc.org) THURSDAY, JULY 2nd

Dear CAMTC Certificate Holders,

We invite you to join CAMTC Chairman Jeff Forman Ph.D. and CAMTC CEO Ahmos Netanel for an **informational forum podcast on massage issues in California during the COVID-19 pandemic emergency**. With massage professionals experiencing tremendous challenges, it is imperative for you to have the most up-to-date information. An exceptionally knowledgeable panel of experts will join the discussion of this CAMTC hosted event.

**You can listen to the podcast at www.camtc.org
any time starting Thursday, July 2, 2020 at 2:00 p.m.**

We encourage your participation by emailing any questions you may have to forum@camtc.org by **5:00 p.m. on Thursday, June 25th**. We will do our best to answer all emailed questions during the Forum. For questions not addressed during the Forum, you will receive contact information of entities that may be able to assist you directly.

TOPICS TO BE ADDRESSED BY OUR PANELISTS

MODERATORS

Jeff Forman Ph.D. BCTMB, CMT created the first Massage Therapy training programs and AA Degree in the California Community Colleges system. In 2014 he was appointed to CAMTC's Board and in 2019 was elected Chairman. Jeff continues his career as a speaker, author and consultant.

Ahmos Netanel became a massage therapist 40 years ago and dedicated his life to elevating the professional standing of massage therapists in California. In 1987, as a massage association president, he was instrumental in initiating a California state law that serves the profession and the public alike. In 2010, he was appointed as CAMTC's CEO.

THE COUNTIES: THE POWER TO ENFORCE

Mike Callagy is County Manager of the County of San Mateo. Mike oversees the efficient running of daily County operations and carries out policies established by the Board of Supervisors. He has more than 35 years of public sector service experience.

THE NEW WORLD OF HEALING ARTS AND PERSONAL SERVICE

Ruth Werner, BCTMB is a former massage therapist, a writer and an NCBTMB-approved continuing education provider. She is the author of "A Massage Therapist's Guide to Pathology," which is used in massage schools worldwide.

Dr. Michael Mina is a physician-scientist and professor of epidemiology, immunology, and pathology at Harvard School of Public Health and Harvard Medical School. Dr. Mina has been at the forefront of testing for COVID-19, as well as using testing and epidemic control strategies throughout this outbreak. He has advised international, as well as national and state level governments, since the virus emerged as a global threat.

MASSAGE INDUSTRY

Diane Hubner has more than 44 years of experience helping people achieve optimum health and wellbeing through massage, reflexology, mindfulness meditation and life coaching. She created Body Energizers in 1987 to specifically work with the Entertainment Industry.

Andrew Garsten is a Massage Envy Franchisee in Glendale and a Massage Envy Regional Developer for Los Angeles since 2004. Andrew is also President of the Massage Envy California Franchise Association (MECAFA), representing over 140 California locations.

MASSAGE SCHOOLS: HOW AND WHEN TO REOPEN

Tim Veitzer is the President and Co-Owner of National Holistic Institute (NHI). Founded in 1979, NHI is the first accredited and largest massage therapy school in California with 10 locations throughout the State.

Kathleen Mickey is the owner, director and lead instructor of the Santa Barbara Body Therapy Institute since 1989, while maintaining a private bodywork practice. She also serves as a member of the CAMTC Schools Advisory Committee.

COUNTY HEALTH OFFICIALS

David Silberman is Chief Deputy County Counsel for San Mateo County. He manages litigation, environmental, law enforcement and public protection teams. Has worked in Environmental Health for five years in multiple programs, including Massage and Body Art.

Han Phan, REHS is Senior Environmental Health Inspector of Massage & Body Art and Piercing Programs for San Francisco Department of Public Health.

David Chun is the Chief Environmental Health Specialist (EHS) for the Consultative Services Program within the County of Los Angeles, Department of Public Health, Division of Environmental Health (DPH-EH).

LIABILITY IN MASSAGE

Alison Siegel has been the Special Counsel in charge of denial and disciplinary process for CAMTC for the past 10 years. She has represented clients on administrative law matters for the past 22 years

Michael Schroeder is Founder and Chairman of American Massage Council, through which over 100,000 massage therapists receive malpractice insurance. Since 1987 he supported the massage profession as an attorney and in 2000 he co-founded Massage Today.

Bill Armour is the owner and founder of Burke Williams Spas and a pioneer of the urban day spa industry. From a single location in 1986, to eleven locations today, he employs nearly 1000 CAMTC Certified Massage Therapists.

We sincerely hope you will listen in to our timely and informative COVID-19 forum and how this pandemic threat is impacting massage therapists, clients and communities as a whole.

Thank you!

Team CAMTC

06/25/2020 **Interactive County Massage Reopening Map**

CAMTC COVID-19 Bulletin #25

Dear CAMTC Certificate Holders:

Across the State of California, most counties have allowed massage to reopen in line with the guidance provided by the California Department of Public Health (CDPH) in the [COVID-19 Industry Guidance: Expanded Personal Care Services](#) for counties with attestations. Many counties have also created (or are in the process of creating) local guidelines that must be adhered to.

To support you during this transition, CAMTC has created a designated webpage entitled: [County Massage Reopening Map](#). This interactive map provides web-links that are specific to massage reopening in each county, when available. Each county's listing will, at a minimum, provide local contact information related to COVID-19 issues, such as: websites; email addresses; and phone numbers to further answer questions regarding local concerns.

You can access CAMTC's *County Massage Reopening Map* at: <https://www.camtc.org/county-massage-reopening-map/> anytime, 24/7. Click on the Map or select from the drop-down menu to view county-specific information. As information becomes available, links on the Map will be added to include additional county-specific information. Scroll down below the Map for general information and updates. Be sure to check back frequently.

Take Care and Stay Healthy!

Team CAMTC

07/02/2020 **Listen to The CAMTC Online Informational Forum Podcast**

CAMTC COVID-19 Bulletin #26

[Listen to The CAMTC Online Informational
Forum Podcast – Coping with COVID-19](#)

Click on the headline above to listen to the recordings of the event and to view the Program Announcement.

07/03/2020 LA County Coronavirus Update: Wednesday, July 8, 2020, 3:00 - 4:00 pm

CAMTC COVID-19 Bulletin #27

Dear CAMTC Certificate Holders:

On the request of Los Angeles County Department of Public Health, CAMTC's CEO, Ahmos Netanel, will assist with the Coronavirus telebriefing as a Subject Matter Expert.

Even though it's hosted by the Los Angeles County Department of Health, you do not need to be in Los Angeles to ask questions and to benefit from this event.

LA County Coronavirus Nail Salon, Cosmetology, Massage Therapy and Tattoo Operators Telebriefing

Date: July 8, 2020

Replay Instructions are available July 8 at 5:00 p.m. through July 15

Nail Salons, Cosmetology, Massage Therapy and Tattoo Operators

Number: 866-207-1041

Access Code: 8136828

Please see the information below for guidance and information on what personal care services include, esthetician, skin care and cosmetology services; electrology; nail salons; body art professionals, tattoo parlors, microblading and permanent make-up; and piercing shops; and massage therapy (in non-healthcare setting) need to follow. **To reopen operators must complete Appendix R: personal care establishment protocol, provide a copy to each employee and post the protocol at your business to re-open. If your business operates on the same premise with a hair salon or barbershop both Appendixes H and R must adhere to, completed and post. See below for details.**

- LA County Public Health Coronavirus Website (updated regularly) <http://publichealth.lacounty.gov/media/Coronavirus/>

LA County Health Officer Orders [Reopening Safer at Work and in the Community Revised Order \(06.18.20\)](#)

- APPENDIX R: Personal Care Establishments Protocol
http://publichealth.lacounty.gov/media/coronavirus/docs/protocols/Reopening_PersonalCare.pdf

- APPENDIX H: Hair Salons and Barbershops Protocol (translation pending)
http://publichealth.lacounty.gov/media/coronavirus/docs/protocols/Reopening_HairSalons_Barbershops.pdf

Home Quarantine Instructions for Close Contacts of COVID-19 (Updated 05/01/20)

[English](#) | [Spanish](#) | [Traditional Chinese](#) | [Simplified Chinese](#) | [Korean](#) | [Armenian](#) | [Tagalog](#) | [Arabic](#) | [Farsi](#) | [Cambodian](#) | [Russian](#) | [Japanese](#) | [Vietnamese](#)

FAQs for People Exposed to COVID-19 (Updated 05/07/20)

[English](#) (translations pending) | [Spanish](#) | [Traditional Chinese](#) | [Simplified Chinese](#) | [Korean](#) | [Armenian](#) | [Tagalog](#) | [Arabic](#) | [Farsi](#) | [Cambodian](#)

What If I'm Sick Home Isolation Instructions for People with COVID-19

[English](#) | [Spanish](#) | [Traditional Chinese](#) | [Simplified Chinese](#) | [Korean](#) | [Armenian](#) | [Tagalog](#) | [Arabic](#) | [Farsi](#) | [Cambodian](#) | [Russian](#) | [Japanese](#) | [Vietnamese](#)

State Board of Barbering and Cosmetology New Guidelines for Establishments

https://www.barbercosmo.ca.gov/licensees/salon_reopen.shtml

California Massage Therapy Council website <https://www.camtc.org/>

We want you to re-open smartly and safely. Thank you for doing your part. It is critical to practice social (physical) distancing and wear a facemask whenever you are around others, wash your hands frequently, stay home when you are sick or have been in close contact with someone who is sick. Since there is no vaccine at this time, collectively we can continue to slow the spread of COVID-19 with these actionable steps. Together we can operate safely and continue to keep our communities safe. If you have any further questions, please let us know. You can call contact our COVID19 Business Call Center at: (877) 777-5799.

07/13/2020 **Massage Closures**

CAMTC COVID-19 Bulletin #28

Dear CAMTC Certificate Holders:

The Governor announced that as of today, July 13, 2020, identified counties representing approximately 75% of the population in California) must shut down specified industries, including massage and other personal care services, unless they can be modified to operate outside. Please see detailed information from the State on this issue, which can be found here: <https://covid19.ca.gov/roadmap-counties/>.

You can also check the status of your county by going to CAMTC's interactive map, which can be found here: <https://www.camtc.org/county-massage-reopening-map/>.

Please note that while the State has stated that the specified industries (including personal care services) can operate as long as they can be modified to operate outside, providing massage outside is only permitted as long as it does not conflict with local county and city laws, rules, and regulations.

Stay safe and be healthy,

Team CAMTC

07/21/2020 Outdoor Service Guidance for Massage - July 20, 2020

CAMTC COVID-19 Bulletin #29

Dear CAMTC Certificate Holders:

On July 20, 2020, the California Department of Public Health released a new guidance document related to the provision of personal care services provided outdoors. This new guidance document is meant for use in those counties where personal care services have been limited to outdoors only. That document can be found here: <https://files.covid19.ca.gov/pdf/guidance-outdoor-personal-care--en.pdf>.

As always, please check with your county for what they currently allow, and any local guidance they may have on these matters.

CAMTC's interactive map with links to county information may be found here: <https://www.camtc.org/county-massage-reopening-map/>.

Take Care and Stay Healthy!

Team CAMTC

CAMTC COVID-19 Bulletin #30

Dear CAMTC Certificate Holders,

An important Coronavirus Update Telebriefing will be held Wednesday July 29, 2020 from 1:00 p.m. to 2:00 p.m.

On the request of Los Angeles County Department of Public Health, CAMTC's CEO, Ahmos Netanel, will assist with the Coronavirus telebriefing as a Subject Matter Expert.

Even though it's hosted by the Los Angeles County Department of Health, you do not need to be in Los Angeles to ask questions and to benefit from this event.



INVITE ONLY
July 24, 2020

Coronavirus Update:
Telebriefing for Nail Salons, Cosmetology, Massage Therapy and
Tattoo Operators

Public Health Officials Provide Update on Novel Coronavirus (COVID-19)

California now has the most coronavirus cases in the country. Here in LA County, our cases are rising, the rate of infection is high, and the number of hospitalizations is at the highest level that we have seen during this pandemic. This is mostly due to community spread. It's imperative that we join together and take personal protective steps and implement public health behaviors. The Los Angeles County Department of Public Health (Public Health) will be conducting a telebriefing to give you a situational update, explain key indicators that Public Health is monitoring closely to determine our recovery, and spend plenty of time answering your questions.

WHEN: Wednesday, July 29, 2020
Time: 1:00 – 2:00 p.m. (PDT)

WHERE: Telephone Call-in **844-291-5494**
Access Code **1154535**

Participants are strongly urged to call in 15 minutes prior to the start time of the call to check in. Participants will need to provide their name and organization. Call starts promptly.

WHO: Jeffrey Gunzenhauser, MD, MPH, Chief Medical Officer
Los Angeles County Department of Public Health

Dawn Terashita, MD, MPH, Associate Director
Acute Communicable Disease Control Program

Kristy Underwood, Executive Officer - California State Board of Barbering and Cosmetology

Ahmos Netanel, Chief Executive Officer - California Massage Therapy Council

CONTACT: LA County Department of Public Health | (213) 240-8144 | media@ph.lacounty.gov

07/31/2020 In Today's New York Times

CAMTC COVID-19 Bulletin #31

The New York Times
California Today

July 31, 2020

How Massage Therapists in California Are Adapting to the Pandemic

By Marie Tae McDermott

<https://www.nytimes.com/2020/07/31/us/essential-workers-massage-therapists.html?searchResultPosition=1>

08/10/2020 LA County Coronavirus Update Thursday August 13th

CAMTC COVID-19 Bulletin #32

Dear CAMTC Certificate Holders,

An important Coronavirus Update Telebriefing will be held Thursday August 13, 2020 from 11:00 a.m. to 12:00 p.m.

On the request of Los Angeles County Department of Public Health, CAMTC's CEO, Ahmos Netanel, or a CAMTC Representative will assist with the Coronavirus telebriefing as a Subject Matter Expert.

Even though it's hosted by the Los Angeles County Department of Health, you do not need to be in Los Angeles to ask questions and to benefit from this event.

BRIEFING INVITATION



313 North Figueroa Street, Room 806 • Los Angeles, CA 90012 • (213) 240-8144 • media@ph.lacounty.gov
PublicHealth.LACounty.gov • Facebook.com/LAPublicHealth • Twitter.com/LAPublicHealth

INVITE ONLY

Coronavirus Update:
Telebriefing for Nail Salons, Cosmetology, Massage Therapy and Tattoo Operations
Public Health Officials Provide Update on Novel Coronavirus (COVID-19)

Public Health is seeing signs of stability in key indicators, including hospitalizations, deaths, and the 7-day average of positivity rate. As we begin to see the curve flattening again, we must remain cautious and attentive to the reality of COVID-19; it is not going away any time soon. If we return to life as we knew it before the pandemic hit, we will see cases, hospitalizations and deaths increase once again. The Los Angeles County Department of Public Health (Public Health) will be conducting a telebriefing to give you a situational update, explain key indicators that Public Health is monitoring closely to determine our recovery, and spend plenty of time answering your questions.

WHEN: Thursday, August 13, 2020
Time: 11:00 a.m. – 12:00 p.m. (PDT)

WHERE: Telephone Call-in **844-867-6167**
Access Code **8556897**

Participants are strongly urged to call in 15 minutes prior to the start time of the call to check in. Participants will need to provide their name and organization. Call starts promptly.

WHO: Muntu Davis, MD, MPH, Health Officer
Los Angeles County Department of Public Health

Sharon Balter, MD, Director
Acute Communicable Disease Control Program

Liza Frias, Director
Los Angeles County Environmental Health

Kristy Underwood, Executive Officer - California State Board of Barbering and Cosmetology

Ahmos Netanel, Chief Executive Officer - California Massage Therapy Council

CONTACT: LA County Department of Public Health | (213) 240-8144 | media@ph.lacounty.gov
**There is no need to RSVP*

Los Angeles County Department of Public Health works to protect health, prevent disease, and promote health and well-being.

08/26/2020 **Medical Massage as an Essential Service**

CAMTC COVID-19 Bulletin #33

Dear CAMTC Certificate Holders:

CAMTC was recently informed that the California Department of Public Health (CDPH) has broadened the definition of "medical" massage services. While the State previously stated that massage was allowed as an essential service only for those "working for a physician or chiropractor," they have now expanded that definition.

According to communications from the CDPH, Essential Services Inquiries: "Medical massage (massage done *based on a referral* from a doctor or chiropractor) is permitted indoors at this time. Therapeutic massage is not permitted indoors in counties on the monitoring list for three consecutive days where personal services are not permitted." Additionally, the State further clarified this statement by stating that: "Medical massage (based on a referral from a doctor or chiropractor) is permitted indoors, even if the county is on the monitoring list," and that "medical massage is considered an essential service."

If you need further clarification as to what qualifies as "medical massage," please send those inquiries to: EssentialServicesInquiries@cdph.ca.gov

Since counties can impose stricter requirements than the State, please check with your county to see your local requirements. County specific links may be found by going to: <https://www.camtc.org/county-massage-reopening-map/> and clicking on your specific county.

Take Care and Stay Healthy,

Team CAMTC

09/03/2020 New Massage Status of Counties

CAMTC COVID-19 Bulletin #34

Dear Certificate Holder:

Did you know that massage professionals are currently allowed to practice in 57 of the 58 counties in California? Some counties allow massage to occur indoors with modifications, some counties allow massage to occur only outdoors with modifications, but nearly every county in California is now open for massage. Please go here to see the current status of your county: <https://www.camtc.org/county-massage-reopening-map/>

Additionally, recently the California Department of Public Health's Essential Services Inquiries stated that medical massage (massage done based on a referral from a doctor or chiropractor) is permitted by the State to take place indoors in every county as an essential service, as long as the county has not banned indoor medical massage from occurring. Please check with your local county to confirm what is currently allowed.

Take Care and Stay Healthy!

Team CAMTC

09/11/2020 LA County Coronavirus Update Friday September 11th

CAMTC COVID-19 Bulletin #35

Dear CAMTC Certificate Holders:

We just received the attached notice from the Los Angeles County Department of Public Health.

They are having a tele-briefing for Personal Care Services today at 4:00pm for those services that are still prohibited for indoor operations and requested CAMTC's CEO, Ahmos Netanel, be on the line to answer questions as a subject matter expert.

You don't have to live or work in Los Angeles County in order to join this call.

BRIEFING INVITATION

313 North Figueroa Street, Room 806 • Los Angeles, CA 90012 • (213) 240-8144 • media@ph.lacounty.gov
PublicHealth.LACounty.gov • [Facebook.com/LAPublicHealth](https://www.facebook.com/LAPublicHealth) • [Twitter.com/LAPublicHealth](https://twitter.com/LAPublicHealth)

INVITE ONLY

Coronavirus Update:
Telebriefing for Nail Salons, Massage Therapy, Estheticians and Tattoo Operations
Public Health Officials Provide Update on Novel Coronavirus (COVID-19)

L.A. County has made encouraging progress in all the key indicators the past month. And while optimistic about the current community transmission data we are seeing, the Los Angeles County Department of Public Health (Public Health) is urging residents and business owners to continue implementing infectious control measures so we can continue our recovery journey. Public Health will conduct a telebriefing to update you on the latest COVID-19 response, discuss the State's new recovery road map and updated Tier Framework that classifies Each California County based on its daily case rate and positivity rate, and spend plenty of time answering your questions and hearing from you.

WHEN: Friday, September 11, 2020
Time: 4:00 – 5:00 p.m. (PDT)

WHERE: Telephone Call-in **844-867-6167**
Access Code **8556897**

*Participants are strongly urged to **call in 15 minutes prior** to the start time of the call to check in. Participants will need to provide their name and organization. Call starts promptly.*

WHO: Muntu Davis, MD, MPH, Health Officer
Los Angeles County Department of Public Health

Liza Frias, Director
Los Angeles County Environmental Health

Dawn Terashita, MD, MPH, Associate Director
Acute Communicable Disease Control Program

CONTACT: LA County Department of Public Health | (213) 240-8144 | media@ph.lacounty.gov

**There is no need to RSVP*

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*Los Angeles County Department of Public Health works to protect health,
prevent disease, and promote health and well-being.*

09/11/2020 **Status of Massage Reopening**

CAMTC COVID-19 Bulletin #36

The current status of massage is constantly evolving. Every Tuesday at noon the State updates county statuses in its Blueprint for a Safer Economy, which may mean a change in the status of massage. Currently, 32 out of the 58 counties allow all types of massage to occur indoors, with modifications. In all other counties massage is allowed to occur outdoors, with modifications. Please go here to see the current status of your county: <https://www.camtc.org/county-massage-reopening-map/>

Additionally, the California Department of Public Health's Essential Services Inquiries stated that medical massage (massage done based on a referral from a doctor or chiropractor) is permitted by the State to take place indoors in every county as an essential service, as long as the county has not banned indoor medical massage from occurring. Please check with your local county to confirm what is currently allowed.

For those providing services in LA County please note that the county has recently confirmed that only physician ordered massage is allowed to be conducted indoors as long as the same protective measures described in the County's protocol for personal care services that are conducted in outdoor spaces are adhered to. In all cases, massage may occur outdoors in LA county with modifications. Please see the new guidance here: http://publichealth.lacounty.gov/media/Coronavirus/docs/protocols/Reopening_PersonalCare.pdf.

Take Care and Stay Healthy!

Team CAMTC

PERFORMANCE METRICS – 1st and 2nd Quarters 2020

PM1 – VOLUME

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

FIRST QUARTER 2020: 35 complaints received on average per month.

SECOND QUARTER 2020: 38 complaints received on average per month.

PM1.1 – VOLUME – CERTIFICATE HOLDERS

TOTAL NUMBER OF COMPLAINTS RECEIVED AGAINST CERTIFICATE HOLDERS

FIRST QUARTER 2020: 22 complaints against certificate holders received on average per month.

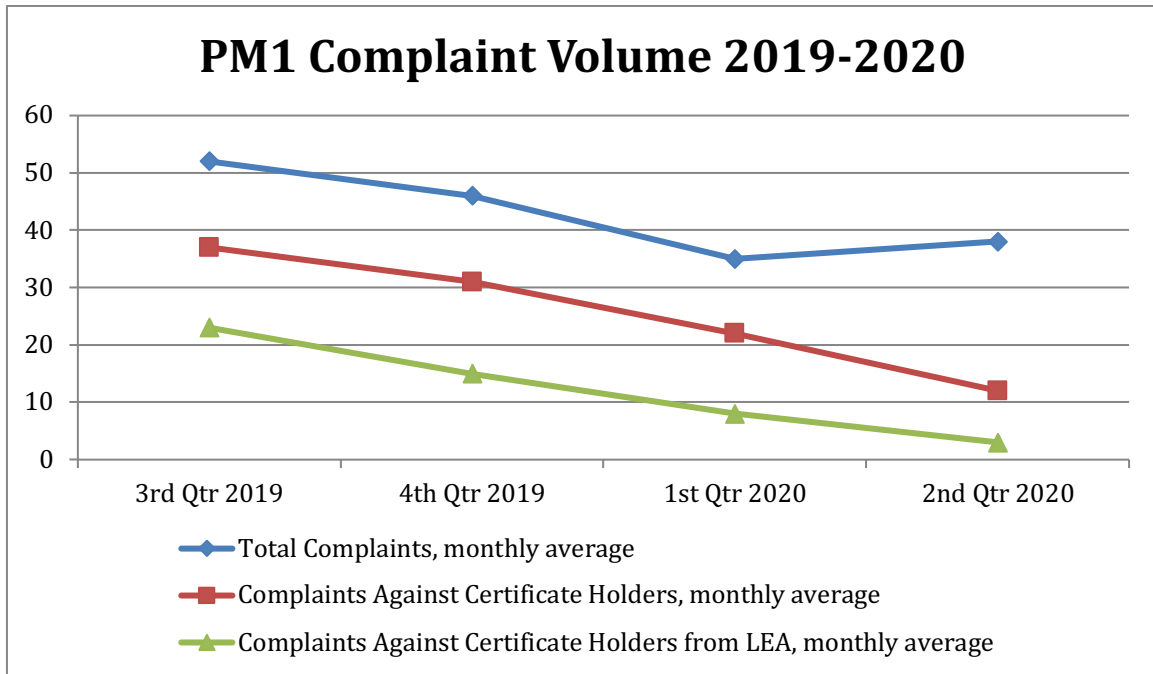
SECOND QUARTER 2020: 12 complaints against certificate holders received on average per month.

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

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

FIRST QUARTER 2020: 8 complaints from LEA received against certificate holders on average per month.

SECOND QUARTER 2020: 3 complaints from LEA received against certificate holders on average per month.

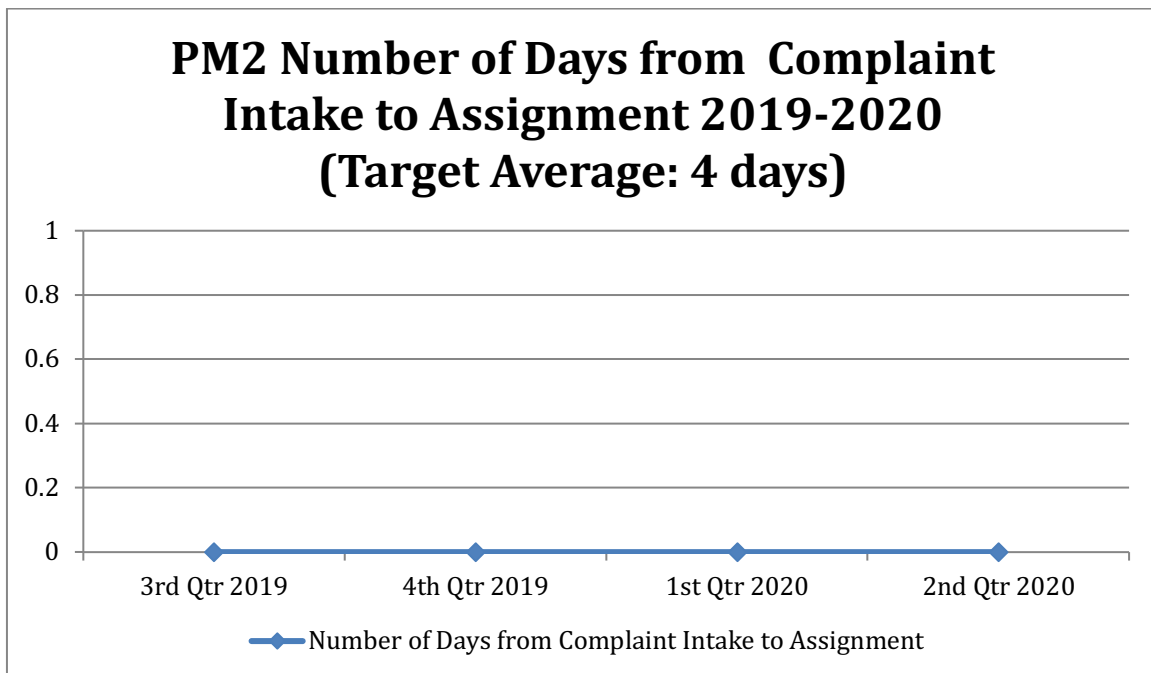


PM2 – INTAKE – ALL COMPLAINTS

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

FIRST QUARTER 2020: 0 days to assignment.

SECOND QUARTER 2020: 0 days to assignment.

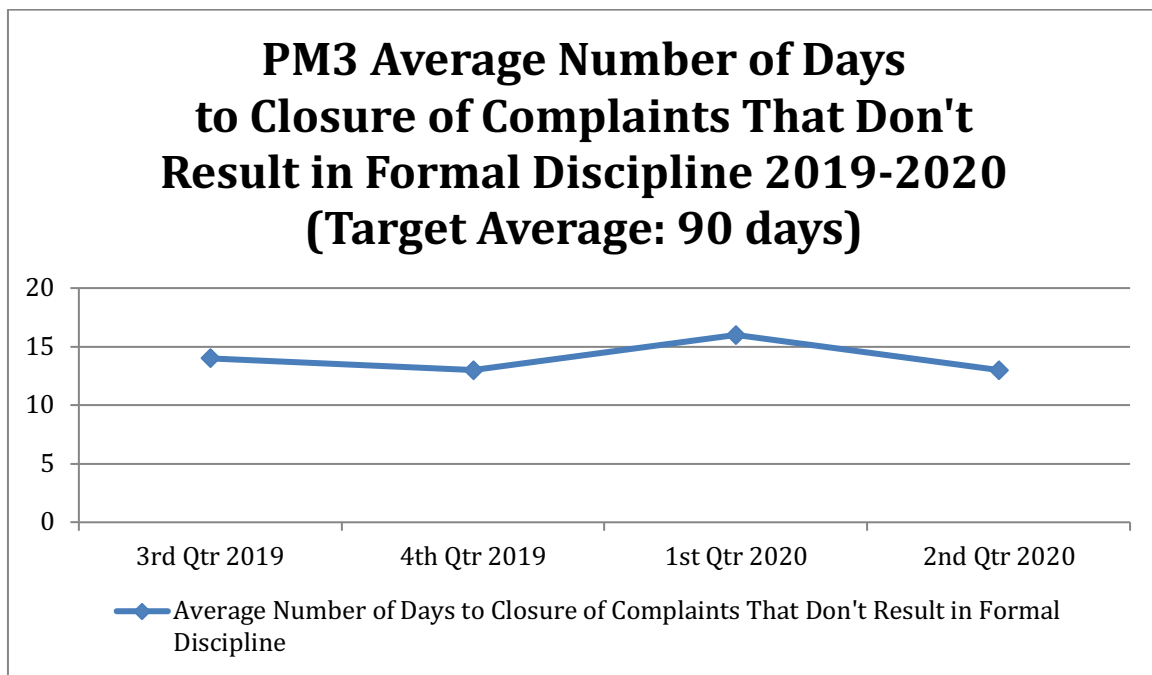


PM3 – INTAKE AND INVESTIGATION

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

FIRST QUARTER 2020 (46 complaints resolved): 16 days is the average number of days to closure.

SECOND QUARTER 2020 (84 complaints resolved): 13 days is the average number of days to closure.

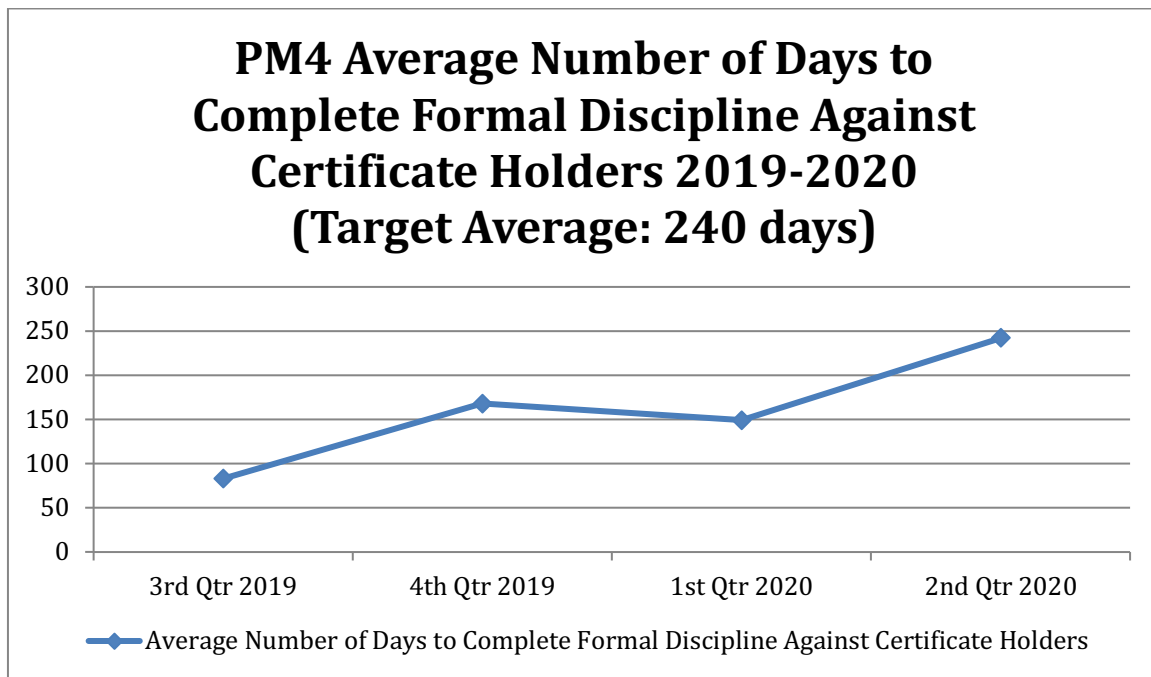


PM4 – FORMAL DISCIPLINE AGAINST CERTIFICATE HOLDERS

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

FIRST QUARTER 2020 (86 actions): 149 days is the average number of days from intake to final date of formal discipline.

SECOND QUARTER 2020 (92 actions): 242 days is the average number of days from intake to final date of formal discipline.



CAMTC Bank Account Summary
As of 7/31/2020

	Bank	Type	Term	Maturity Date	Rate	Value	% of Portfolio	Valuation Date
1	Umpqua Bank	Checking	NA	NA	0.000%	661,175.81	19.0%	7/31/2020
2	Synchrony	CD	12 Mos	11/10/2019	1.487%	273,316.20	7.9%	7/31/2020
3	State Farm Bank	CD	36 Mos	11/26/2020	1.440%	271,669.69	7.8%	7/31/2020
4	Centennial Bank/Giant Bank	CD	36 Mos	11/26/2020	1.550%	250,000.00	7.2%	7/31/2020
5	EH National Bank	CD	24 Mos	12/5/2020	1.120%	267,348.24	7.7%	12/31/2019
6	First Internet Bank of Indiana	CD	24 Mos	12/8/2020	1.900%	250,615.75	7.2%	7/31/2020
7	Golden State Bank	MM	NA	NA	1.500%	252,424.59	7.3%	7/31/2020
8	Umpqua Bank - CDARS 01-032620	CDARS	1 mo	8/13/2020	0.010%	501,515.40	14.4%	7/31/2020
9	Umpqua Bank - CDARS 02-061120	CDARS	1 mo	8/6/2020	0.010%	750,005.76	21.6%	7/31/2020

3,478,071.44

MECAFA – Massage Envy California Franchise Association
333 N. Brand Boulevard, Glendale CA 91203

May 14, 2020

The Honorable Steven Glazer
Chair, Senate Standing Committee on Business, Professions and Economic Development
State Capitol, Room 5108
Sacramento, CA 95814

Re: SB1474, CAMTC Sunset

Dear Senator Glazer:

The Massage Envy California Franchise Association (MECAFA) supports the state legislature's effort to move the CAMTC Sunset Hearings to 2021. Like most businesses in the State of California, MECAFA's work and resources have quickly pivoted away from CAMTC Sunset procedures towards supporting our members so they may survive and then recover from the current shutdown environment caused by Covid 19.

However, inside the current State Massage Ordinance is a trigger to resume testing starting January 1, 2021 as a requirement for CAMTC certification. We would like to request that as part of SB1474, that the suspension of the test requirement also get moved down the calendar to January 2022, so that this requirement can be discussed more thoroughly during next year's Sunset processes.

MECAFA strongly believes that the test requirement creates significant barriers to people who would consider Massage Therapy as a vocational choice, without any positive impact on safety. We were preparing to put forth this position in the 2020 Sunset Review process. With the forthcoming re-opening of schools and businesses in what will be a recession economy, every effort should be made to increase educational opportunities and reduce barriers for vocations like Massage Therapy. It should also be pointed out that due to pandemic conditions, testing centers are closed, there is no certainty on when they will be able to open again and schools, while struggling to adapting to changing conditions, do not need the additional challenge of shifting their programs towards preparing their students for test taking.

We again appreciate moving the Sunset Hearing to next year and thank you in advance for considering the issues regarding the resumption of testing requirements.

Sincerely,



Andrew Garsten
President, MECAFA

Cc: Sarah Mason, Staff Director, Senate Standing Committee on Business, Professions and Economic Development

From: Mason, Sarah [<mailto:Sarah.Mason@SEN.CA.GOV>]
Sent: Friday, May 15, 2020 12:03 PM
To: Veitzer, Tim <veitzert@nhi.edu>; Sumner, Robert <Robert.Sumner@asm.ca.gov>
Cc: Silva, Elissa <Elissa.Silva@sen.ca.gov>
Subject: RE: CAMTC Sunset Review

Thank you Tim.

From: Veitzer, Tim <veitzert@nhi.edu>
Sent: Friday, May 15, 2020 12:02 PM
To: Mason, Sarah <Sarah.Mason@SEN.CA.GOV>; Sumner, Robert <Robert.Sumner@asm.ca.gov>
Subject: CAMTC Sunset Review

Dear Sarah and Robbie,

My name is Tim Veitzer and I am the President and Co-Owner of National Holistic Institute, the largest massage therapy school in California. We have campuses in San Jose, Emeryville, Santa Rosa, Sacramento, Redding, Modesto, Clovis, Studio City, Ontario, and Santa Ana.

I understand in light of the current circumstances that sunset review oversight hearings will not take place during the remainder of this year's legislative session. That said, I did want to voice our support of CAMTC and prolonging the elimination of the exam requirement for our graduates to work in the massage therapy profession. Not only is the exam not being offered at this time, there has been a lot of discussion about the current national exam being discriminatory (not offered in multiple languages for US citizens that don't speak English) nor it being a true entry level exam creating artificial barriers for graduates to pursue a career in their chosen field.

It is my hope that the language bolded below can be extended to January 1, 2022.

*B&P Code section 4604(a) (3) The applicant has passed a massage and bodywork competency assessment examination that meets generally recognized psychometric principles and standards and that is approved by the council. The successful completion of this examination may have been accomplished before the date the council is authorized by this chapter to begin issuing certificates. **This paragraph shall be inoperative commencing on January 1, 2019, and shall become operative on January 1, 2021***

Thank you very much for your consideration and please feel free to reach out if you would like further thoughts on the matter.

Best, Tim

Tim Veitzer - President
National Holistic Institute
(510) 547-6444 x132
Mobile (415) 350-3749

MEMORANDUM OF UNDERSTANDING BETWEEN
THE CALIFORNIA MASSAGE THERAPY COUNCIL AND
THE SANTA CLARA COUNTY DISTRICT ATTORNEY'S OFFICE

This Memorandum of Understanding (MOU) is entered into by and between the California Massage Therapy Council (CAMTC) and the Santa Clara County District Attorney's Office (DA) (collectively "Parties") as of the date that this document is signed by both Parties. Both CAMTC and the DA share a common interest in relation to ending human trafficking. The purpose of this MOU is to clearly identify the ways in which both organizations will continue to effectively collaborate, share information, and work together to strengthen each other's efforts to fight human trafficking in massage and massage establishments.

PARTIES

1. CAMTC is a private, nonprofit, public benefit corporation that provides voluntary certification to massage professionals who meet the requirements in the Massage Therapy Act. (Business and Professions Code section 4600 *et. seq.*) CAMTC also approves massage schools for CAMTC certification purposes. (*Id.*) Individuals who are CAMTC certified may provide massage for compensation in any city or county in California without being required to obtain a local permit to do so. (Government Code section 51034(c)(9).)
2. CAMTC's highest priority is protection of the public. The Massage Therapy Act was created, in part, so that massage could no longer be used as a subterfuge for prostitution. CAMTC has been at the forefront of working with District Attorneys and law enforcement to advance anti-human trafficking efforts in the massage arena.
3. The DA is Jeffrey F. Rosen.
4. The DA's mission is to promote public safety through the prevention and prosecution of crime. DA Jeffrey F. Rosen has zero-tolerance for sexual and labor criminal exploitation in our community.

INTENT

1. The Parties collectively agree that human trafficking is a scourge to local communities and that human traffickers prey on vulnerable individuals with the least amount of power and resources in society. The Parties are both currently engaged in activities to fight human trafficking. The Parties believe that by working collaboratively and sharing information they can have a stronger impact on curbing human trafficking operating under the guise of massage.
2. The Parties intend, by and through this Agreement, to work together to fight human trafficking in massage and massage establishments located in Santa Clara County,

each within their own area of authority and expertise, and jointly when beneficial and practicable.

AGREEMENT

In furtherance of the foregoing mutual goals, the Parties agree to the following:

1. CAMTC will provide at least one no-cost training session per year highlighting risks and exploring solutions in Santa Clara County to those groups/individuals that the DA and/or CAMTC identifies as parties who would benefit from such training, including but not limited to the following: law enforcement, code enforcement, and the District Attorney's Office.
2. CAMTC will review the current Santa Clara County ordinance related to massage and massage establishments, and provide suggestions for strengthening the ordinance as it relates to fighting human trafficking and cooperation with CAMTC. Upon request of the DA, CAMTC will also provide this same service to each Santa Clara County city identified.
3. CAMTC will share information with the DA when authorized by Business and Professions Code section 4614(a), which currently states:

"Upon the request of any law enforcement agency or any other representative of a local government agency with responsibility for regulating or administering a local ordinance relating to massage or massage establishments, the council shall provide information concerning an applicant or a certificate holder, including, but not limited to, any of the following:

- (1) The current status of an application or certificate.
- (2) Any history of disciplinary actions.
- (3) The home and work addresses of the applicant or certificate holder.
- (4) The name and home and work addresses of any person whose certificate has been suspended and the length of the suspension, if the work address is located within the jurisdiction of agency making the request.
- (5) Any other information in the council's possession that is necessary to verify facts relevant to administering the local ordinance."

4. CAMTC will notify the specifically identified individual contact(s) in Santa Clara County and cities located in Santa Clara County (by email) when CAMTC suspends, revokes, or reinstates the certificates of CAMTC certificate holders who list a city or county in Santa Clara County as a location where they live or work.
5. CAMTC will provide a dedicated point of contact for communications from Santa Clara County to CAMTC through CAMTC's complaint link. Email messages utilizing the

dedicated point of contact will add the following designation in the "subject" line of the email message: "*SCC*."

6. CAMTC's Director of Law Enforcement Relations will be available to provide expertise related to human trafficking in massage and massage establishments on an as needed basis.

7. CAMTC's Special Counsel will be available to provide non-privileged communication to the DA and its staff in relation to legal issues related to CAMTC and massage.

8. The DA agrees to initiate contact with representatives of Santa Clara County, and the cities within Santa Clara County, and their respective law enforcement agencies, local anti-Human Trafficking organizations, and local task forces in an effort to encourage all respective parties to work together to curb human trafficking under the guise of massage in Santa Clara County.

9. The DA will provide CAMTC with a list of identified individual contacts to receive email notifications of CAMTC suspensions, revocations, and reinstatements. This list will be updated as needed.

10. In order to access the Santa Clara County dedicated point of contact through CAMTC's complaint link, the DA will note in the "subject" line of email messages sent to CAMTC's complaint link the following designation: "*SCC*" So, for example, email subject lines from Santa Clara County will look like the following: Re:*SCC* 647(b) violations.

11. The DA agrees to share information with CAMTC when authorized by Business and Professions Code section 4614(b), which currently states:

"Upon the request of the council, any law enforcement agency or any other representative of a local government agency with responsibility for regulating or administering a local ordinance relating to massage or massage establishments is authorized to provide information to the council concerning an applicant or certificate holder, including, but not limited to, any of the following:

- (1) The current status of any local application or permit.
- (2) Any history of legal or administrative action taken against the applicant or certificate holder.
- (3) Any information related to criminal activity or unprofessional conduct allegedly engaged in by a certificate applicant or certificate holder, including, but not limited to, police reports and declarations of conduct.
- (4) The home and work addresses of the applicant or certificate holder.
- (5) Any other information in the possession of the law enforcement agency or other local government agency that is necessary to verify information or otherwise implement this chapter."

12. The Parties intend for the collaboration and information sharing responsibilities identified in this MOU to occur over a five-year time period. If at any point during this time there is a material change in the legal authority of either Party, the Parties will re-assess their responsibilities under this Agreement and modify their individual obligations to ensure that they are in compliance with their legal authority.

13. The Parties agree that they will collaborate, share information as authorized by law, support each other, and provide expertise to each other as it relates to their anti-human trafficking efforts related to massage.

IN WITNESS WHEREOF, the Parties have executed this Agreement effective when signed by both parties.

CALIFORNIA MASSAGE THERAPY COUNCIL

Date: 03/12/20

By: Ahmos Netanel
Ahmos Netanel, CEO

SANTA CLARA COUNTY DISTRICT ATTORNEY'S
OFFICE

Date: 3/13/20

By: Jeffrey Rosen
Jeffrey Rosen, Santa Clara County
District Attorney



Strategic Priorities 2021

Proposed 10/1/2020 for discussion

1. **Sunset Review** - In preparation for the 2021 Sunset review, prioritize all organizational functions for a successful outcome for the Sunset review. Specifically, the continuation of CAMTC as a nonprofit organization, implementing a state-wide voluntary certification program for massage professionals and approval of educational programs. Sunset review shall be the highest priority for CAMTC in 2021. Whenever Sunset review is inconsistent with other interests sought to be promoted, Sunset review shall be paramount.
- 2.
- 3.

Treasurer's Report, July 31, 2020

Board Meeting: October 1, 2020

Applications Received and Re-Certifications Billed

Data through July 31, 2020 offer little insight into the long-term effects on the California massage industry due to Covid-19.

Despite the major real-world changes which are in effect, the data on New Applications and Recertifications through July 31, 2020 do not yet differ substantially from what might have been expected if the Covid-19 impact had not occurred.

It requires no unique insights to suggest that future Treasurer's Reports will reflect these market changes; however, the magnitude of the virus' impact will depend on when the government allows business openings and how aggressively the industry markets itself in the new environment.

The Number of Certificate Holders

The number of Active Certificate Holders is a meaningful measure of CAMTC's current performance. Prior to the Covid shutdown, one might have expected a reduction in the number of Certificate Holders because the tight job market offered alternate opportunities. After the Covid related closures, one would expect some reduction in Certificate Holders because of the lack of work opportunities.

In spite of these concerns, the number of Active Certificate Holders on July 31, 2020, at 51,122 was somewhat above the 50,659 on July 31, 2019. Although there has been year-to-year variation over time, the number of Certificate Holders has remained fairly constant. The big question, of course, is what will happen in the coming months.

The following table shows the number of certificate holders on July 31, beginning in 2016. In the past, the number of Active Certificate Holders has often been higher in odd-numbered years, possibly because of the two-year renewal cycle. This makes the July 31, 2020 findings all the more noteworthy.

July 31	NUMBER OF CERTIFICATE HOLDERS
2020	51,122
2019	50,659
2018	50,022
2017	52,607
2016	49,558

New Applications and Re-Certifications

One thousand nine hundred and seventy-two (1,972) New Applications were received through July 31, 2020. This was a large drop from the high of 4,687 in the comparable period in 2019, but still in line with recent years. Perhaps one of the few impacts of the Covid closures that we see in the 2020 data is that new Applications fell starting in April:

New Applications, 2020	
January	437
February	349
March	361
April	154
May	228
June	225
July	218
Total	1972

Recertifications, at 15,883, were up substantially from 2019 and near the level achieved in 2018. (The low level in 2019 probably reflects the low levels of applications two years ago due to the now no-longer-required testing.)

Recertifications accounted for 89% of the total activity, a share similar to those in 2018 and 2017

Through July 31	New Applications Received	Re- Certifications Billed	Total	Re- Certifications as a % of Total
2020	1,972	15,883	17,855	89%
2019	4,687	12,460	17,147	73%
2018	1,799	16,189	17,988	90%
2017	1,334	13,332	14,666	91%

Through July, 2020, 86% of the Recertifications Billed were paid; again, the levels were similar to 2018 and 2019. (As noted previously, patterns differed on many measures in 2019.) Most of those who are billed are remaining Active Certificate Holders.

Through July 31	Recertifications Billed	Recertifications Paid	% Billed That Are Paid
2020	15883	13664	86%
2019	12460	11929	96%
2018	16189	14182	88%
2017	13332	10703	80%

Processing Time

The average number of days required to process and approve documents (assuming no background or education issues) was 8 days in 2020, a meaningful reduction from the 12 days in 2019 and 13 days in 2018.

What It All Might Mean

While the current findings offer no obvious cause for concern, the findings to date provide little insight into what the future holds for the industry. While the impact is virtually a certainty, the short- and long-term effects are uncertain. The restrictions the government

continues to impose and what the industry does to re-energize itself will be key determinants.

Financial Statements

Statement of Functional Activities (Income Statement)

Overview Revenue, Expenses, and Net Income Relative to Budget and Prior Year

Revenue was down 6% from the comparable year-ago period while Expenses fell by 7%. The net effect was an increase of 12% in Net Income over a year-ago.

Both actual Revenue and Expense through July 31 were below Budget. Revenue, at \$3,344,470, was 15% below the budgeted amount, although the adverse effect on income was partially offset by Expenses, which, at \$3,028,210, were 13% less than Budget. In contrast to the actual gain in Net Income over the previous year, Net Income, \$316,260, was just 72% of Budget.

SUMMARY OF FUNCTIONAL ACTIVITIES					
January 1 Through July 31					
	2020		2019		
	Actual	Budget	Actual	Budget	Change in Actual from 2019
Total Revenue	\$3,344,470	\$3,937,162	\$3,542,781	\$3,474,695	-6%
Total Expenses	\$3,028,210	\$3,495,112	\$3,260,103	\$3,335,648	-7%
Net Income	\$316,260	\$442,050	\$282,678	\$139,047	12%

The following sections discuss the Revenues and expenses both in absolute terms and relative to the budget.

Revenue Detail

Total Revenue was, as noted, was 15% below Budget. Most, 90%, of the decline was from Current Year New Certification Fees and Current Year Re-Certifications. Thus, while the CAMTC Certification data through July 31, 2020 were not substantially different from recent previous years, Revenue fell below what was anticipated. While budget

figures are just estimates, these may be an indication of the initial effects of the pandemic on Certifications.

Re-Certifications – CY (Current Year) accounts for 74% of Total Revenue year-to-date, with *New Certification Fees – CY* adding an additional 11%. These two sources, together, comprise 85% of Revenue

Past Year Re-Certification Fees, accounts for an additional 6%; no other source exceeded 2%.

REVENUE, THROUGH JULY 31, 2020

	Actual	% of Total	Actual as a % of Budget
CERTIFICATION FEES			
New Certification Fees - CY	\$362,023	10.82%	56%
New Certification Fees - PY	\$52,868	1.58%	100%
Re-Certifications - CY	\$2,481,107	74.19%	91%
Re-Certifications - PY	\$192,187	5.75%	100%
Recertification Late Fees	\$48,540	1.45%	72%
Limited Recertification Fees	\$32,200	0.96%	NA
Limited Recert Late Fees	\$6,300	0.19%	539%
TOTAL CERTIFICATION FEES - INDIVIDUAL	\$3,175,225	94.94%	86%
Hearing Fees - Individuals	\$22,410	0.67%	50%
School Application Fees -	\$21,945	0.66%	67%
School Background Check Fees	\$3,034	0.09%	79%
School Hearing Fees	\$0	0.00%	NA
Interest and Other Income	\$13,951	0.42%	80%
Miscellaneous Fees	\$107,905	3.23%	75%
TOTAL REVENUE	\$3,344,470	100.00%	85%

Expense Detail

Expenses were 13% below Budget.

CAMTC has modified the method of presenting Expenses. Rather than categorizing expenses in sub-accounts under nine major categories, 40 expense accounts are listed separately.

Fifteen (15) of those 40 accounts make up 93% of actual and 90% of budgeted expenses through July 31. These fifteen accounts are shown in the table below in the order they are listed in CAMT's financial statements. Most of these major expenses were near or below the budgeted amounts.

Application Processing, accounting for 30% of the total, is clearly the major expense category, followed by Senior Management, 11%, Legal, 10%, then by Paralegals, 8%, and Legal in House, 6%. Legal-related activity accounts for 24% of all expenses.

EXPENSES THROUGH JULY 31, 2020

Account	Amount	% of Total	Actual as a % of Budget
Senior Management	\$319,698	11%	104%
Management	\$106,378	4%	80%
Outreach Director	\$49,843	2%	103%
Field Investigators	\$129,298	4%	88%
School Inspectors	\$78,770	3%	97%
Legal In-house	\$179,449	6%	103%
Paralegals	\$247,374	8%	88%
Payroll Taxes	\$57,538	2%	61%
Benefits	\$118,081	4%	89%
Communications & Outreach	\$162,020	5%	129%
Banking/credit Card Fees	\$71,062	2%	110%
Certification/Mats/Print/Mail	\$38,263	1%	56%
Database Development	\$46,709	2%	37%
Legal	\$303,636	10%	94%
Application Processing	\$904,496	30%	88%
Total of Above Expenses	\$2,812,615	93%	90%
TOTAL EXPENSES	\$3,028,210	100%	87%

Statement of Financial Position (Balance Sheet)

Overview

CAMTC is in a solid financial position and is more favorable situation than it was a year ago. Given the future uncertainties, this is a reassuring financial statement.

- Assets, which are composed primarily of cash or cash equivalents, are up 46% from July 31, 2019 to \$3,705,985. Cash on hand, \$3,478,071 provides a strong reserve for the anticipated changes in the market; it is equal to approximately eight months of expenses.
- Liabilities are also up, by 124% to \$1,485,149. However, much of this increase is deferred income.
- Equity, at \$2,220,836, is up approximately 18% from a year ago.

	BALANCE SHEET, JULY 31	
	2020	2019
Assets		
Current	\$3,478,071	\$2,331,923
Fixed	\$164,467	\$148,400
Other	\$63,447	\$65,474
Total Assets	\$3,705,985	\$2,545,797
Liabilities		
Current	\$898,455	\$567,603
Long term	\$586,694	\$94,863
Total Liabilities	\$1,485,149	\$662,466
Equity	\$2,220,836	\$1,883,331
Total Liabilities and Equity	\$3,705,985	\$2,545,797

Conclusions

- The current financials demonstrate that the pandemic has not negatively impacted CAMTC's fiscal viability. Subsequent reports may show the impact of COVID-19 on the number of massage professionals and the use of massage by the public.
- The healthy financial position of CAMTC will allow the Council to sustain changes in the near term.
- Market changes may require that CAMTC review its strategy and priorities.

Respectfully submitted by
Michael Marylander,
Treasurer
September 13, 2020



CALIFORNIA MASSAGE THERAPY COUNCIL

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

To: CAMTC Board of Directors

From: Beverly May, Director of Governmental Affairs, Anti-Human Trafficking and IT

Report for Board Meeting October 1, 2020

Local Massage Regulations:

A long-term project of mine has been the development of a "Cut and Paste Massage Ordinance". For each section of a massage ordinance, I save several examples of well drafted provisions along with the name of the jurisdiction it came from and the year of the ordinance. I add to this document as I come across additional examples that may be useful to another city or county. I also save provisions that may not be common in ordinances, such as permissible types of tables, or a unique exemption, for instances where a city asks for sample language. Earlier this year, when I receive an ordinance or draft to review, I began inserting one or more of these sections as suggestions, noting where it originated. This ongoing project includes maintaining an inventory of complete ordinances as samples. This approach has been so appreciated by local government staff that I now make it a routine part of my review, especially if the entity is considering updating an ordinance rather than drafting a new one. Most of my sample ordinances have been now reviewed in this manner since no one ordinance is "perfect" and within a short time of passing, some other jurisdiction may come up with better wording for some section or a more effective way to close potential loopholes.

I did such an analysis for Santa Clara County in March. The project has since been postponed due to COVID-19, but their plan is to work with San Jose and other cities in the county to pass similar ordinances, as San Mateo County has done, simplifying enforcement.

Other cities that have asked me to analyze existing ordinances include Livermore, Pleasant Hill, San Juan Capistrano, and Reedley. Two major jurisdictions that have engaged my review of draft new ordinances are Ventura County and Sacramento city, neither introduced as of now.

Despite massage businesses being mostly closed since March, massage therapists still have concerns with local regulations. Bellflower passed a zoning ordinance in 2017 that required all massage businesses to obtain a conditional use permit (CUP) by this September. It's not clear if the city notified the massage business owners at the time but this May the city notified them that they would need to obtain a CUP by this month. There is no guarantee that the application will be approved. One of these businesses just paid \$6,136.50 in fees for the CUP application plus an additional variance and miscellaneous costs in hopes of keeping the doors open on a business that has been operating at this location for 10 years with no complaints. This in the middle of a pandemic where she has been closed for 6 months so far. The city provided her with a small COVID-19 assistance grant, but with back rent and other expenses she isn't sure that would suffice. Although sympathetic the city council declined to postpone the CUP requirement.

In Santa Clara a massage therapist asked me and Rick to join a call with the new Police Chief to discuss zoning reform, as the city council asked for his opinion. Rick and I also met in person

with the City Manager and new Police Chief of Belmont. We have been participating in monthly calls with Campbell police and the Santa Clara D.A.s office on a partnership to support their efforts to close all illicit massage businesses in the county through enforcement, training and ordinance changes.

Another project I am working on is an updated study of zoning regulations and establishment fees for massage. As indicated above, these often impose the most burdens on solo and small group massage practices. My intent is to be able to offer a range of approaches to land use.

Other activities:

In early March I spoke in person to about 50 attendees at the California Municipal Tax and Revenue Association, Division IV (CMTRA) meeting in Escondido. I have presented twice at their annual state conference and to each of the four divisions one or more times.

Rick and I prepared a draft educational document for certified massage professionals on the laws and their rights regarding to sexual misbehavior by clients. This project was requested by a former Board member, Minouche Kandel, at her last meeting. A certified massage therapist contributed, sharing her own experiences to help us identify the most useful information. Once finalized this will be made available as part of a larger outreach on matters of protection of the profession.

Another event I attended before lockdown was the first Little Hoover hearing on Labor Trafficking. The others were held via zoom and the final report is now available.

COVID-19 – I helped arrange speakers from the San Francisco and Los Angeles Departments of Public Health and a Harvard University epidemiologist for the July 2nd Informational call that CAMTC organized for the profession.

Legislation of Interest

COVID-19 caused a tremendous number of bills to be held in committee this year, often at the request of the bill author. In the second year of a two-year session, any bill that has not passed the legislature is dead. Those that have passed may have already been signed or vetoed by Governor Newsom since this report was submitted. He has until September 30th to act on passed legislation or allow bills to go into effect without his signature. I track massage related bills and other bills to monitor the legislative climate and trends regarding professional regulation and human trafficking. A few of the bills I have tracked are summarized below.

SB 1474 (Committee Bill: Business, Professions and Economic Development

Committee) This omnibus bill provides a one-year sunset extension for CAMTC, due to the cancellation of the Sunset hearing . The bill also extends by one-year the waiver of the exam requirement. This bill has passed and is awaiting action by the Governor.

AB-2858 Massage Therapy (Low): This bill would have required the CAMTC board to provide at least 90 days' advance notice prior to holding a meeting to vote upon a proposal to increase the fees for the inspection or approval of massage therapy schools. This bill died in Assembly Business and Professions Committee (Asm B&P) without a hearing.

AB 1616 (Low) Department of Consumer Affairs: boards: expunged convictions.

This bill would have required programs under the Department of Consumer Affairs that post information on its website about a revoked license due to a criminal conviction to update or remove information about the revoked license within 90 days of the board receiving an expungement order related to the conviction. The person seeking the change must pay to the board a fee designed to cover the administrative costs of these requirements. The bill died in Senate Business, Professions and Economic Development Committee (Sen B&P).

AB 1665 (Bonta) Athletic trainers.

This bill would have enacted the Athletic Training Practice Act, for purposes of licensing and regulating athletic trainers, and establish the California Board of Athletic Training within the Department of Consumer Affairs. This bill was inserted into a gut and amend bill after the prior bill, AB 1592, died in 2019 in committee. This 14th attempt at licensing died in Sen B&P.

AB 2704 (Ting) – This bill would have required healing arts boards to collect certain demographic information on new licensees and at the time of renewal or workforce purposes. It did not get out of the first policy committee.

AB-2318 Human Trafficking (Horvath) This bill would have required that short-term rentals post a notice developed by the DCA on access to help and services for victims of slavery and human trafficking. Currently specified businesses and establishments, including hotels, motels, bed and breakfast inns, and massage establishments must post these notices. The bill died in committee.

AB-3298 (Brough) – This bill would have increased penalties for selling medical or healing arts degrees for any healing arts professions from \$2,000 to \$10,000. It is already a felony to do so. Selling transcripts for massage education is a misdemeanor under SB 285 which passed with CAMTC support in 2011. This bill did not come out of Asm B&P.

SB 878 (Jones) Department of Consumer Affairs: license: application: processing timeframes.

Status: This bill has been signed by the Governor. Beginning July 1, 2021, this bill will require each board and bureau within the Department of Consumer Affairs, that issues licenses, to prominently display on their websites, and update on a quarterly basis, either (1) the current average timeframe for processing initial and renewal license applications on its website, or (2) the combined current average timeframe for processing both initial and renewal license applications. This bill will also require each board or bureau to post on their websites, and update on a quarterly basis, either (1) the current average processing timeframe for each licensing type administered by the program, or (2) the combined current average timeframe for processing all licensing types administered by the program. This bill does not apply to CAMTC since it is not a DCA Board. CAMTC currently keeps such data and has consistently been meeting or exceeding timeframes set by the Board.

The legislature reconvenes January 4, 2021, beginning the 2021-22 session.

Human Trafficking

All Human Trafficking meetings have been virtual since the first pandemic lockdowns.

Love Never Fails, a human trafficking advocacy group, hosted a one -hour radio interview in April with me by their Executive Director to discuss CAMTC and human trafficking.

San Francisco Collaborative Against Human Trafficking (SFCAHT) has continued their quarterly meetings. October 9th will be the Annual conference held as a virtual event, with CAMTC as a sponsor. As in previous years I have been on the planning committee.

The SF Mayors Taskforces on Human Trafficking (Adult, Youth and Sex workers) have been on hiatus due to leadership changes but are expected to resume in the near future. I had been attending the Adult meetings only as they have focused on illicit massage establishments. The city lost the Asian staff person who was interacting with the workers in person both within and outside the massage businesses and on social media.

San Mateo Human Trafficking Initiative meets monthly. This past month had reports summarizing the Polaris 2019 hotline data and US Department of State Annual Trafficking in Persons Report (TIPs). Polaris has seen a significant increase in reports of Human Trafficking based on the de-bunked claims by Q-Anon, overwhelming their phone lines.

Sacramento Regional Human Trafficking Taskforce met September 1st for the first time since early March. I attended the March meeting in person and the last one virtually. This is a D.A hosted group with both a large law enforcement presence as well as NGOs.

San Diego Human Trafficking is also DA hosted. I have missed several meetings after presenting at the last in person meeting on March 11th. Roberta Rolnick and I also attended a conference of the affiliated Human Trafficking Research and Data Advisory Roundtable (HT-RADAR) in February.

Alameda County – This is another DA hosted taskforce. Recently it has increased their focus on Labor Trafficking, including a large case involving massage. It has not met during the pandemic. Shortly before the lockdowns began, Ahmos Netanel, Alison Siegel, Rick McElroy and I met with DA O'Malley and some members of her team.

LA Regional taskforce had their first virtual meeting since COVID-19 in August. It is organized by the Coalition Against Slavery and Trafficking (CAST) and is dominated by victim advocacy groups, with presence by the LA Human Trafficking Director in the city attorneys' office. The person managing the meetings has left with no replacement named so far.

Santa Clara (South Bay Coalition to End Human Trafficking -SBCEHT) has been quite active. I've been on most of their calls including a part day planning "retreat". One of the member organizations is Asian Americans for Community Involvement (AACI). They are federally funded and have more focus and direct contact with Asians in the massage "parlors" of most HT advocacy organizations. We are very excited to connect formally.

Contra Costa County Taskforce – hosted by the DA's office. I attend when agenda is relevant.

i5Freedomnetwork - Rick and I had an introductory call with the Director. She has approached San Juan Capistrano to update their ordinance after engaging with San Clemente. I provided her with suggestions for amendments and the city has followed up directly with me.

Polaris – Ahmos and I had an introductory conversation with Catherine Chen, newly appointed Executive Director.

Rick and I monitor Long Beach, Monterey, Ventura, Stanislaus and Central Valley Coalitions as well.



COUNTY OF SAN MATEO
OFFICE OF THE SHERIFF

A TRADITION OF SERVICE SINCE 1856

CARLOS G. BOLANOS, SHERIFF
MARK C. ROBBINS, UNDERSHERIFF

ADDRESS ALL COMMUNICATIONS TO THE SHERIFF

February 18, 2020

Beverly May

California Massage Therapy Council

RE: San Mateo County Human Trafficking Program

Dear Beverly:

I wish to offer my thanks to you for your assistance with our San Mateo County Human Trafficking Program event of January 28, 2020. Your participation in the video greatly assisted in making the video, and the entire event, a resounding success.

It is only through our partnership with organizations such as yours that we can make real progress in the response to human trafficking within San Mateo County. We look forward to continuing our partnership.

Sincerely,

Carlos G. Bolanos, Sheriff

By John Vanek

John Vanek, Human Trafficking Program Coordinator

San Mateo County Human Trafficking Program

CALIFORNIA MUNICIPAL REVENUE & TAX ASSOCIATION

Monday, March 2, 2020

Members \$30.00/ Non-Members \$35.00



- 8:30 A.M. REGISTRATION, CONTINENTAL BREAKFAST AND NETWORKING**
Sponsored by HdL Companies
- 9:00 A.M. CALL TO ORDER**
PLEDGE OF ALLEGIANCE
ROLL CALL
- 9:10 A.M. BUSINESS SESSION:**
Local Elected Membership Recognition President's Report – New and Old Business
1st Vice President Report – Legislative Report
2nd Vice President Report – Membership Meetings & 2020 Conference
3rd Vice President Report – Membership Report
Secretary – Minutes from 9/12/19 Division IV Meeting in Riverside
Treasurer – Finance Report 3rd & 4th Quarters 2019
- 9:40 A.M. BREAK**
- 9:50 A.M. WELCOMING REMARKS**
William Wolfe, Deputy City Manager
City of Escondido
- 10:00 A.M. FEATURED SPEAKERS: Dan Eaton– Seltzer Caplan McMahon Viteck,**
Litigation Partner, Professor, San Diego Union Tribune Columnist
AB 5 – Analyzing the Law – Employee vs. Independent Contractor
Certified Revenue Officer/CRO Category: B, L, G, H, M
- 11:00 A.M. BREAK**
- 11:10 A.M. FEATURED LIVE WEBINAR SB 205: Laurel Warddrip,**
Stormwater Unit Chief, State Water Resources Control Board
Topic: SB 205 Implementation Presentation and Q&A Session
Certified Revenue Officer/CRO Category: B, C, G, L
- 12:15 P.M. LUNCH**
- 1:00 P.M. FEATURED SPEAKER: Beverly May, Dir. Of Gov. Affairs and**
Roberta Rolnick, Outreach Director

California Massage Therapy Council

Topic: How CAMTC vets Applicants and Partners With Local Government to Craft Ordinances and Close Illicit Businesses Certified Revenue Officer/CRO Categories: B, L, I, G

2:00 P.M. Legislative Update and Exchange of Expertise – Bring your questions

2:30 P.M. ADJOURN TO JUNE 24, 2020 IN SUNNY SAN DIEGO



To: The CAMTC Board of Directors
From: Jon Walters, Director of Operations

Operations Report

October 1, 2020

Overview

During the ongoing COVID-19 pandemic the California Massage Therapy Council's (CAMTC) Operations division has continued to fulfill the objectives of providing Certification Support, Customer Service and Background Review Support under adaptive conditions and has continued to support applicants, certificate holders and the council in a contingency mode triggered as an emergency response to the current health crisis. In a pre-emptive action, the team was equipped and distributed to dozens of home office locations prior to State stay-at-home orders. Soon afterwards the order came to shelter-in-place.

The needs of the moment have been met for over six months. The dynamic and integrated Operations personnel group, who had already developed an effective style of close support and teamwork while working together in their Sacramento offices, adapted to the new challenges facing them - demonstrating flexibility, resilience and creativity as they fielded and responded to thousands of phone and email inquiries with excellent service levels, as they have done in recent years, while re-balancing and learning to provide the same quality and results while separated during a global crisis.

The integrity and dedication of team-members that many have come to expect under normal conditions, along with daily management-level command-and-control meetings

and consistent executive coordination between Operations and the CEO, Ahmos Netanel, have all been essential ingredients in successful execution during these constantly changing conditions, and unprecedented and uncertain times. Despite loss of life, illness and change that they faced directly and sometimes alone along with the significant disruption and transformation of protocols and communication methods, CAMTC's Operations team has proved that the pride and support of the board they have earned has been well-placed. Understandably, most processes have had to be revised and reconfigured while striving to maximize service and support availability, coordination, and maintenance.

The crisis is not over. There is more to do and accomplish, and yesterday is gone. CAMTC's Operations division at Advocacy & Management Group (AMG) needs and requests the board and senior staff to continue to enable and support the team with the understanding, policies and resources – and flexibility and understanding - that have and will continue to allow the team to continue to perform while steadfastly supporting CAMTC's mission, other divisions, and applicants and certificate holders across California.

Physical Services

As part of the shelter-in-place protocols, physical services were suspended, including physical document generation, and incoming and outgoing mail. CAMTC documents are generated in a secure environment, and it was determined that this component of the process would not be initially compatible with remote operations. CAMTC's leadership engaged special counsel Alison Siegel. Together they coordinated and authorized a temporary electronic certificate protocol that, in conjunction with the web site's secure certificate verification feature maintained by Director of IT Beverly May would enable interested parties and officials to ensure that these documents were genuine.

The Director of Operations is pleased to report to the board that more recently certificate and ID card generation have resumed, and that the workforce engaged in this

effort is observing appropriate precautions - using protective gear, staggered work shifts and social distancing to initiate and continue the long and meticulous process of resuming these activities and bringing things up to date.

In the meantime, CAMTC's Educational Standards Division (ESD) and Operations developed and proposed a digital transcript workflow that was approved for use. ESD's director, Joe Bob Smith, efficiently communicated the changes to CAMTC approved schools and Certification Support Specialists focused on education review were outfitted to support the new flow, which has been working well. This change and some others were being discussed prior to the pandemic as part of an ongoing initiative to keep pace with technology innovations and continuous improvements and were ready to be implemented rapidly.

New Applications & Certificates

As the board learned from the last Operations report, the average of the monthly median number of days to process new applications with no background or education issues in 2019 was 14.7 days.

In 2020, including during the pandemic and through August, the average of the monthly median number of days to process new applications with no background or education issues has been 10.25 days (see attached charts; goal = 45-day median).

Recertifications

In 2019, CAMTC approved an average of 1,743 recertification certificates per month. So far in 2020, including during the pandemic and through August, an average of 1,924 recertifications per month have been approved.

The 12-month average of the median number of days to process recertification applications with no background issues in 2019 was 8.4 days.

The average of the monthly median number of days to approve eligible recertification applications with no background issues so far in 2020, including during the pandemic and through August, has been 8.9 days (see attached charts; goal = 25-day median).

Customer Service Phone Calls

As part of the distribution of the team to comply with health orders, AMG rerouted CAMTC's phone system and configured it to support a distributed workforce – properly routing and measuring calls and metrics and enabling agents to follow up on applicant and certificate holder inquiries using the organization's recognized phone number.

High level analysis of the themes and concerns expressed in applicant and certificate holder communications led to a series of collaborative meetings, email campaigns, FAQs and web site changes coordinated by the CEO and CAMTC's Outreach director, Roberta Rolnick, keeping CAMTC Certified massage professionals and others informed and updated with dozens of bulletins, FAQs and answers to hard questions during a dynamic and unpredictable time. This CAMTC team effort decreased call volume (~9% on average), enabling agents to be there for callers and stay focused during a time when some other agencies' phone lines were breaking down and calls went unanswered. Responding to the needs of applicants and certificate holders worked well overall, and contacts were consistently referred to the appropriate resources while still getting up-to-date information from CAMTC.

As previously reported, CAMTC Customer Service handled ~38,498 incoming phone calls during 2019 (an average of 3,208 per month). The average wait time to answer in 2019 was 14 seconds.

In 2020 and through August, Customer Service has handled an average of 2,915 incoming phone calls per month. The average wait time to answer by a live agent this year has been 21 seconds (see attached charts; goal = 90 second average). The front-line workforce handling incoming calls was reduced in late July by 17%, and service

levels have been maintained since then in August and through September up to the time of writing.

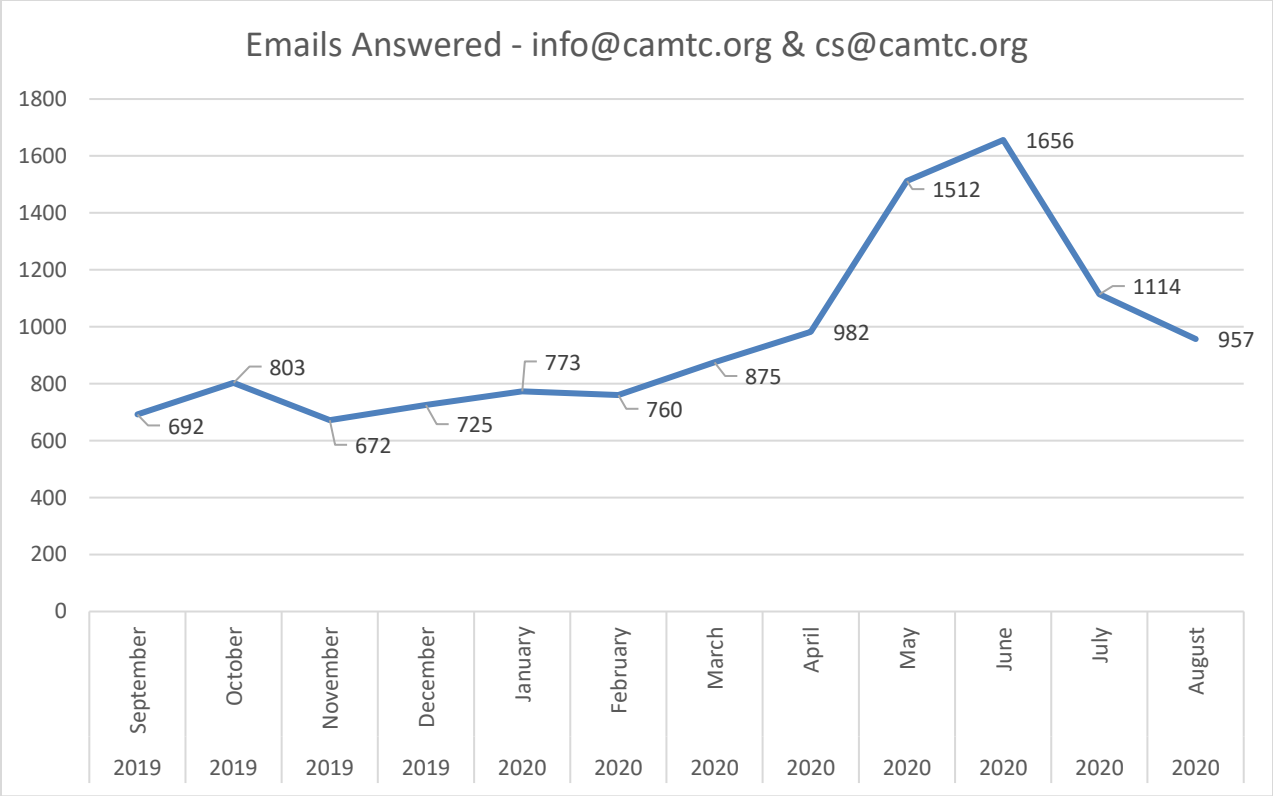
Correspondence

At a time when many organizations and agencies were unable to manage and respond to constituent communications, CAMTC's applicants and certificates reached out for answers – knowing they would get a response from CAMTC. They consistently connected with a live agent in less than 30 seconds when calling, and they consistently absorbed and responded to CAMTC's dozens of email bulletins.

Many of the answers to their questions were not under CAMTC's direct control. The executive team and senior staff took the time to look into their concerns anyway, utilizing connections and communicating with state and local officials, and in many cases personally handling and responding to inquiries that were outside Operations' scope.

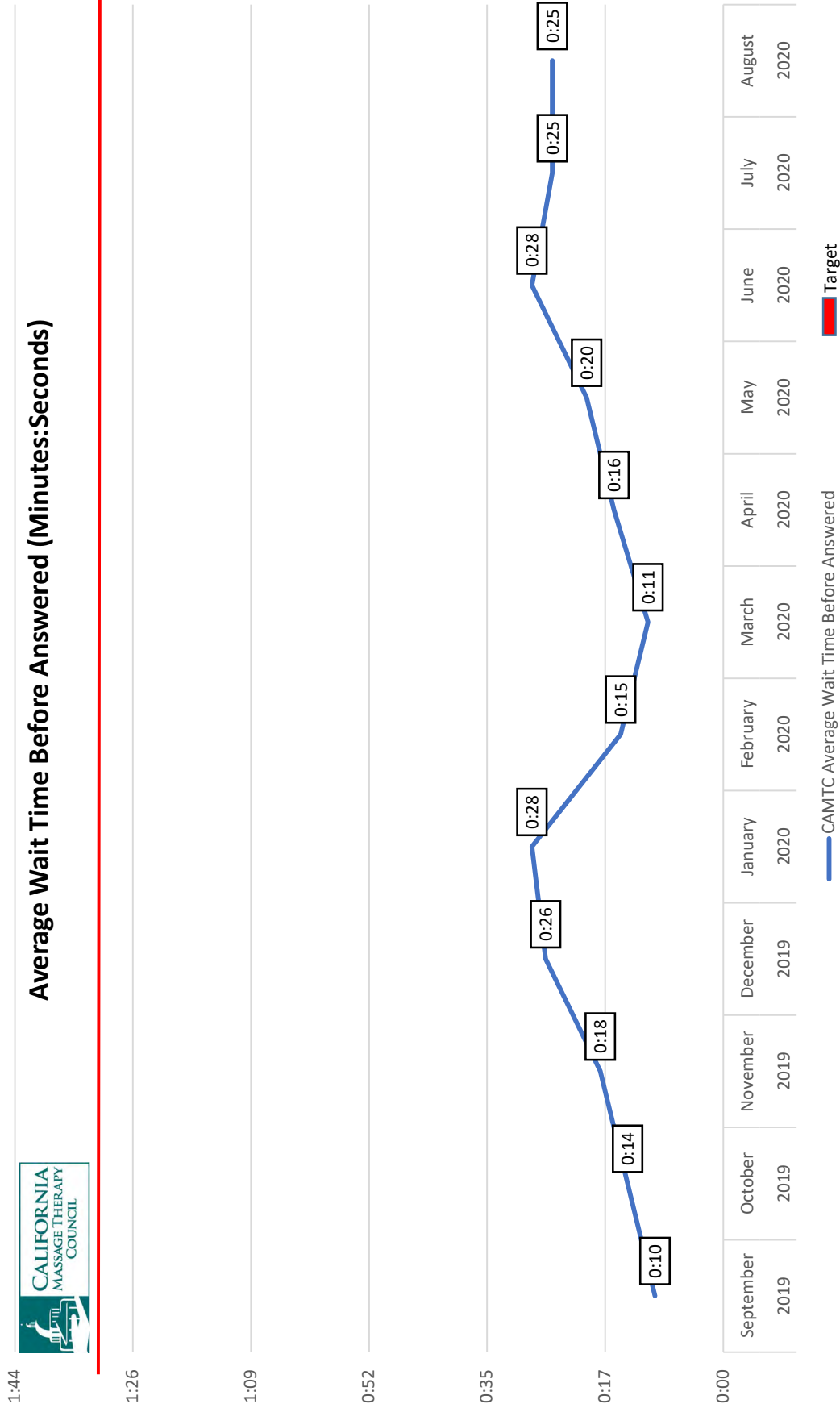
Earlier this year, it was reported that Operations handled ~9,343 email threads initiated by applicants and certificate holders to CAMTC's customer service and support accounts in 2019, an average of 779 per month.

In 2020 and through August, CAMTC has handled an average of 1,079 per month (a ~39% increase).



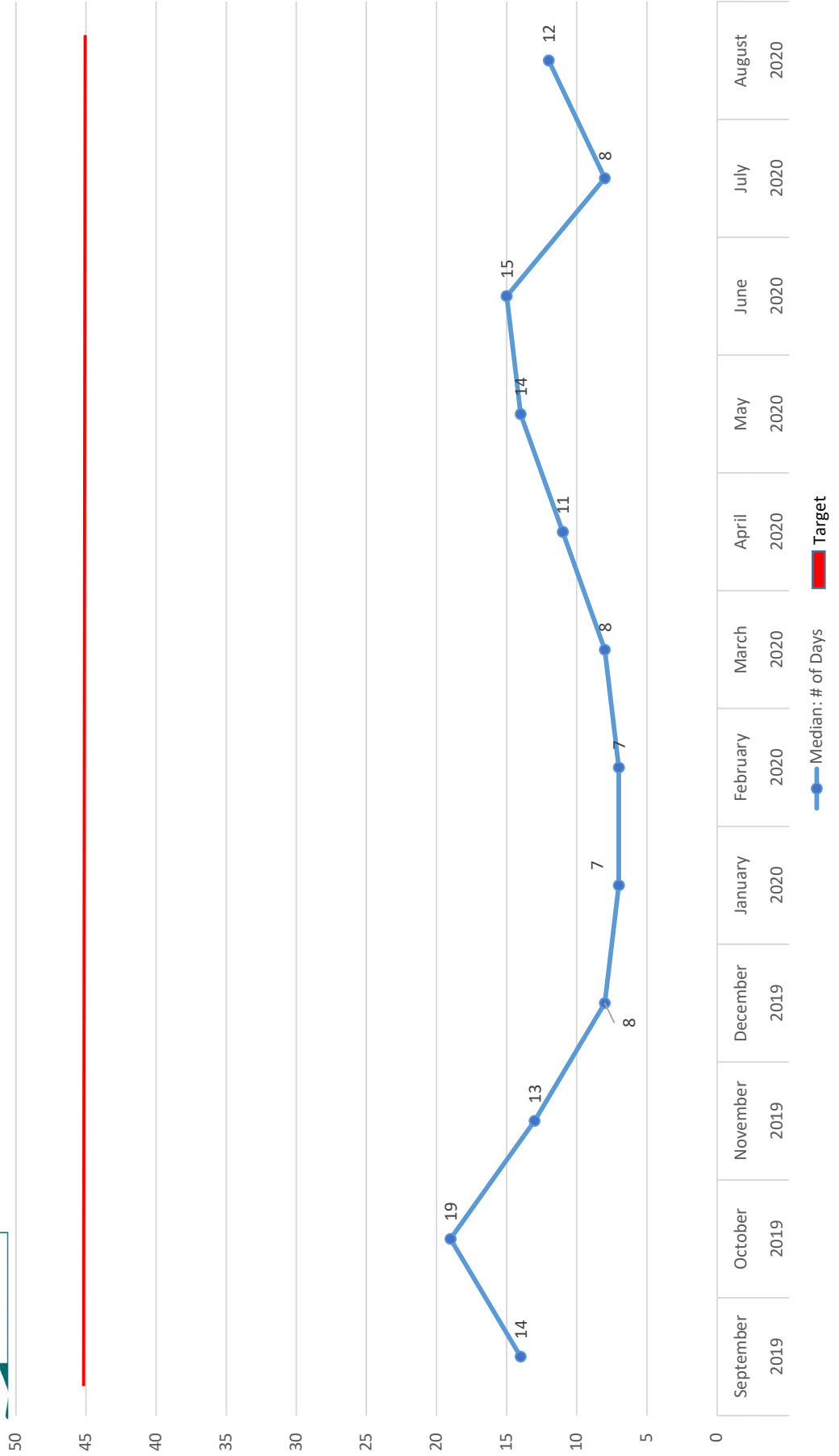


Average Wait Time Before Answered (Minutes:Seconds)



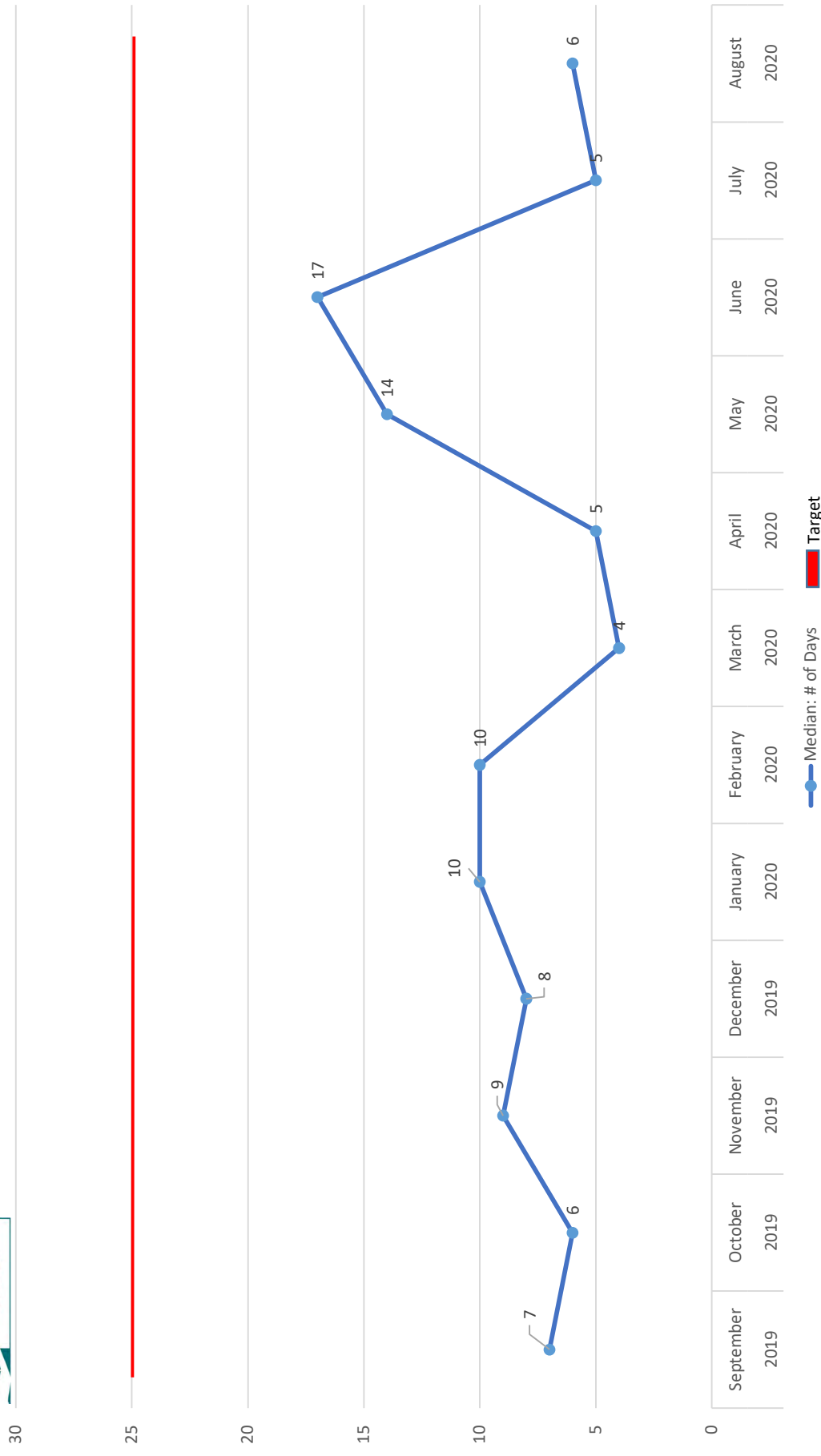


CAMTC Median Processing Time - New Applications with No Background or Education Issues





CAMTC Median Processing Time - Recertification Applications with No Background Issues





CALIFORNIA MASSAGE THERAPY COUNCIL

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

To: CAMTC Board of Directors
From: Joe Bob Smith, Director, Educational Standards Division
For: Board Meeting – October 1, 2020

School Statutes Update

The COVID-19 pandemic has hit many sectors of our society hard, and approved massage schools are no exception. With in-person classes suddenly prohibited, schools had to pivot quickly to distance learning, often with very little resources or knowledge. Enrollment generally plummeted. Nonetheless, the majority of schools embraced these challenges and have adapted, finding ways to continue with current students and even enroll new students. CAMTC responded by first allowing lecture hours to be completed through interactive distance learning (“IDL”), and then, under the Board’s July 27th temporary policy, allowing all but 75 of the hands-on hours to be completed through IDL.

CAMTC currently has 73 approved campuses, plus 6 provisionally approved campuses. To date, CAMTC has only been informed that two campuses are teaching out their massage programs. Both of these schools offer multiple disciplines, of which massage has long been a minor portion of their overall enrollment. The added pressure of the pandemic made these programs no longer viable. Four schools have applied for approval in 2020.

Depending on how long the pandemic continues, other approved programs may close as well. Many have let us know that enrollment is down, and they are struggling. A few temporarily closed up shop to better weather the storm with the hope of re-opening later. Unfortunately, when schools close, they sometimes fail to inform us. It may be many months before CAMTC knows the true toll that the pandemic has taken on the number of schools and students.

School Outreach

Monthly Schools Conference Calls: We’ve seen the highest participation we’ve ever seen in these calls since they began two years ago with 59-92 dial-ins each month during the past five months. Calls have run from an hour to well over two hours. When the pandemic first began, we offered an open forum so that school owners and administrators could exchange ideas and knowledge. In the last couple of months, we’ve shared information and answered questions about CAMTC’s temporary policy to accept interactive distance learning, particularly regarding hands-on hours.

In addition to the monthly calls, schools have been emailed the 35 COVID-19 bulletins distributed by CAMTC over the last several months, as well as additional school-specific emails.

Day in and day out, a large portion of ESD's time has been answering telephone calls and emails from schools regarding various aspects of the pandemic. Among the positives to come of all this, ESD has received a higher-than-usual number of thank you emails and calls. For example:

"I really appreciate you, and the CAMTC, being proactive and helpful to its schools and students regarding the Coronavirus."

"Thank you for easing the pressure on students and schools at this time. I continue to appreciate your guidance of education at CAMTC."

"I wanted to let you know that I didn't do an intro at Wednesday's call (there were so many in attendance) but I was there and also let you know how much I appreciated the format of the call...I really appreciated what everyone had so much to say and enjoyed the positive attitude of the community! Thank you again for holding these monthly calls."

As schools have struggled to reach a person at state and local agencies, CAMTC has been the one consistent place where they can talk to someone.

"Does Your Education Qualify You For CAMTC Certification" Brochure: In March, before the pandemic began, CAMTC sent the attached letter and brochure (in English and Chinese) to schools free of charge and made the brochure available in pdf format on the website in both languages. Fraudulent schools continue to prey on vulnerable students. These brochures are intended to educate current and prospective students on what to look for in a legitimate school and determine if their education will qualify them for CAMTC Certification.

Looking Forward

- **The Unexpected is Expected:** CAMTC's temporary policy for accepting IDL expires when two things happen: 1) the State allows in-person classes to resume, and 2) the county in which the school is located allows in-person classes to resume. Until then, CAMTC will continue to monitor and work with schools on how to meet current certification requirements through lecture and hands-on IDL while finding ways to complete the required 75 hours of in-person hands-on.

In their September monthly IDL reports to CAMTC, 40 schools responded that they were teaching some form of IDL. Several others indicated they planned to start sometime this month or in the coming weeks.

- **Exam Requirement:** The Legislature passed SB-1474. It is waiting for the governor to sign or veto. Part of the bill extends the exam requirement suspension for certification until the end of 2021. The Massage Therapy Act requires the passage of an exam as part of CAMTC Certification. However, the Legislature suspended that requirement from January 1, 2019, until December 31, 2020, resuming on January 1, 2021. If SB-1474 becomes law, then the suspension will be extended an additional year until December 31, 2021. This means that the exam requirement for certification would resume as of January 1, 2022.

This extension helps schools and students as many students were originally planned to graduate prior to the end of 2020 and, thus, would not require passage of an exam. With many graduates delayed and suffering financial distress, students will not have to worry

about passing or paying for an exam for another year. The downside is that these standardized exams provide a barometer for the quality of education being completed. Without standardized exam results, it will be some time before we will know how successfully the transition to distance learning is working.

- **Electronic Submission of Transcripts:** When CAMTC stopped sending and receiving physical mail, we had to quickly initiate a new procedure for schools to submit transcripts. This had been something we had wanted to do for a while, but now the pandemic necessitated it. Several months in, the electronic submission of transcripts has been working quite well. With some tweaks, it will likely become permanent as it has proven beneficial to both CAMTC and schools.
- **Re-Approvals:** Looking farther down the road, the largest group of approved schools will come up for re-approval as of June 1, 2022. Schools may apply for re-approval 6-12 months in advance. Thus, we anticipate applications to start coming in as early as June 1, 2021, and throughout the remainder of 2021. ESD is making preparations now for that process.



CALIFORNIA MASSAGE THERAPY COUNCIL

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

March 5, 2020

RE: Student Brochures - "Does Your Education Qualify You For CAMTC Certification"

Dear School Owner or Administrator,

CAMTC Approved Schools Programs are making a difference in the State of California to qualify massage therapists for their chosen career. We're here to help.

CAMTC has created a new brochure for students, entitled: **"Does Your Education Qualify You For CAMTC Certification?"**. We have attached these complimentary brochures to help your students understand the education requirements for CAMTC Certification. Prospective students will also better appreciate the importance of attending a CAMTC Approved School.

We have found that information in the Chinese language information is highly requested. That's why we've included 50 brochures of each, in English and Chinese, and they are completely free. If your school would like additional brochures, please request packs of 50 in English and/or Chinese by email to info@camtc.org for CAMTC's Customer Service.

Also on CAMTC's website, note other Chinese language information, including the 2020 CAMTC Application for Certification at:

<https://www.camtc.org/massage-professionals/applicants-for-certification/applicant-login/>

Of course I'm always available by email at jbsmith@camtc.org for school-related questions and concerns. Remember to get updates in the quarterly CAMTC School Newsletter eBlast and we hope to hear from you on the CAMTC Monthly Schools Conference Calls the 1st Wednesday of every month at 2:00pm. The next call will be April 4th, 2020.

Sincerely,

Joe Bob Smith
Director, Educational Standards Division
California Massage Therapy Council
jbsmith@camtc.org

IMPORTANT!!!

Please read this brochure in its entirety to help you avoid problems and consequences that can arise from not following CAMTC Certification protocols.

As a student, your path to successfully becoming a CAMTC Certified Massage Therapist is one of commitment, study and hours of practice.

This brochure details the necessary steps you must take, and the pitfalls you must avoid, to help you stay out of trouble and make your professional goals come true.

Send any questions or concerns regarding questionable school behavior to: info@camtc.org

We at CAMTC wish you success as you work towards becoming a Certified Massage Therapist.



California Massage Therapy Council
One Capitol Mall, Suite 800
Sacramento, CA 95814

www.camtc.org

Email info@camtc.org
Phone (916) 669-5336
Fax (916) 669-5337

Attention
Massage Students



Does Your Education
Qualify You For
CAMTC Certification?



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.

Step 1



- **Attend a CAMTC Approved Massage Program in California.** CAMTC may not approve all programs, courses, and hours at a school. Visit the “Approved” list at:

www.camtc.org/schools-info-find-a-school/

- If your program is not listed, then check the “Provisionally Approved” list. Provisional approval means that a program meets certain basic CAMTC requirements, but has not yet been fully approved by CAMTC. Students cannot use education from provisionally approved schools until the school’s approval is final, if approved.
- If your massage program is not listed, you generally cannot use your massage education for Certification unless it meets one of the following exceptions:
 - Your school is currently closed and CAMTC’s closed school policies were met (see www.camtc.org/schools-info-find-a-school/).
 - Your school is an out-of-state school that provides equivalent education (as determined by CAMTC).

Step 2



- Make sure your education meets the following requirements:
- **You must complete a minimum of 500 hours at a CAMTC Approved**

Program. Hours that are not part of the CAMTC Approved Program, including continuing education courses, cannot be accepted.

- Of those 500 hours, **you must complete a minimum of 100 hours of core curriculum subjects** as follows: 64 hours of Anatomy and Physiology, 13 hours of Contraindications, 5 hours of Health and Hygiene, and 8 hours of Business and Ethics.

- **A CAMTC-qualified instructor must actively supervise ALL 500 hours.** “Actively supervised” means that a qualified instructor should always be present in the classroom and should always be leading the instruction.

- **You must personally attend, and actively participate in, ALL 500 hours.** Friends and other people cannot take the class in your place or sign you in and out. You cannot sign in, leave, and come back at a later time. You cannot sleep or otherwise be distracted, such as by using your phone.

Engaging in these practices is considered to be fraud and may result in denial of your application for Certification, even if your school’s program is approved.

- **CAMTC does not accept online or distance learning hours,** including but not limited to, externships, off-site clinics, homework, self-study, or credits through challenge examinations, achievement tests, or experiential learning.

- For CAMTC to consider your hours, **a qualified instructor MUST regularly administer written and practical hands-on exams** to test your knowledge and skills. You must personally **take and pass** these exams. Other people may not take these exams for you. If you fail or cheat on an exam, CAMTC will not accept the hours of subject matter related to the exam and may deny your Application for CAMTC Certification.

- **A minimum of 250 hours of the 500 hours must be in the supervised instruction of hands-on massage.**

- **CAMTC does not accept more than 75 hours of student clinic.** Like all of the required 500 hours, a qualified instructor must actively supervise student clinic hours. A qualified instructor must check-in, observe, and provide feedback regularly before, during, and after each session.

- **CAMTC does not accept more than 10 hours of education completed per day or 40 hours of education completed in any seven-day period.**



Step 3 • **Review a copy of your Official Transcript**
BEFORE your school submits it to CAMTC.

- **Verify that you have attended all hours and courses listed on the transcript.**

YOU are responsible for YOUR education. Follow these steps to make sure YOUR EDUCATION qualifies for CAMTC Certification.



重要!!!

为了避免因违反 CAMTC 认证程序规定而带来的不利和影响，
请完整阅读此手册。

作为一名学员，顺利地成为一名 CAMTC 认证按摩治疗师需要的是决心、学习和不断地练习。

本手册给您列出了必要的步骤和要避免的陷阱，来协助您顺利实现您的职业目标。

如对可疑学校的行为有任何问题或疑问，请联系：info@camtc.org。

CAMTC 在此祝您在成为认证按摩治疗师的路上一切顺利。



California Massage Therapy Council
One Capitol Mall, Suite 800
Sacramento, CA 95814

www.camtc.org

电子邮箱 info@camtc.org
电话 (916) 669-5336
传真 (916) 669-5337

按摩学员
请注意



您的学历
是否资格获得
CAMTC 认证?



加州按摩治疗委员会的任务是通过给符合法律要求的加州职业按摩技师进行认证以及批准达到最低要求的按摩培训和系统课程，进而来保护大众。

v2/2020

第 1 步 • 参加 CAMTC 在加州批准的

按摩课程。CAMTC 可能不批准所有的课程、学科或课时。“批准”的学校名单请参见：

www.camtc.org/schools-info-find-a-school/。

- 如果您的课程不在名单上，请参见“暂定批准”名单。暂定批准是指满足 CAMTC 基本要求但尚未被 CAMTC 完全批准的课程。在学校获得最终批准之前，学员无法使用暂定批准学校的学历。

- 如果您的按摩课程不在名单上，您无法使用您的按摩学历来进行认证，除非满足以下情况：

- 您的学校现以关闭且满足 CAMTC 已关闭学校政策（详见 www.camtc.org/schools-info-find-a-school/）。
- 您的学校在外州且此学校提供同等等的教育（由 CAMTC 决定）。

第 2 步

确保您的学历满足下列要求：

- 您必须完成在 CAMTC 批准课程的 500 小时学习。CAMTC 批准课程之外的学时，包括但不限于继续教育课程等，均不被接受。

- 500 小时中，您必须完成最低 100 小时基础课程的学习，课程如下：解剖学和生理学 64 小时，禁忌症 13 小时，健康卫生 5 小时，商业伦理 8 小时。

- 有 CAMTC 资格的教员须对所有 500 课时进行积极监督。“积极监督”是指一位有资格的教员应始终在场并带领讲授。

- 您必须亲自上课且积极参与所有 500 学时的学习。朋友或他人不能替您上课或替您签到。您不能签到，离开，之后再回来。您不能在课堂上睡觉或分心，比如用手机。上述行为被视为欺诈，可能导致您的认证申请遭到拒绝，尽管您学校的课程已经过批准。

- CAMTC 不接受线上或远程教育学的学时，包括但不限于校外实习、校外诊所、作业、自学、或通过挑战试、成果测试和经验学习所得的学分。

- 为了让 CAMTC 承认您的学时，一名有资格的教员必须亲自定期管理考试来检测您的知识和技能。您必须亲自考试且通过考试。他人不可替考。如果您没有通过考试或考试作弊，CAMTC 将不会接受考试相关学科的学时，且可能拒绝您的 CAMTC 认证申请。

- 500 小时中至少 250 小时是由人监督的现场亲自按摩教学。

- CAMTC 不接受超过 75 小时的学生诊所学时。和规定的 500 小时相同，学生诊所学时也须由有资格的教员积极指导。有资格的教员须登记、观察，在每堂课之前、之中和之后定期提供反馈。

- CAMTC 不接受超过在一天内完成的 10 小时以上的学时或在七天内完成的 40 小时以上的学时。

第 3 步

- 请在上交正式成绩单给 CAMTC 之前请仔细检查。
 - 核实您参与了所有成绩单上列出的课程和学时。

第 2 步

您对您自己的学历负责。
遵循这几步，确保您的学历够资格
获得 CAMTC 认证。

2020-1001 Board Meeting Agenda Item 15: Possible 2021 Changes to CEO's Compensation
Board Actions in effect and relevant to this Agenda Item:

From Approved Minutes April 4, 2019:

**7. CEO Compensation study; CEO monetary employment terms; CEO contract
Motion 4:4:2019:3#**

Marylander/Forman - Move to approve the terms of employment that the Chair and CEO agreed upon so long as 1) the CEO's total compensation package does not exceed the 50th percentile number on page 25 of the CBIZ report when the agreement begins in 2020, 2) that the total compensation package doesn't exceed the 75 percentile for peer groups over the course of the agreement, 3) that the compensation package doesn't erode CAMTC's reserve of at least three months operating expenses, and 4) that so long as all those parameters are respected, the Chair, with the assistance of the General Counsel, shall be authorized to create and execute the agreement with the CEO.

Section 9.b. of CEO's current employment contract:

b. In addition, Employee may receive an annual discretionary increase to Base Salary effective January 1 of each year beginning in 2021 of up to 8% of Base Salary as it was on December 31 of the immediately preceding year. If the Board decides it will not award the full 8% increase, it shall notify Employee and provide the grounds for its decision in writing no later than October 15 of the year preceding the year of the increase. If Employee disagrees with the Board's decision, he may respond in writing within 15 days after the date of such notice and then the Board shall notify Employee of its final decision in writing no later than December 15 of the year preceding the year of the increase. If the Board does not provide the written notice to Employee by October 15 or December 15, as the case may be, as described above, then an 8% increase to Employee's Base Salary shall take effect on January 1 without further action on the part of the Board or Employee.

CAMTC Schedule of Authority - Approved March 9, 2017

	Board of Directors	Executive Committee	Chair	Treasurer	CEO
Organizational Issues					
Bylaw changes	A				B
Board agenda	B	B	A		B
Engagement of consultants, attorneys, other than general counsel and auditing firm	A	B	B		A
Engagement of auditing firm and general counsel	A	B	B	B	B
Serious/Immediate stakeholder complaints	A		A		A
Taking urgent official positions	C		A		A
Taking official positions, non-urgent	A		A		A
Programs, Products & Services					
New programs, products or services	A		D		A
Change in strategic alliances	A		B		A
Meeting sites	C		A		A
Budget and Fiscal Control					
Annual budget	A		F	F	B
Overspend budget line items, but not to exceed a category	A		B	F	A
Overspend (In a category) overall budget	A		B	F	B
Check signing authority under \$10,000			A	A	A
Check signing authority over \$10,000, two must co-sign			G	G	G
Personnel Issues					
Salary ranges of staff, hiring and firing decisions, adding staff within budget	D		D		A
Changes in staff benefits within budget	A		B		A
Changes in personnel manual	A		B		B
Establishing new employee positions within budget	A		B		A
CEO Compensation & Responsibilities					
Hiring and firing CEO	A				
Evaluation of Performance	A				C
Establishing CEO compensation	A	B	B	B	C
Approval of vacation schedule (For staff)					A
Governmental and Legal Issues					
Commits organization to lawsuit	A		E		B
Testify at public hearings	C		A		A
Legislative Policies	A		B		B
Taking urgent official positions	C		B		A

A = Decision maker

B = Makes recommendations to decision maker

C = Must be advised

D = May be consulted

E = Must be consulted

F = Makes recommendations to the Board

G = Must co-sign

CEO Evaluation Procedure

- A. Who does the evaluation?
 - a. Board of Directors. The CEO will prepare his/her own self-evaluation, using the same forms, as well as updates to his/her job description.
- B. Documents for review
 - a. Evaluation form
 - b. Existing job description
 - c. Board approved strategic priorities
 - d. CEO updated reports of actual job description
 - e. Focus on performance against existing and actual job description and success in achieving Board determined goals for that time period.
- C. Who compiles
 - a. Legal counsel will send out evaluation forms to Board members and then compile evaluation scores and comments received into summaries for distribution to the Board. All Board responses will be kept anonymous.
- D. The Board will discuss the evaluation summaries provided by legal counsel in closed session.
- E. The CEO will be invited into the Board meeting as needed.
- F. Guidelines for determining compensation adjustments
 - a. CEO expectation
 - b. CEO success in meeting strategic priorities
 - c. CAMTC financial condition
 - d. Consideration of what it takes to retain CEO
- G. Performance evaluations do not guarantee an adjustment in salary. Unless required by contract, salary adjustments are always in the sole discretion of the Board.

CAMTC's CEO Job Description

One sentence synopsis: The CEO is responsible for ensuring that CAMTC's organizational structure, personnel practices and management systems are efficient and effective measured in terms of fulfilling the mission of Public Protection and accomplishing Board approved Strategic Priorities within the constraints of the Board approved Budget.

Excerpt from CEO Job Description found in full on pages 82-85 of the April 4, 2019 CAMTC Board Meeting packet archived online at the following url:

<https://www.camtc.org/media/1624/2019-0404-camtc-board-packet.pdf>

SCOPE AND RESPONSIBILITIES

Under Article VI of CAMTC's Bylaws, the CEO is responsible for general supervision and management of the affairs of the Council under the oversight of the Board. The CEO keeps the Board apprised of significant matters relating to the operation of the organization, its activities, employees, contractors, and financial condition. The CEO is responsible for the development and implementation of the annual budget and has full authority to hire, discipline, discharge and re-align staff members in order to maximize productivity and efficiency within the Council. In addition to managing the day-to-day affairs of CAMTC, the CEO advises the Board on long-term strategy and policy. ...The CEO is required to be directly involved in decision-making and authorizations for the outside application processing vendor.

The CEO is responsible for

- successfully managing the organization and relationships with diverse stakeholders internal and external
- consistently delivering critical legislative outcomes
- successfully effectuating change while navigating in highly ambiguous environments and operating under intense pressure

CAMTC 2020 Strategic Priorities

1. **Sunset Review** - In preparation for the 2020 Sunset review, prioritize all organizational functions for a successful outcome for the Sunset review. Specifically, the continuation of CAMTC as a nonprofit organization, implementing a state-wide voluntary certification program for massage professionals and approval of educational programs. Sunset review shall be the highest priority for CAMTC in 2020. Whenever Sunset review is inconsistent with other interests sought to be promoted, Sunset review shall be paramount.
2. **Human Trafficking** – Prioritize protecting the public by working with anti-human trafficking organizations to address sex and labor trafficking in massage businesses and other businesses posing as massage businesses.
3. **Local Government** – Contact all cities and counties to offer assistance to update their ordinances to reflect current state law including that local governments shall impose and enforce only reasonable and necessary fees and regulations on massage businesses and massage establishments, in keeping with the requirements of existing law and being mindful of the need to protect legitimate business owners and massage professionals, particularly sole providers.

CALIFORNIA MASSAGE THERAPY COUNCIL

Policy on Board Member Contact with Professionals, Employees, and Vendors

1. **General Counsel:** Board members may contact CAMTC's General Counsel at any time, with or without notifying or coordinating with the Chair or CEO.
2. **Audit Firm:** Board members may contact CAMTC's Audit Firm in coordination with CAMTC's CEO. Board members wishing to speak with the audit firm should contact the CEO and a mutually agreeable time for a conference call will be arranged.
3. **Management Firm (AMG staff), CAMTC employees (except senior staff), and other vendors or contractors including Special Counsel:** Except as described in 4 below, Board members must contact the CEO and the CEO will review and address the Board member's issue with these individuals and companies.
4. **AMG Operations Manager:** Board members may directly contact CAMTC's Operations Manager at AMG regarding administrative issues related to the contacting Board member such as travel arrangements, expense reimbursements, changing contact information, etc. Board members may not directly contact other AMG employees.
5. Notwithstanding the foregoing, the **Chair of CAMTC** may directly contact anyone at any time. The Chair may directly contact General Counsel, Special Counsel, the audit firm, any CAMTC employee, any AMG employee, and any third party vendor or contractor.



CALIFORNIA MASSAGE THERAPY COUNCIL

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

To: CAMTC Board of Directors
From: Rick McElroy, Director of Law Enforcement Relations (LER)
Re: Report for Board Meeting October 1, 2020

Law Enforcement Relations Training for Law Enforcement

In person Law Enforcement Relations (LER) training has been curtailed by the Covid-19 pandemic. All scheduled in person trainings in March to present were canceled, with the exception of one virtual training session for Los Angeles County Code Enforcement Officers. This Zoom training involved 175 people and lasted about 1 ½ hours. So far for 2020, 175 attendees representing 1 agency have attended the training. The cumulative total since 2014 is 2,244 attendees representing 684 agencies. Because of the Covid-19 pandemic, as of April 1, 2020, I have been reduced to part time status. If virtual training continues to look viable for the foreseeable future, I will look into Zoom meetings as a new training tool.

Western States Information Network Conference (WSIN)

During the week of the last BOD meeting, I attended the WSIN conference in Sacramento. It was a 3-day conference and I attended several classes involving human trafficking. The classes were informative and I made a few key connections during the conference.

Los Angeles Regional Human Trafficking Task Force

On February 13, 2020, Beverly and I attended this conference. It was held in Compton at the community center. It was well attended and I was able to do a short impromptu presentation as we were representing CAMTC. We made several connections and received excellent information from the presenters.

Meeting with Oakland District Attorney Nancy O'Malley

On March 2, 2020, CAMTC executive staff (along with Kellie Rodriguez, Supervisor of BRD) met with Nancy O'Malley to discuss working on a program for her to work county wide with CAMTC to eliminate illicit massage. We all gave short statements as to what we have done in the past and discussed other cities we have worked with. This coordination would include Police Command Staff training for Alameda, Berkeley, Dublin, Fremont, Newark, Pleasanton, Union City and Alameda County Sheriff's. Also, I

provided police officer training to Dublin, Fremont, Hayward and Alameda County Sheriff's.

Belmont meeting with new Police Chief and City Manager

On March 6, 2020, Beverly and I had a meeting with the newly selected Chief of Police of Belmont, Tony Psaila, and the city manager, Afshin Oskoui. Beverly and I reviewed their ordinance as well as offer officer training in this introductory meeting. We were well received and will return in the near future for training.

Getting LAPD on board

The problem of getting LAPD to sign officer declarations has persisted for the last 3 years. However, I have made some inroads with Detective Eric Armstrong, who works my old division, Detective Support and Vice Division (DSVD). After having several conversations with him regarding the lack of cooperation regarding providing officer declarations to us, he set up a teleconference with Chief Kris Pitcher and City Attorney Carlos De LaGuerra. Special Counsel Alison Siegel and I joined and we discovered a new tone of cooperation during the meeting. Alison Siegel subsequently sent some additional information to the city attorney and we are hopeful for a positive outcome.

California Police Chief's Association (CPCA), Cal Chief's Women Leaders in Law Enforcement (WLLE) and California Code Enforcement Officers (CACEO) virtual conferences.

CAMTC typically presents as a strategic partner or partner each year for these organizations' conferences. This year it was a little different as we did so, but in a virtual format. I began working on the theme for these three different audiences in June when we learned of the virtual format. Since Covid-19 has placed such an economic challenge on each city, they are looking for ways to reduce their police/code enforcement funding. It became apparent to me that the best theme we could present would be about all of the great services CAMTC provides for free. I worked with our Outreach Director, Roberta Rolnick, to produce 3 different videos. In August and September, Kellie Rodriguez, Supervisor for the Background Review Department (BRD) and I met with Roberta as well as the videographer crew three times to produce the videos, which you may have already reviewed. We all worked very hard to make this project happen and were pleased with the final product. We haven't been approached by any Hollywood producers so far, so I think we will stick to our day jobs.

Zoom Meetings From June, 2020 to present

During this period, I have attended 30+ Zoom meetings with Beverly and multiple conference calls. Most of the meetings involved human trafficking as well as other police and ordinance matters.

Monitoring every county (plus 3 cities) in the state for Governor Newsom's massage closure map.

I signed up and have received alerts from all counties and three cities in California regarding massage closure since June of this year. I monitor the alerts 24/7 and forward this info to Ahmos and Roberta for updates.



Outreach Report

October 1, 2020

To: CAMTC Board of Directors

From: Roberta Rolnick, CAMTC Outreach Director

Upcoming & Recent Events

California Police Chiefs Association (CPCA)

Third year of successful Strategic Partners to Protect The Public is the theme this year. To build on the successful trainings and collaborations, we've highlighted that in the California Police Chiefs Magazine, quarterly emails, and as Premier Sponsors of the following events.

CAMTC is the Premier Sponsor at both events this year. Women Leaders of Law Enforcement (WLLE) Virtual Annual Training Symposium and the Virtual CPCA Annual Training Symposium were back-to-back events, due to COVID-19 rescheduling. Both events have virtual booths, video presentations, and follow-up emails to attendees. Ahmos Netanel gave a great video speech at the CPCA Opening Address.

CAMTC was the Premier Sponsor with WLLE for the first time. To address this new audience, Beverly May was highlighted with an inspired speech from a woman's perspective, which was very well received.

Kellie Rodriguez, CAMTC Supervisor, Background Review Department (BRD) was introduced via her 90 second video to highlight both CPCA events, and will be in the video for the upcoming CACEO virtual event too. Rick McElroy and Kellie Rodriguez joined in both events' video presentations. WLLE presentation: Making Massage Safe And Legal In Your Community. CPCA presentation: Five Reasons Police Chiefs Partner With CAMTC.

California Association of Code Enforcement Officers (CACEO)

This is also CAMTC's third successful year of building a partnership with this important stakeholder. The CACEO virtual event will start October 1, 2020 for 4 consecutive Thursdays in October. Our virtual booth and video presentations will be available all month, per on-demand 24/7. The video by Rick & Kellie is titled: Making Massage Safe and Legal In Your Community.

Schools Outreach

Ongoing communication has been critical during this COVID-19 pandemic in terms of adjusting to virtual classes, distant learning, and delays to hands-on learning. Joe Bob Smith addressed concerns via CAMTC's Monthly Schools Calls, with many more people on the calls, and sometimes twice as long as what's typical. Joe Bob was quick to respond with the Coronavirus (COVID-19) Contingency Plan for Massage Schools, as well as the Temporary Policy to Accept Interactive Distance Learning Hours approved by CAMTC's Board, that were posted on our website.

Law and Code Enforcement Outreach

Collaborations with both the California Police Chiefs Association and CACEO have been rewarding over these past 3 years. Rick McElroy and Beverly May are now commonly known in cities and counties that have issues with illicit massage. They've made a big impact with successful investigations, CAMTC disciplinary actions, and recommendations for city and county ordinance updates to reduce illicit massage establishments, while elevating the profession of massage. I continue to support Rick and Beverly with outreach, sponsorships, and now virtual events too. We plan to build new strategies in the coming new year.

Governmental Affairs & Human Trafficking

I've assisted Beverly in meetings and events so that I can determine outreach needs to expand her reach. She's had stellar results with recommending ordinance updates to deter illicit massage establishments and is widely known as an expert in human trafficking concerns regarding massage. I'm learning ways that outreach can enhance the governmental affairs & human trafficking goals. In fact, CAMTC is a sponsor of an event hosted by the San Francisco Collaborative Against Human Trafficking (SFCaHT), which is on October 9, 2020 8:30 am – 4:15 pm. The title is Healing and Coping in Times of Crisis: Anti-Human Trafficking Symposium.

CAMTC Website

Due to the COVID-19 pandemic, on March 4, 2020 we created a section for CAMTC COVID-19 Bulletins on our website's homepage to inform the public, and especially CAMTC Applicants and Certificate Holders, Approved Massage Schools, Staff & Students. Each Bulletin represents an eBlast sent to 50,000+ recipients.

As a resource for CAMTC Certificate Holders, Schools and Students, as well as consumers, CAMTC created a webpage with an interactive County Massage Reopening Map. Simply click on the blue banner near the top of the homepage: "Click here for the current update on massage opening in California."



PARTNERS TO PROTECT THE PUBLIC

THIRD YEAR OF OUR SUCCESSFUL STRATEGIC PARTNERSHIP



PUBLIC PROTECTION



www.camtc.org/law-enforcement-government-agencies/login/



CPCA 2020 VIRTUAL EXPERIENCE SEPTEMBER 21-24, 2020

We are happy to report that the 2020 Annual Training Symposium (ATS) is still on! While we would have liked to meet personally and discuss current events face-to-face with you in Palm Springs, we are excited to be bringing ATS to you virtually!

Here's what we have planned for you!

- 4 days of content and POST CPT credits
- Day 1: 2 workshops and a networking social hour (remember, we are making this fun, so we have some surprises up our sleeves for attendees)
- Day 2: General session and 2 workshops
- Day 3: General session and 2 workshops
- Day 4: 2 workshops and a closing general session
- Engagement opportunities with vendors from all over the state

We will "see" you all September 21-24, 2020!

Thank you to the California Massage Therapy Council for being a Premier Sponsor and Strategic Partner



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CALIFORNIA POLICE CHIEFS ASSOCIATION
*Serving as the voice of and resource of choice
for California's municipal Police Chiefs.*

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CPCA Industry Partners

CPCA partners with leading organizations whose objectives include the support of the profession and the broader law enforcement community.

The goal of the partnerships is to not only provide CPCA members with services, tools and resources to improve their skills, the impact they have on their organizations and the communities they serve, but to also provide our partners with a broader level of access and visibility across CPCA's events and communication tools.

In collaboration with these leading organizations, we will be able to increase the level and quality of programming to our members.

For more information please contact Mark Lorimer, Sponsor and Exhibition Development Manager, 562-233-6400, mlorimer@californiapolicechiefs.org.

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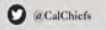


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CPCA ONLINE TRAINING



Serving as the voice of, and resource of choice for California's municipal Police Chiefs

♥ CPCA



A VISION FOR TOMORROW

Welcome to the CPCA Annual Training Symposium

The symposium's goal is to continue to provide dynamic, contemporary training presented by subject matter experts in their fields and designed to help develop both Chiefs and their Seconds in Command.

How Do You Get Started?

Click on each day of the virtual conference below and find the corresponding workshop you would like to attend. Click register and you are done! It's that easy! You will receive a confirmation email for each workshop you select. On the day of the event, 30 minutes prior to the session beginning, you can go back to this session and click on 'Join Live Web Event' or follow the instructions in the confirmation email.

In the mean time, please visit the Partner Solution Center below under courses and our On Demand Breakout Library!

We Are CAMTC

Since its inception in 2009, the California Massage Therapy Council (CAMTC) has been committed to increasing public safety by elevating the profession throughout California. We implement the provisions of the California Massage Therapy Act.

CAMTC's priority is to work together with local law enforcement agencies to curtail the use of massage as a subterfuge for prostitution. By coordinating each department's enforcement protocols with CAMTC's denial and disciplinary procedures, together we can make a real impact on the safety and quality of life for residents in those communities.



Together We Can Wipe Out Illicit Massage

CAMTC has a highly qualified and committed team:

- We help through vetting of CAMTC applicants and certificate holders and oversight of 50,000+ qualified massage professionals, with authority to deny, suspend and revoke CAMTC Certification.
 - We provide statewide investigations and approval of 90+ CAMTC Approved Massage School Programs that meet or exceed requirements in the California Massage Therapy Act.
-

- Our authority allows us to take action against CAMTC applicants and certificate holders for conduct-based violations of CAMTC's Statute.
 - o *Note that such evidence is most often shared with CAMTC in the form of officer declarations, which are not reliant on a criminal conviction in order for CAMTC to revoke CAMTC Certification of individuals who engage in illicit misconduct.*
-

Meet Our Team!

Ahmos Netanel

CHIEF EXECUTIVE OFFICER
ONE CAPITOL MALL, SUITE 800
SACRAMENTO, CA 95814
ANETANEL@CAMTC.ORG
(310) 230-0052

Rick McElroy

DIRECTOR OF LAW ENFORCEMENT RELATIONS
RMCELROY@CAMTC.ORG
(805) 390-0397

Beverly May

DIRECTOR OF GOVERNMENTAL AFFAIRS, HUMAN TRAFFICKING
AND IT
BMAY@CAMTC.ORG

Kellie Rodriguez

SUPERVISOR, BACKGROUND REVIEW DEPARTMENT
KRODRIGUEZ@CAMTC.ORG



**As we enter the third year of our
successful strategic partnership
we are reminded...**

The most striking benefit of the strategic partnership between CPCA and CAMTC is a collaborative effort to target illicit massage parlors and stop the negative impact they have in our local communities.

For more information about a **FREE** training in your local area in California, contact:

Rick McElroy, Director of Law Enforcement Relations at:
mcelroy@camtc.org • 805.390.0397



PARTNERS TO PROTECT THE PUBLIC

www.camtc.org/cpca-strategic-partners



CAMTC Welcomes YOU



Beverly May

CAMTC Director of Governmental Affairs and Human Trafficking

I am honored to be here and be part of the discussion with Women Leaders in Law Enforcement about the future of our communities and the State of California.

Women should no longer be willing to be passive participants in the establishment of public policy and the enforcement of the laws that guide us.

The familiarity of strong and dynamic women carrying a badge is a healthy picture. We hope to see more of it.

In my travels as Director of Governmental Affairs and Human Trafficking for the California Massage Therapy Council, I engage with elected officials, community leaders, and code and law enforcement officers. Each year I see more women at every level of service.

You are the beginning of a great change. The importance of women in responsible law enforcement positions impacts all of society.

CAMTC is a participant in this important symposium because our core belief is that a viable partnership with Women Leaders in Law Enforcement can have a significant impact on our ability to erase illicit massage from our communities and, at the same time, promote the health benefits that our certified massage professionals provide to consumers.

The massage profession is typically 80-85% female. Some are victimized, led by force, fraud or coercion into providing sexual services, often paid unfairly if at all. These are the women exploited by human traffickers. Others entered the profession with the noble intent of providing a much-needed therapeutic service. Too often these women face a very real concern that in private practice they will be disrespected, mostly by male clients who cross professional boundaries and expect sexual services. CAMTC is working to protect the victims and elevate the disrespected.

In this way, our work has similarities not only to the work you do, but perhaps to some of the struggles you have had to overcome. As officers of the law, you too work to protect the victims. Perhaps you have been disrespected by co-workers or the public just for being women.

As the massage profession sheds the theft of its identity by organized crime and a culture that too often allows women to be treated poorly, we create the space for the profession to thrive and serve our communities. You, as women, have opportunities to understand and empathize with the issues facing those we are working with in a unique way.

Those of you who are in positions to uphold the legitimacy of massage therapy, would benefit well by a partnership with CAMTC.

Our law provides a flexibility that maximizes the effectiveness of your work. In this time of budget cuts, this team effort can be accomplished with a minimum of cost to your city. Our resources and authorities go hand in hand.

Together we have started to make a difference. You are altering lives in ways that you may not have realized yet. We hope to show you one of them.

I look forward to an exciting and informative WLLE Symposium. And most of all, I look forward to working with you.

Beverly May
Director of Governmental Affairs and Human Trafficking
California Massage Therapy Council
bmay@camtc.org

<https://www.camtc.org/law-enforcement-government-agencies/>
<https://www.camtc.org/cpca-strategic-partners>



2020 CPCA Virtual Symposium

CAMTC Welcomes WLLE 2020 by Beverly May

CAMTC Presenter Bio



Beverly May
Director of Governmental Affairs and Human Trafficking
California Massage Therapy Council (CAMTC)

Ms. May has been involved in regulatory affairs regarding massage therapy for over 35 years, including 12 years with CAMTC. In her current position with CAMTC, she interacts with law enforcement at local, state and federal levels. Additionally she works with local government staff including planning, permits, business licenses, health departments, city attorneys and district attorneys. She has helped develop policies and statutory proposals that facilitate identifying and abating prostitution and human trafficking under the guise of massage.

Recognized as a national expert in human trafficking under the guise of massage, Ms. May participates in Human Trafficking Taskforces and Coalitions throughout California and other states around the country. She has made great strides with her reviews of local massage ordinances and consultations to develop policies pertaining to massage therapy that are effective and fair.

She is coordinating the development of CAMTC's new database and law enforcement web portal so that information is easily available. She works with other state Massage Therapy Boards in preventing fraud and illicit activity moving across state borders.

Beverly May | Director of Governmental Affairs & Human Trafficking | bmay@camtc.org

One Capitol Mall, Suite 800 | Sacramento, CA 94814



2020 WLLE Virtual Symposium

Making Massage Safe and Legal in Your Community

CAMTC Presenter Bio



Rick McElroy
Director of Law Enforcement Relations
California Massage Therapy Council (CAMTC)

Detective III Rick McElroy, Retired, is a 32-year veteran with LAPD. He spent 28 of those years working illegal massage parlors with the Organized Crime and Vice Division. Rick wrote a Red Light abatement manual - Specialized Multi Agency Response Team (SMART) to close down these illegal establishments, as well as Narcotic and problematic ABC locations. He wrote 13 years of federal grants for LAPD officers to investigate these problematic bars, which was dubbed "Operation ABC" and is still in effect today. Rick was honored with the President's Award in Washington D.C. for that outstanding police program.

When Rick came on board with CAMTC in 2009, he created the disciplinary arm of CAMTC. He was in charge of the day-to-day operations, and is now the presenter for CAMTC trainings to law and code enforcement officers throughout the State, as well as city attorneys, district attorneys and hundreds of agencies including ICE, OHS, FBI and the DOJ.

Rick McElroy | Director of Law Enforcement Relations | rmcelroy@camtc.org

One Capitol Mall, Suite 800 | Sacramento, CA 94814



2020 WLLE Virtual Symposium

Making Massage Safe and Legal in Your Community

CAMTC Presenter Bio



Kellie Rodriguez
Supervisor, Background Review Department
California Massage Therapy Council (CAMTC)

Kellie was an LAPD officer and detective, who worked many vice assignments, involving prostitution sting operations, minor decoy operations, alcohol beverage control investigations, and massage parlor operations and inspections. She worked in an undercover capacity and quite a few times, in reverse sting operations, acting as the massage therapist. Kellie witnessed first-hand the illicit conduct that takes place within massage parlors and has pledged to continue her combat in eradicating illicit massage establishments and human trafficking. Kellie's husband has been an LAPD officer for over 25 years and they have 4 children.

Kellie has been with CAMTC since 2010 and supervises the Background Review Department (BRD). Her department conducts investigations and reviews of the backgrounds of CAMTC applicants and certificate holders. The investigations range from local city administrative action, prostitution, sexual and massage related violations, to sexual assaults and more. Upon completion of the investigation, BRD then proposes appropriate discipline in a fair and reasonable manner. BRD works with many outside entities/ sources, such as law enforcement, cities, courts, victims and more.

Kellie Rodriguez | Supervisor, Background Review Department | krodriguez@camtc.org

One Capitol Mall, Suite 800 | Sacramento, CA 94814



Protecting the Public
Elevating the Profession

PLEASE JOIN US FOR AN ONLINE INFORMATIONAL FORUM PODCAST

ON THE MASSAGE PROFESSION IN CALIFORNIA ENDURING THE COVID-19 PANDEMIC EMERGENCY

Moderated by
Jeff Forman Ph.D. CAMTC Chairman & Ahmos Netanel CAMTC CEO

THE PODCAST WILL BE POSTED ON WWW.CAMTC.ORG THURSDAY, JULY 2nd

Dear CAMTC Certificate Holders,

We invite you to join CAMTC Chairman Jeff Forman Ph.D. and CAMTC CEO Ahmos Netanel for an **informational forum podcast on massage issues in California during the COVID-19 pandemic emergency**. With massage professionals experiencing tremendous challenges, it is imperative for you to have the most up-to-date information. An exceptionally knowledgeable panel of experts will join the discussion of this CAMTC hosted event.

**You can listen to the podcast at www.camtc.org
any time starting Thursday, July 2, 2020 at 2:00 p.m.**

We encourage your participation by emailing any questions you may have to forum@camtc.org **by 5:00 p.m. on Thursday, June 25th**. We will do our best to answer all emailed questions during the Forum. For questions not addressed during the Forum, you will receive contact information of entities that may be able to assist you directly.

TOPICS TO BE ADDRESSED BY OUR PANELISTS

MODERATORS

Jeff Forman Ph.D. BCTMB, CMT created the first Massage Therapy training programs and AA Degree in the California Community Colleges system. In 2014 he was appointed to CAMTC's Board and in 2019 was elected Chairman. Jeff continues his career as a speaker, author and consultant.

Ahmos Netanel became a massage therapist 40 years ago and dedicated his life elevating the professional standing of massage therapists in California. In 1987, as a massage association president, he was instrumental in initiating a California state law that serves the profession and the public alike. In 2010, he was appointed as CAMTC's CEO.

1. THE COUNTIES: THE POWER TO ENFORCE

Mike Callagy is County Manager of the County of San Mateo. Mike oversees the efficient running of daily County operations and carries out policies established by the Board of Supervisors. He has more than 35 years of public sector service experience.

2. THE NEW WORLD OF HEALING ARTS AND PERSONAL SERVICE

Ruth Werner, BCTMB is a former massage therapist, a writer and an NCBTMB-approved continuing education provider. She is the author of "A Massage Therapist's Guide to Pathology," which is used in massage schools worldwide.

Dr. Michael Mina is a physician-scientist and professor of epidemiology, immunology, and pathology at Harvard School of Public Health and Harvard Medical School. Dr. Mina has been at the forefront of testing for COVID-19, as well as using testing and epidemic control strategies throughout this outbreak. He has advised international, as well as national and state level governments, since the virus emerged as a global threat.

3. MASSAGE INDUSTRY

Diane Hubner has more than 44 years of experience helping people achieve optimum health and wellbeing through massage, reflexology, mindfulness meditation and life coaching. She created Body Energizers in 1987 to specifically work with the Entertainment Industry.

Andrew Garsten is a Massage Envy Franchisee in Glendale and a Massage Envy Regional Developer for Los Angeles since 2004. Andrew is also President of the Massage Envy California Franchise Association (MECAFA), representing over 140 California locations.

4. MASSAGE SCHOOLS: HOW AND WHEN TO REOPEN

Tim Veitzer is the President and Co-Owner of National Holistic Institute (NHI). Founded in 1979, NHI is the first accredited and largest massage therapy school in California with 10 locations throughout the State.

Kathleen Mickey is the owner, director and lead instructor of the Santa Barbara Body Therapy Institute since 1989, while maintaining a private bodywork practice. She also serves as a member of the CAMTC Schools Advisory Committee.

5. COUNTY HEALTH OFFICIALS

David Silberman is Chief Deputy County Counsel for San Mateo County. He manages litigation, environmental, law enforcement and public protection teams. Has worked in Environmental Health for five years in multiple programs, including Massage and Body Art.

Han Phan, REHS is Senior Environmental Health Inspector of Massage & Body Art and Piercing Programs for San Francisco Department of Public Health.

David Chun is the Chief Environmental Health Specialist (EHS) for the Consultative Services Program within the County of Los Angeles, Department of Public Health, Division of Environmental Health (DPH-EH).

6. LIABILITY IN MASSAGE

Alison Siegel has been the Special Counsel in charge of denial and disciplinary process for CAMTC for the past 10 years. She has represented clients on administrative law matters for the past 22 years

Michael Schroeder is Founder and Chairman of American Massage Council, through which over 100,000 massage therapists receive malpractice insurance. Since 1987 he supported the massage profession as an attorney and in 2000 he co-founded Massage Today.

Bill Armour is the owner and founder of Burke Williams Spas and a pioneer of the urban day spa industry. From a single location in 1986, to eleven locations today, he employs nearly 1000 CAMTC Certified Massage Therapists.

We sincerely hope you will listen in to our timely and informative COVID-19 forum and how this pandemic threat is impacting massage therapists, clients and communities as a whole.

Thank you!



Save Up To \$180 On Late Fee When You Recertify by June 23, 2020!

The easiest way for you to take advantage of this great opportunity is online. Although our online system automatically charges a late fee* when a CAMTC Certificate has expired, our Certification Support Specialists will monitor payment activity and will proactively initiate the late fee refund for you within two business days. Late fee refunds will be credited back to the same credit or debit card that was used to pay the application processing fee. No action will be needed on your part.

- If you have already registered to use CAMTC's online platform, you can log into it here:
<https://online.camtc.org/Individual/Account/Login>
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From: SFOAHT info@sfoaht.org
Subject: 2020 SFOAHT Conference ✨ Early bird registration by September 26th
Date: September 22, 2020 at 11:40 PM
To: Roberta rrolnick@camtc.org

S

SFOAHT - News + Events

[View this email in your browser](#)

SAN FRANCISCO COLLABORATIVE AGAINST HUMAN TRAFFICKING



co-hosted by
Microsoft



2020 SFOAHT Annual Conference Healing and Coping in Times of Crisis: Anti-Human Trafficking Symposium

Friday, October 9, 2020 ♦ 8:30 am – 4:15 pm

Via Microsoft Teams

Conference Sponsors



Join us October 9 for a full day conference with law enforcement, businesses, survivors, service providers, and volunteers as we explore healing and coping in times of crisis. Learn about effective partnerships and innovative programs in the field. Share your experience and network with other professionals and volunteers fighting human trafficking and assisting the survivors.

The conference program will include :

Keynote:
Hon. Judge Robert Lung
18th Judicial District Court of Colorado
[biography](#)

Morning Plenary Sessions
Restoration by Immigration Safeguards and Benefits
Vicarious Trauma and Self Care

Afternoon Breakout Sessions*
Colonization, Trafficking, and Perseverance of Native Americans
Creative Ways of Healing: Arts and Science
Building Resilience

Afternoon Plenary Sessions
The Role of Technology in Countering Trafficking in Persons
Rising Above QAnon and Disinformation Campaigns

**At registration, please indicate which breakout session you plan to attend*

Other Featured Speakers Include:

Hon. Fiona Ma
California State Treasurer
Hon. Judge Susan Breall
California Superior Court, City and County of San Francisco
Dr. Gena Castro Rodriguez
Chief of Victim Services of the San Francisco District Attorney's Office
Carissa Phelps, JD/MBA
CEO and Founder of Runaway Girl, Inc.

Click [HERE](#) to download the flyer.
Stay tuned for additional speakers and presenting agencies.

Please register and get your tickets [HERE](#).
Special early bird rate until September 26.

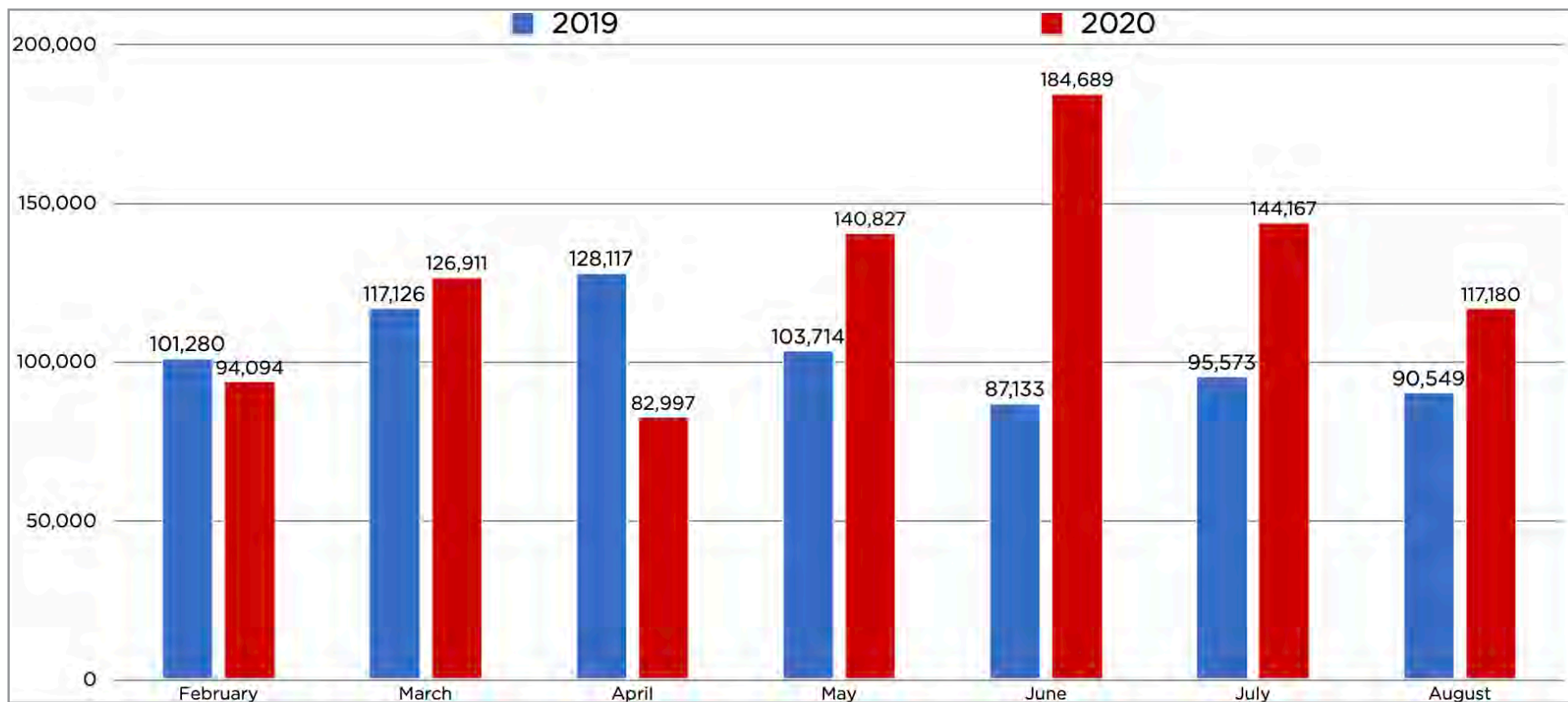
Free Admission:
Sponsored tickets are available for students and survivors.
To get your sponsored ticket, please e-mail info@sfcaht.org.

CAMTC Website Analytics

Total Website Pageviews

2019 and 2020 Comparison

Months of February to August

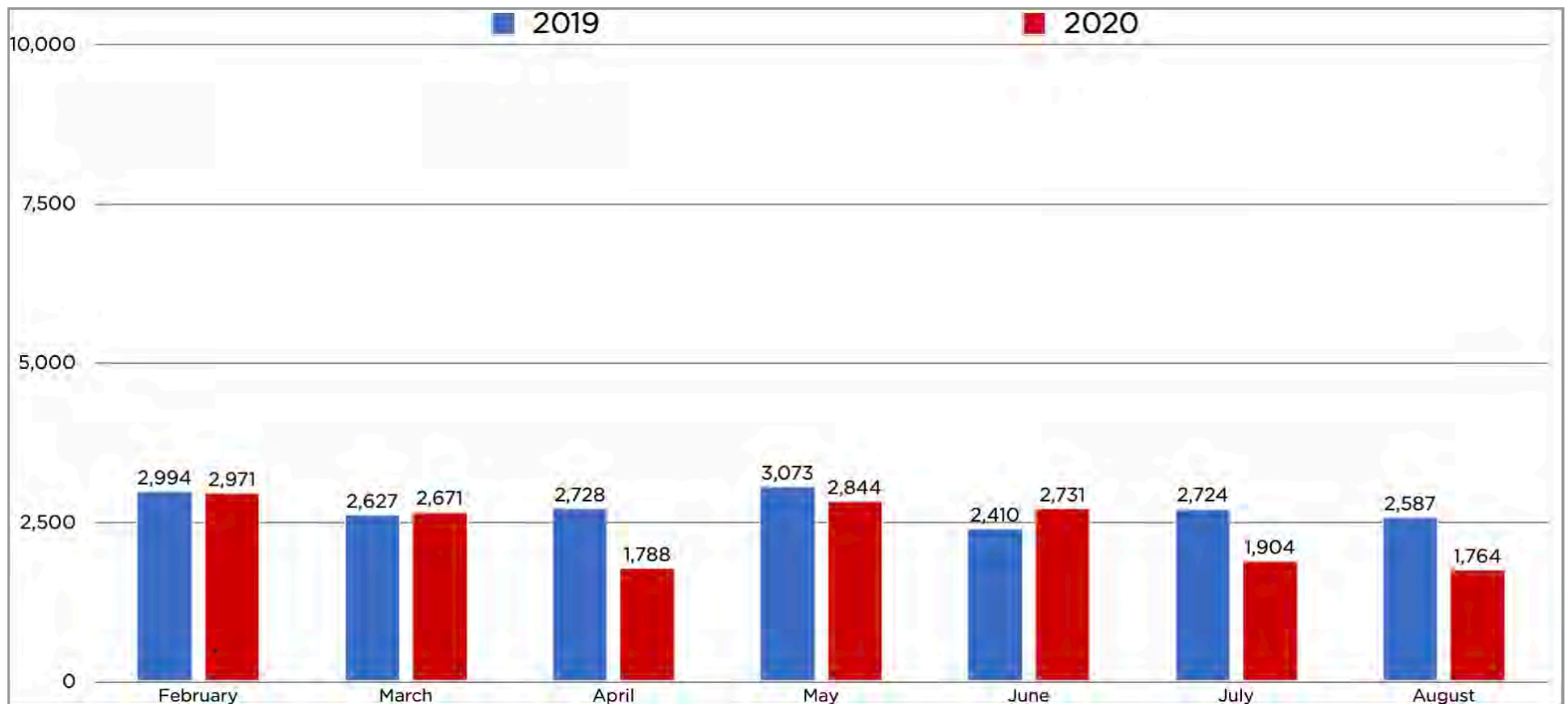


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Consumers Pageviews

2019 and 2020 Comparison

Months of February to August

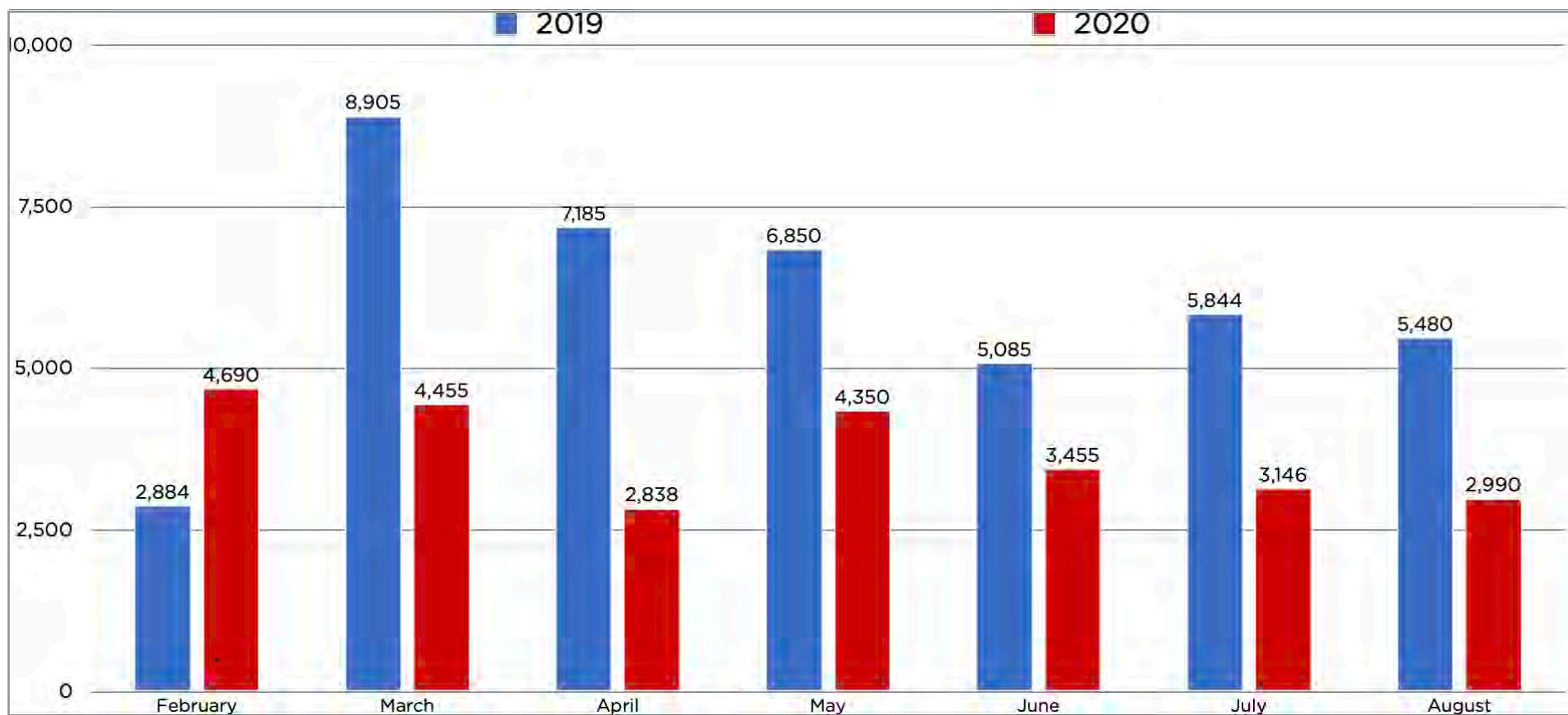


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Applicants for Certification Pageviews

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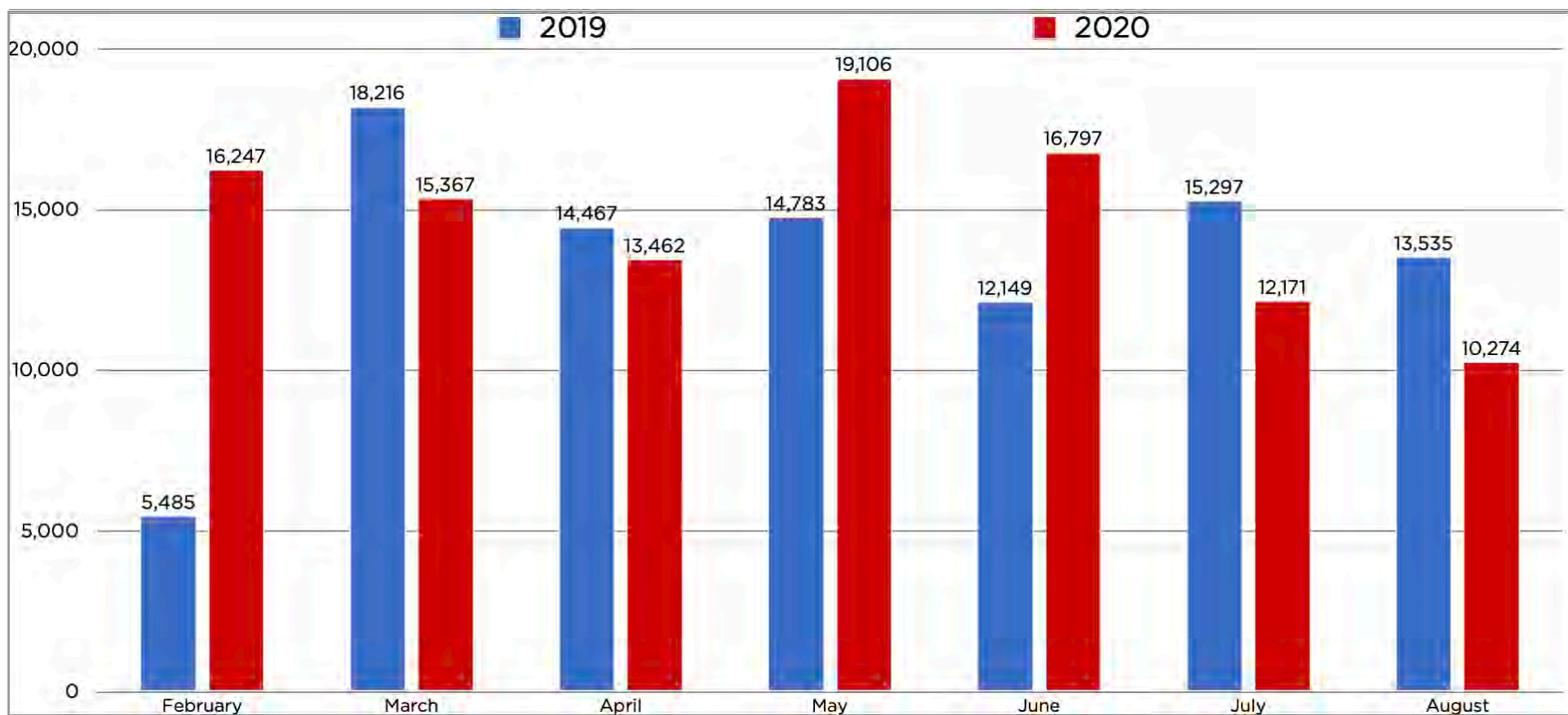


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Certificate Holders Pageviews

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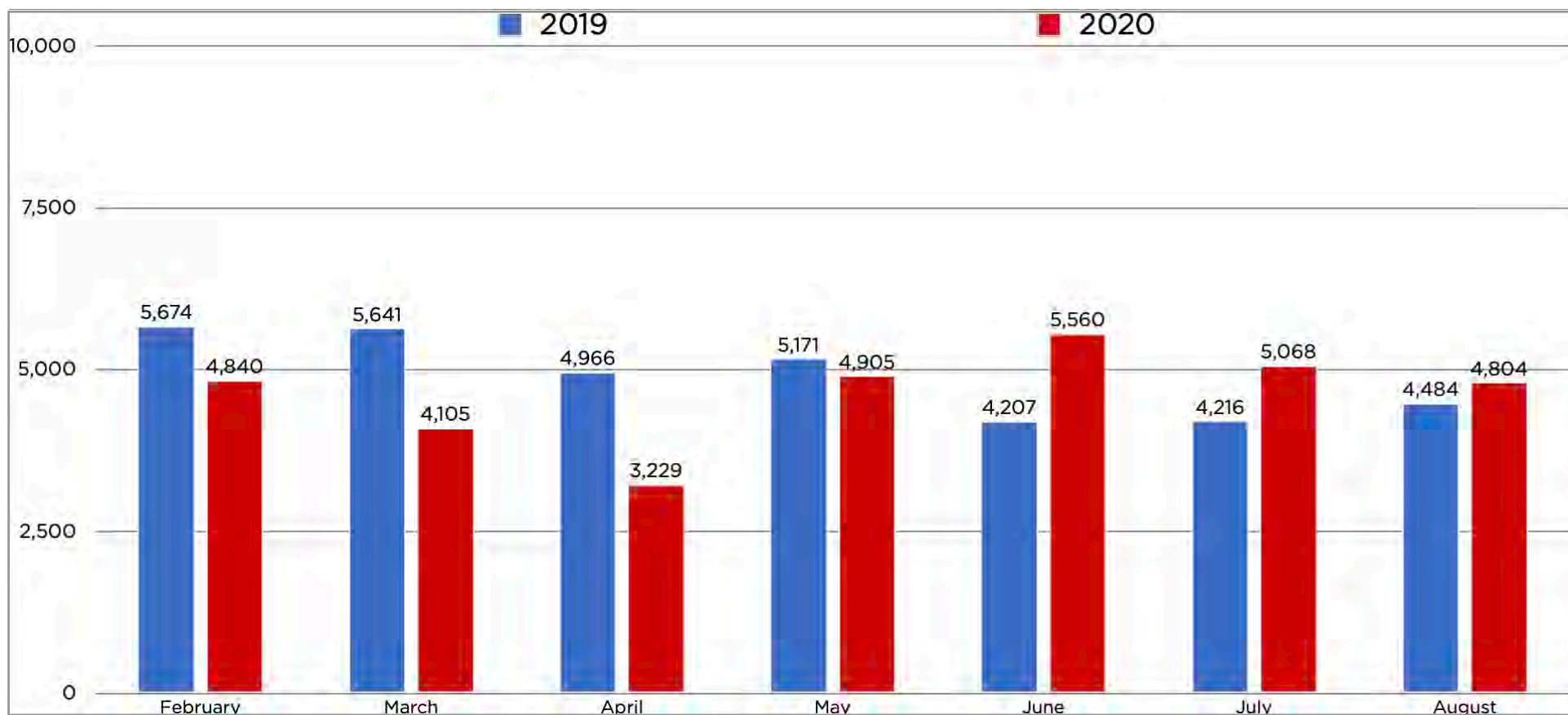


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Requirements to Certify Pageviews

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Months of February to August



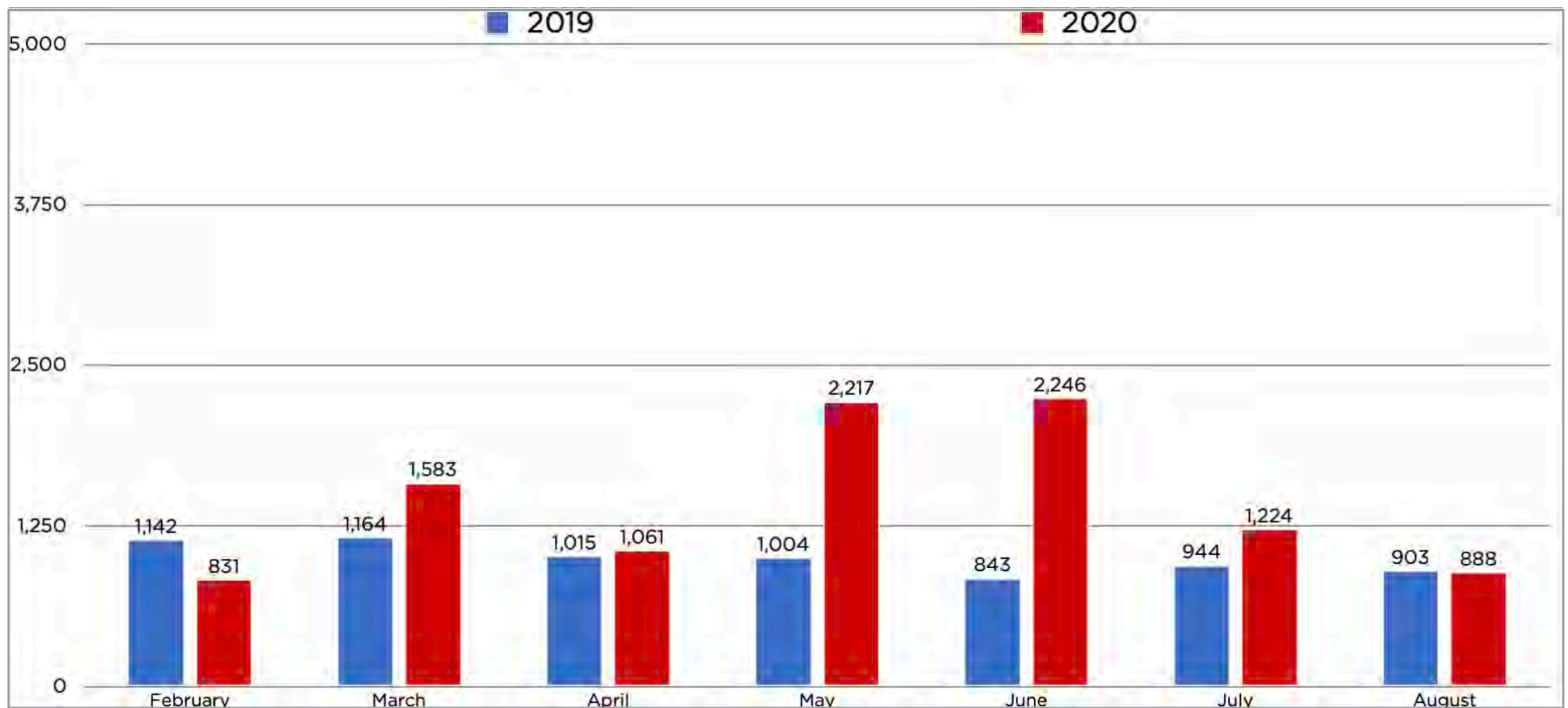


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Massage Business Owners Pageviews

2019 and 2020 Comparison

Months of February to August



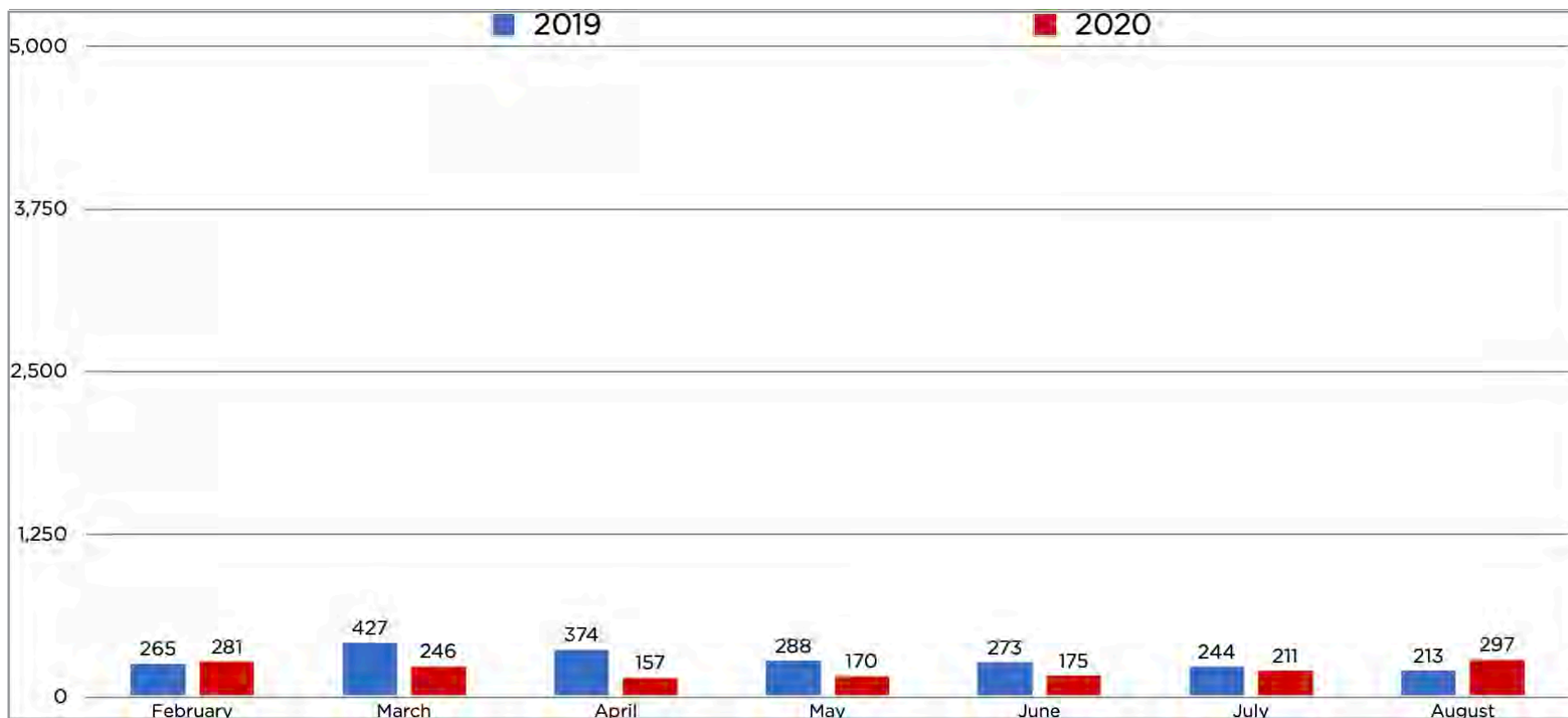


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School Owner/Administrator Pageviews

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Months of February to August

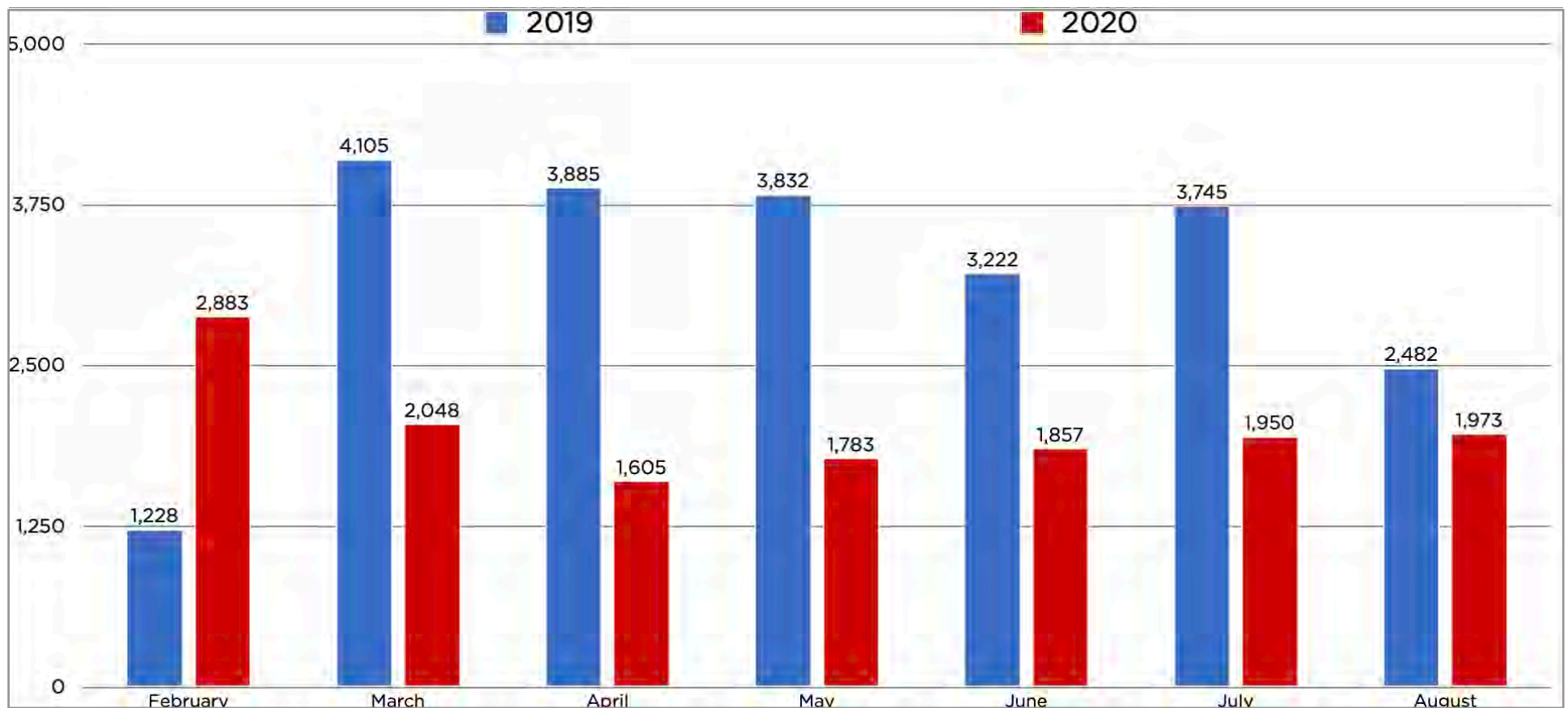


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Find a School Pageviews

2019 and 2020 Comparison

Months of February to August



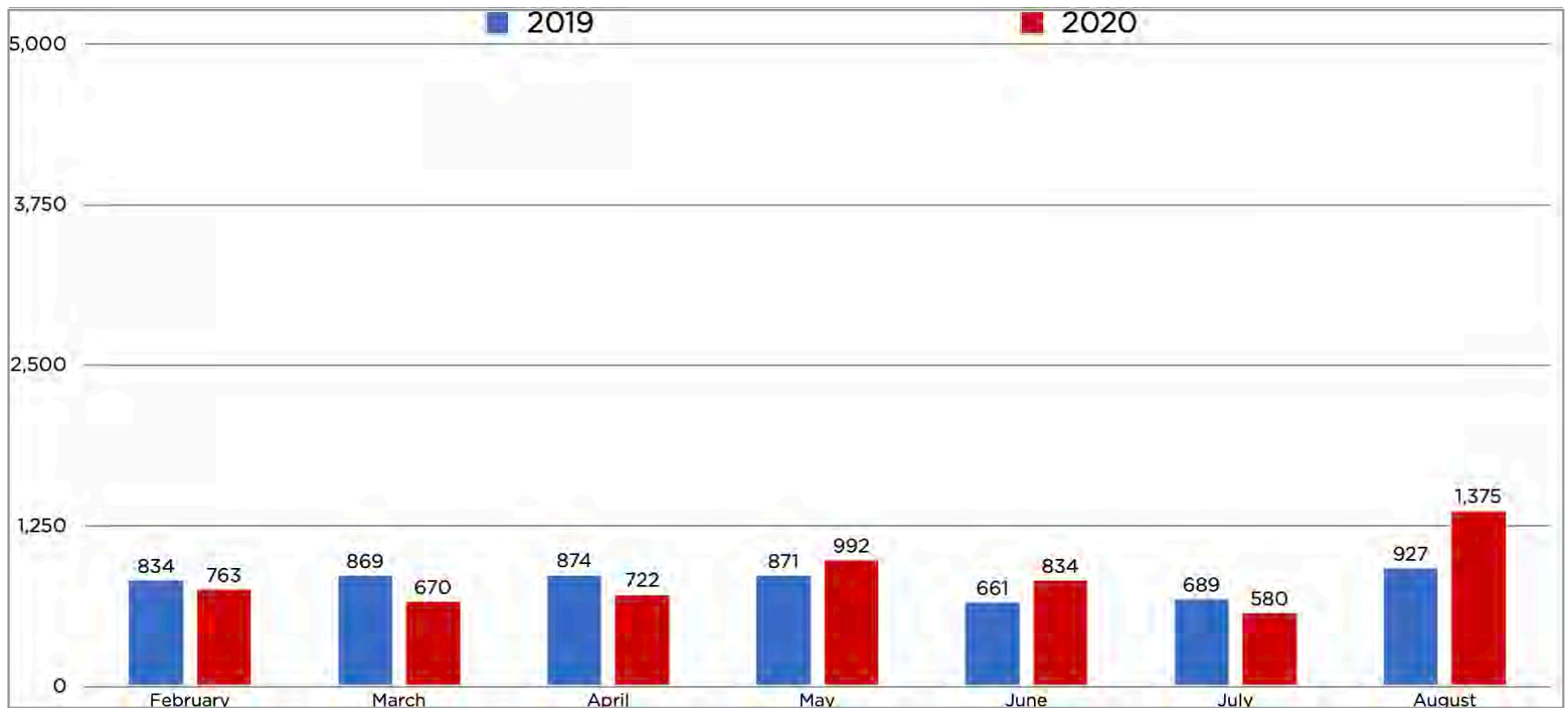


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Law Enforcement & Government Agencies Pageviews

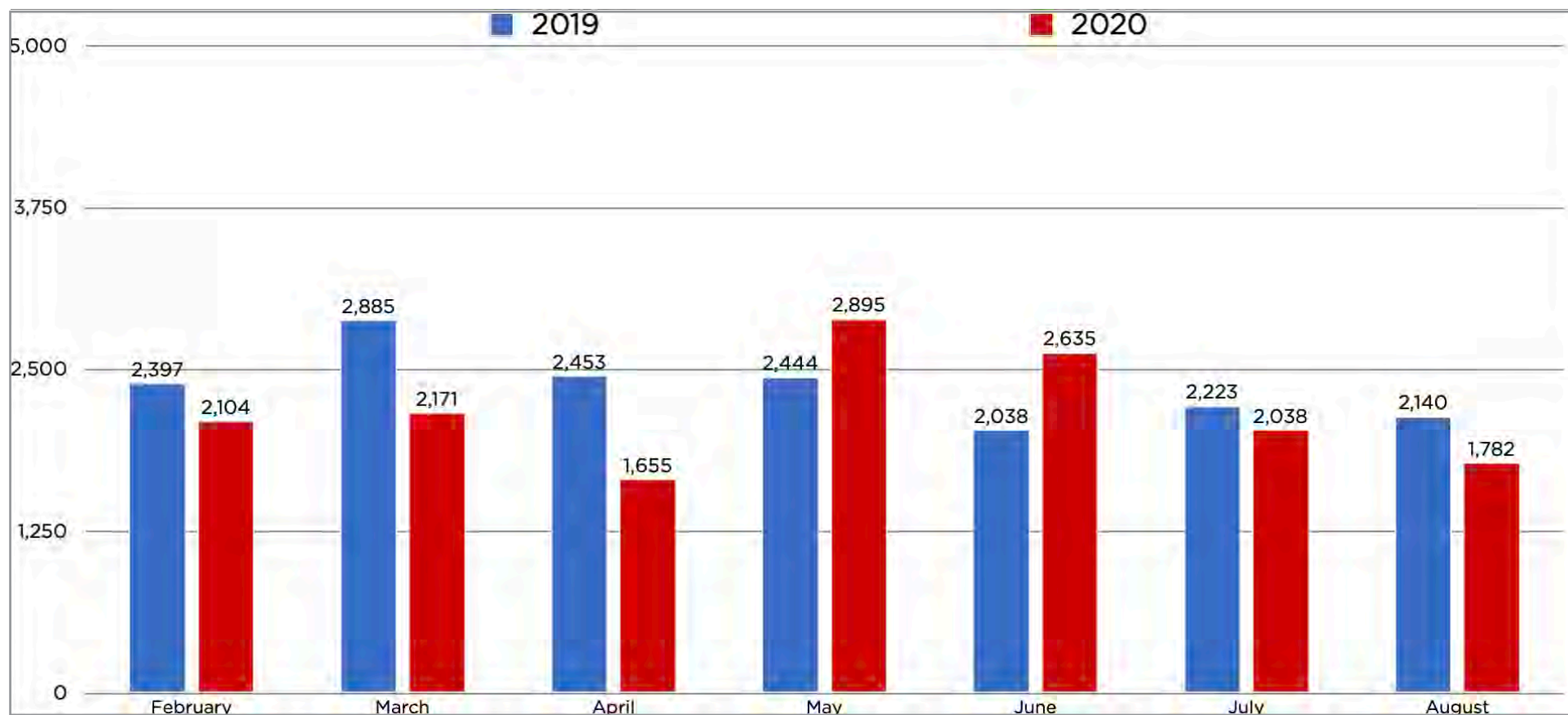
2019 and 2020 Comparison

Months of February to August



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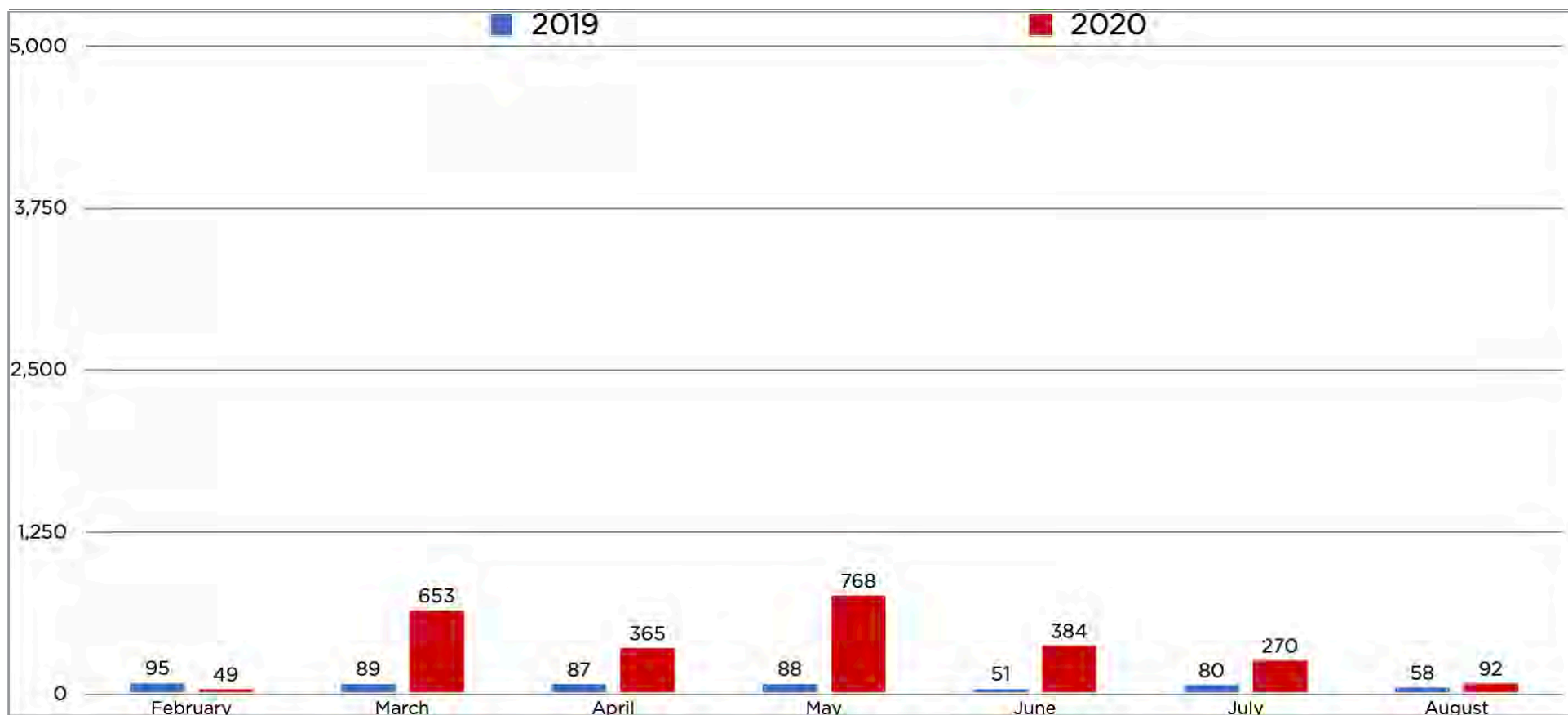
FAQs Pageviews 2019 and 2020 Comparison Months of February to August





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Media Pageviews 2019 and 2020 Comparison Months of February to August

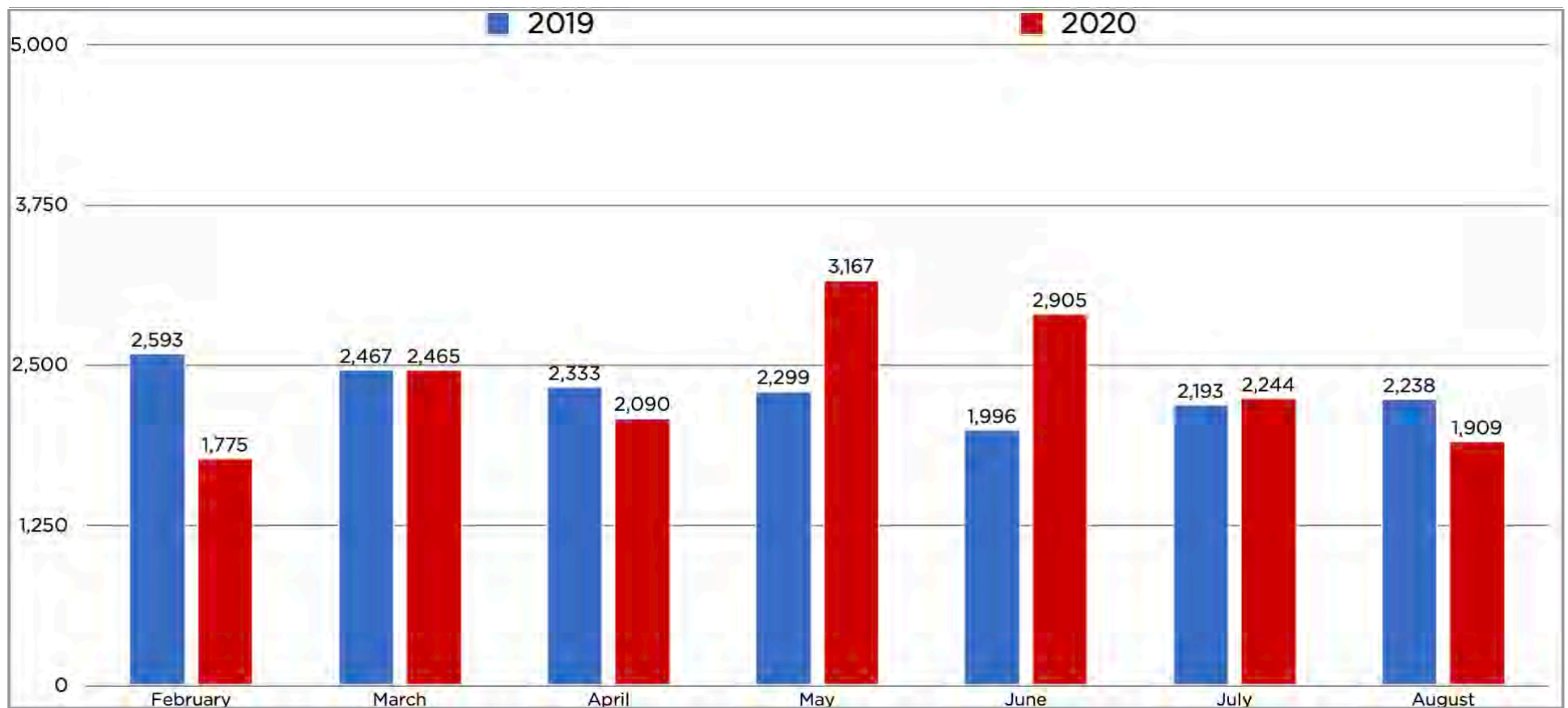


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Contact Us Pageviews

2019 and 2020 Comparison

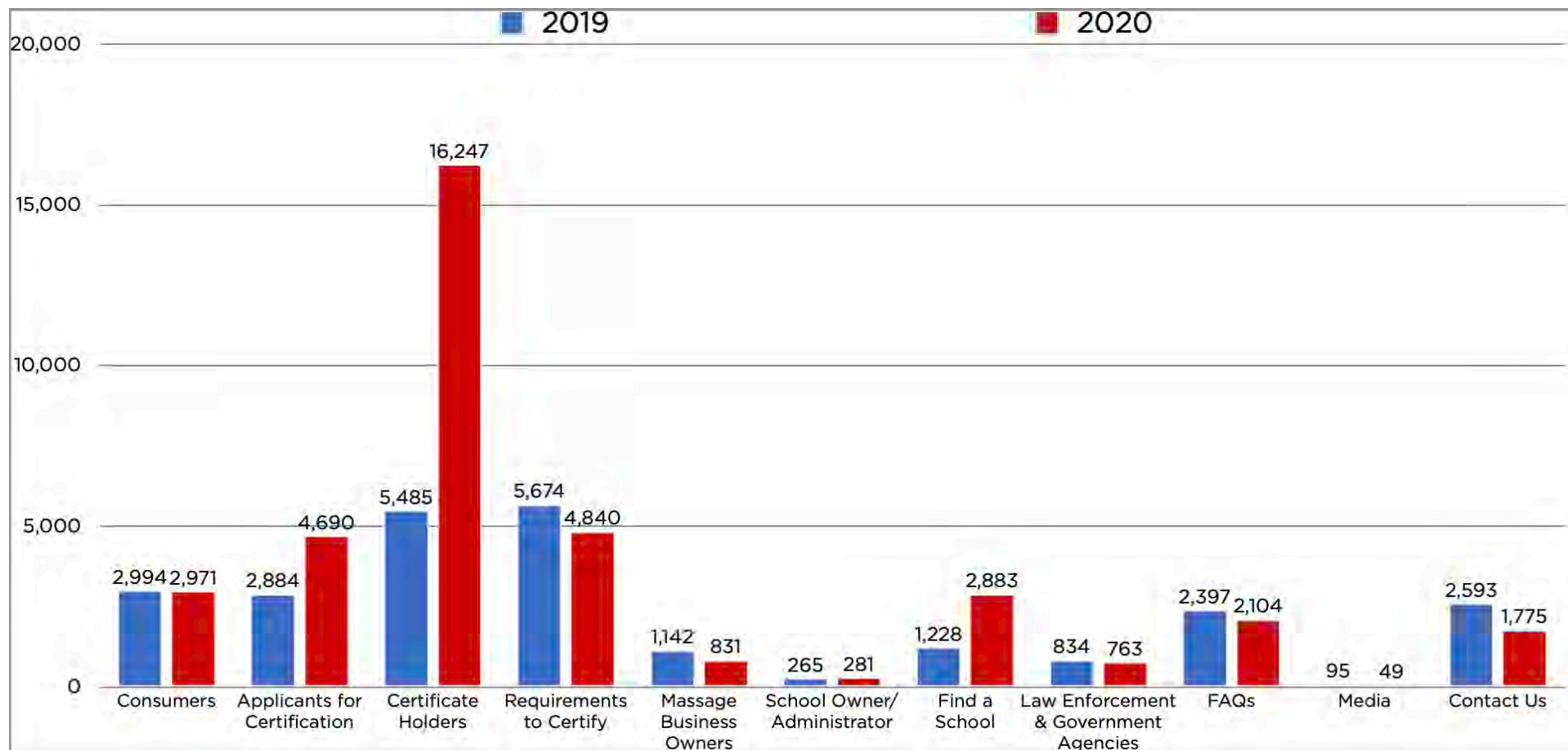
Months of February to August





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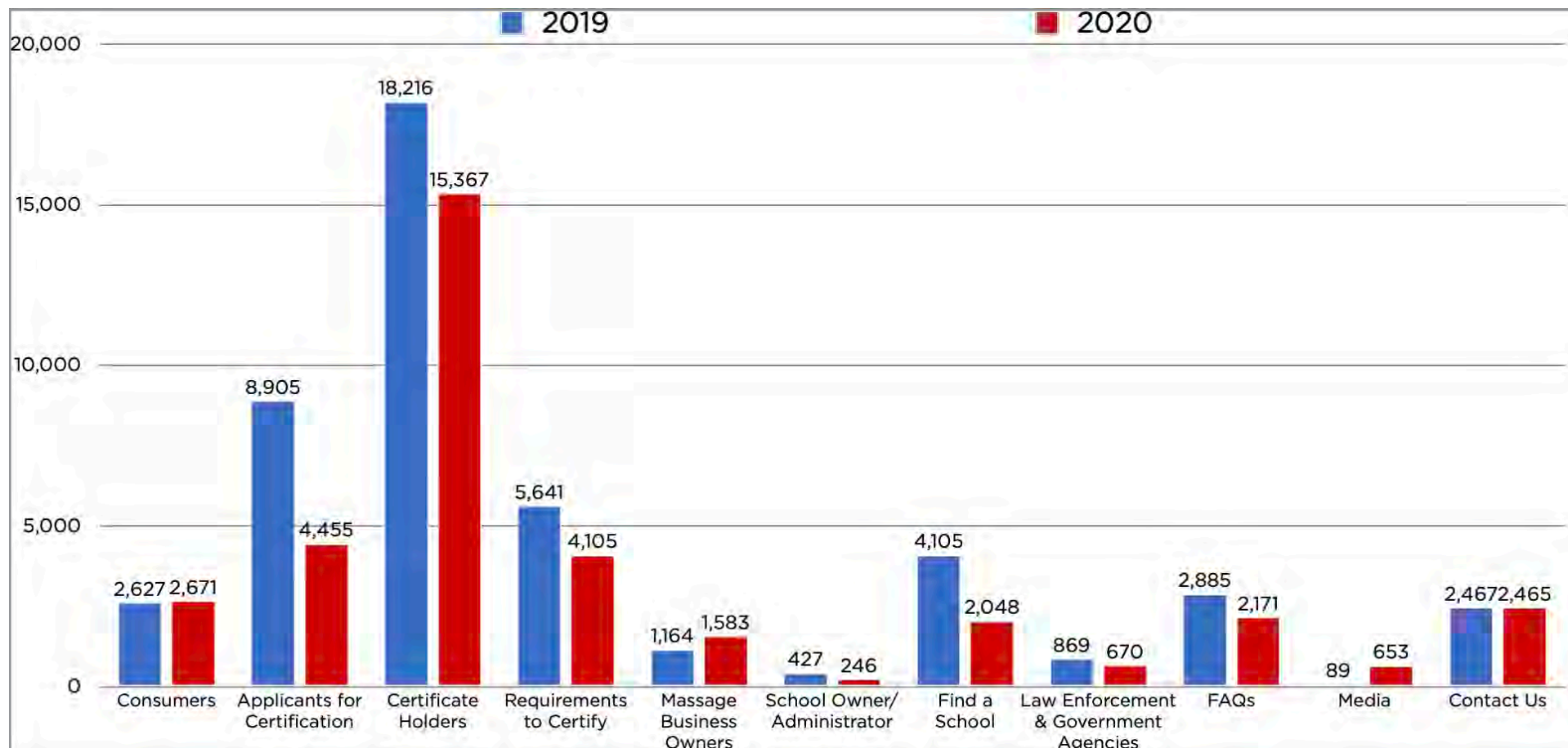
February Website Pageviews 2019 and 2020 Comparison





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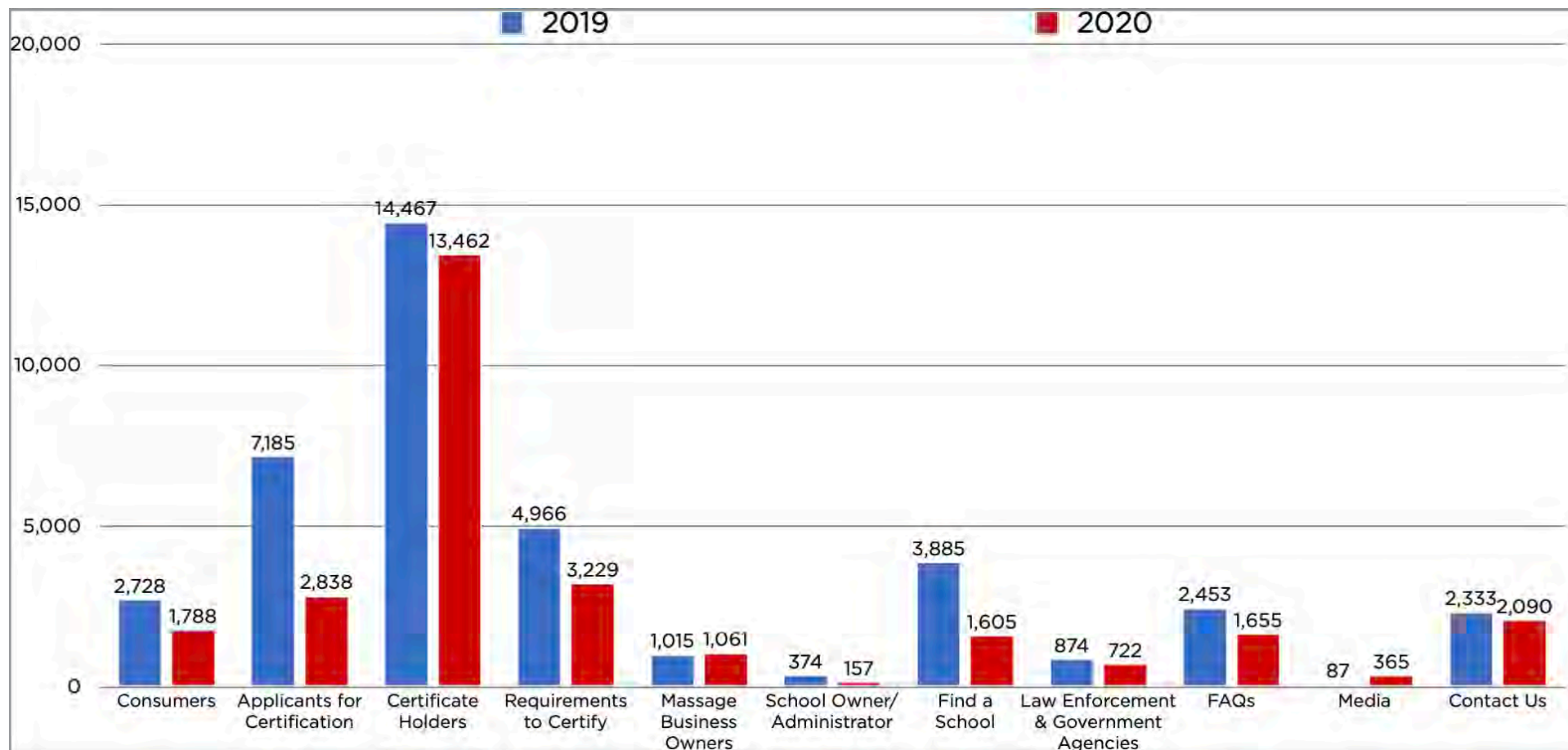
March Website Pageviews 2019 and 2020 Comparison





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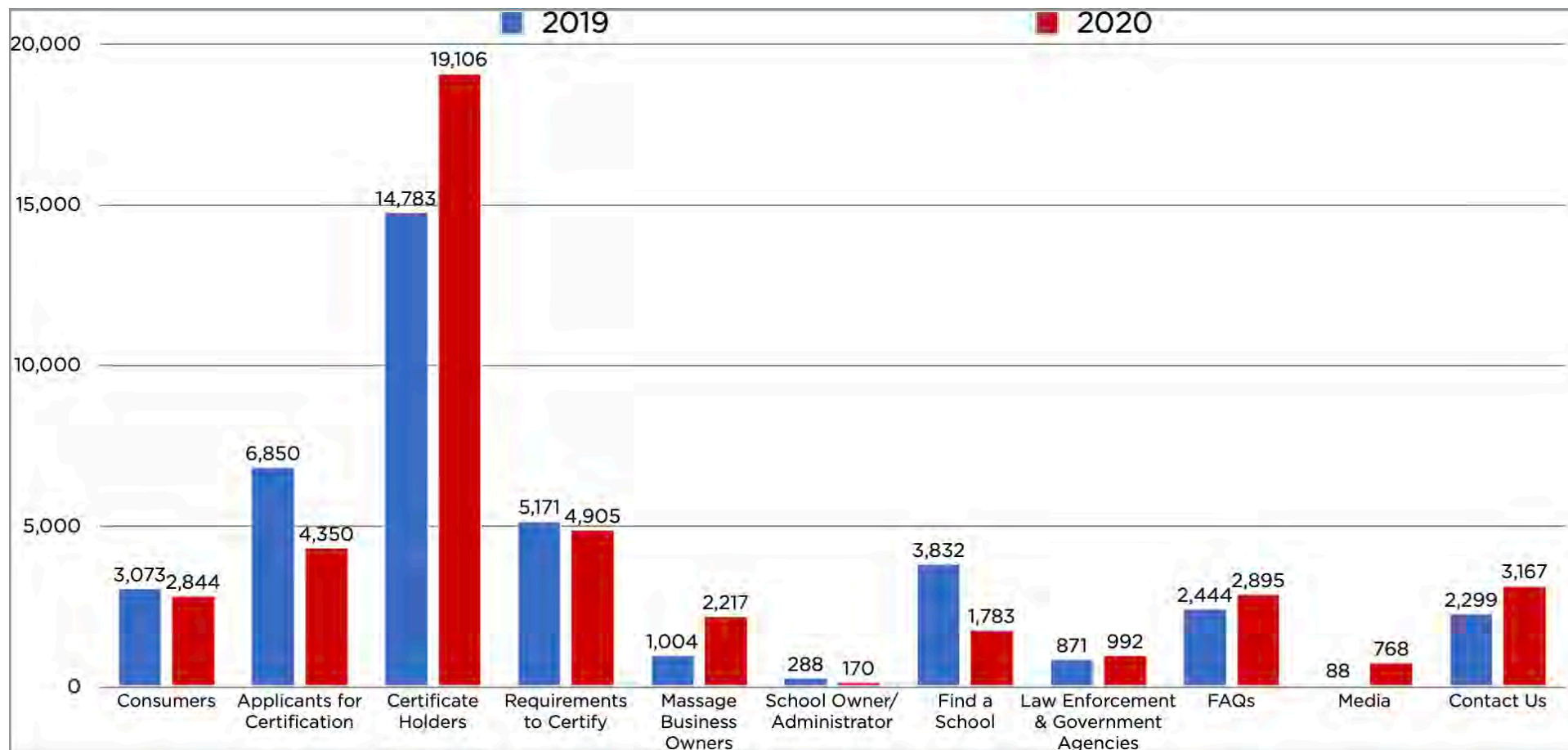
April Website Pageviews 2019 and 2020 Comparison





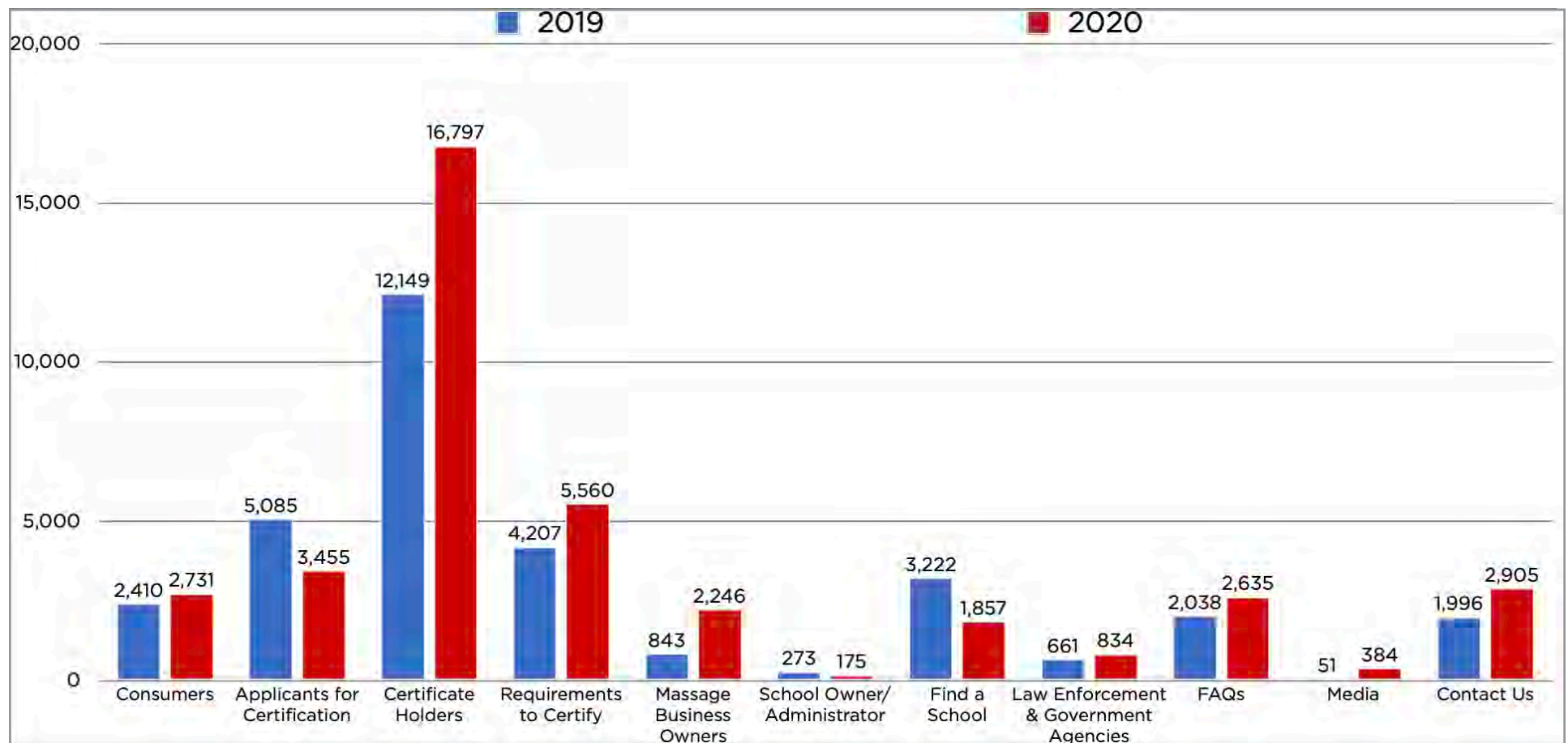
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May Website Pageviews 2019 and 2020 Comparison



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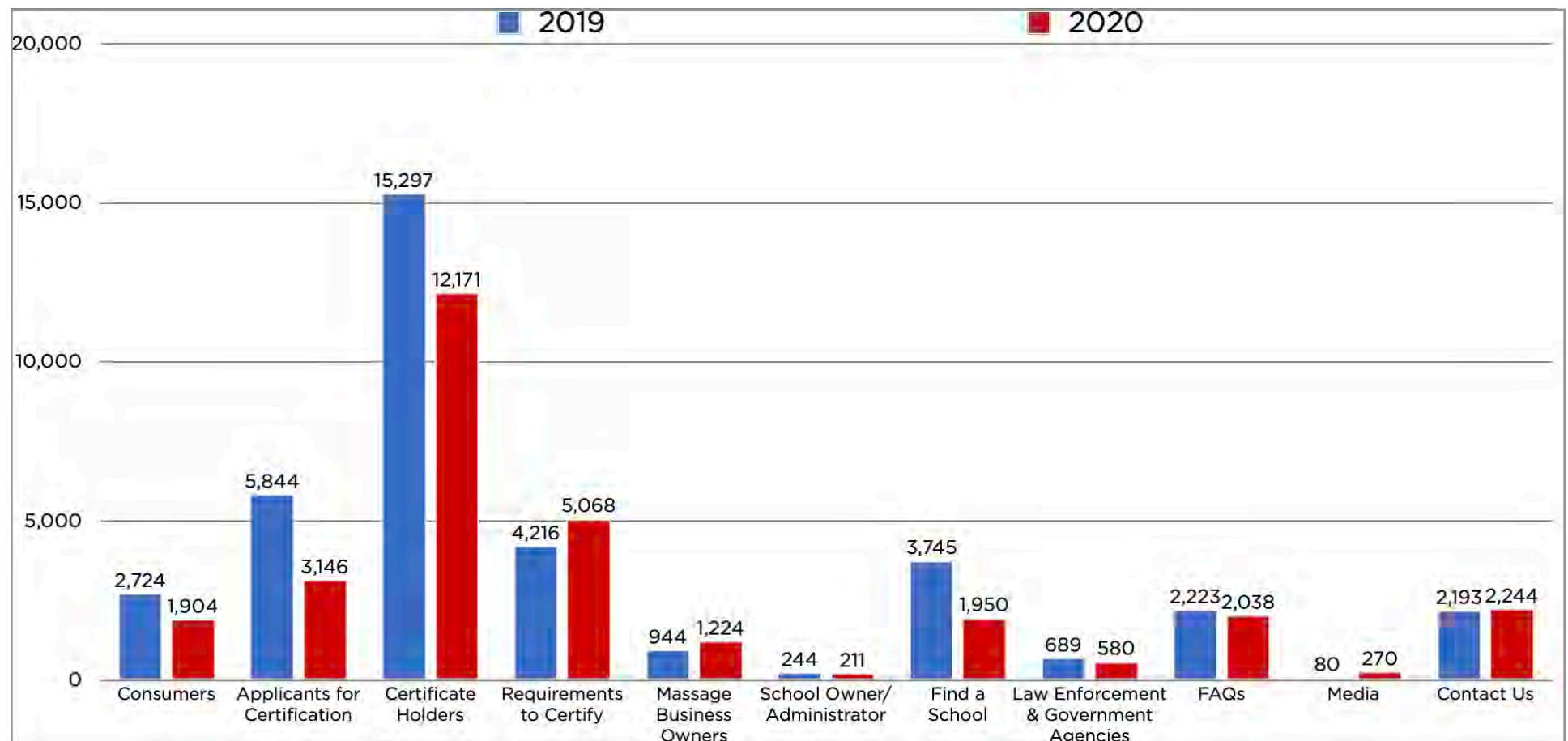
June Website Pageviews 2019 and 2020 Comparison





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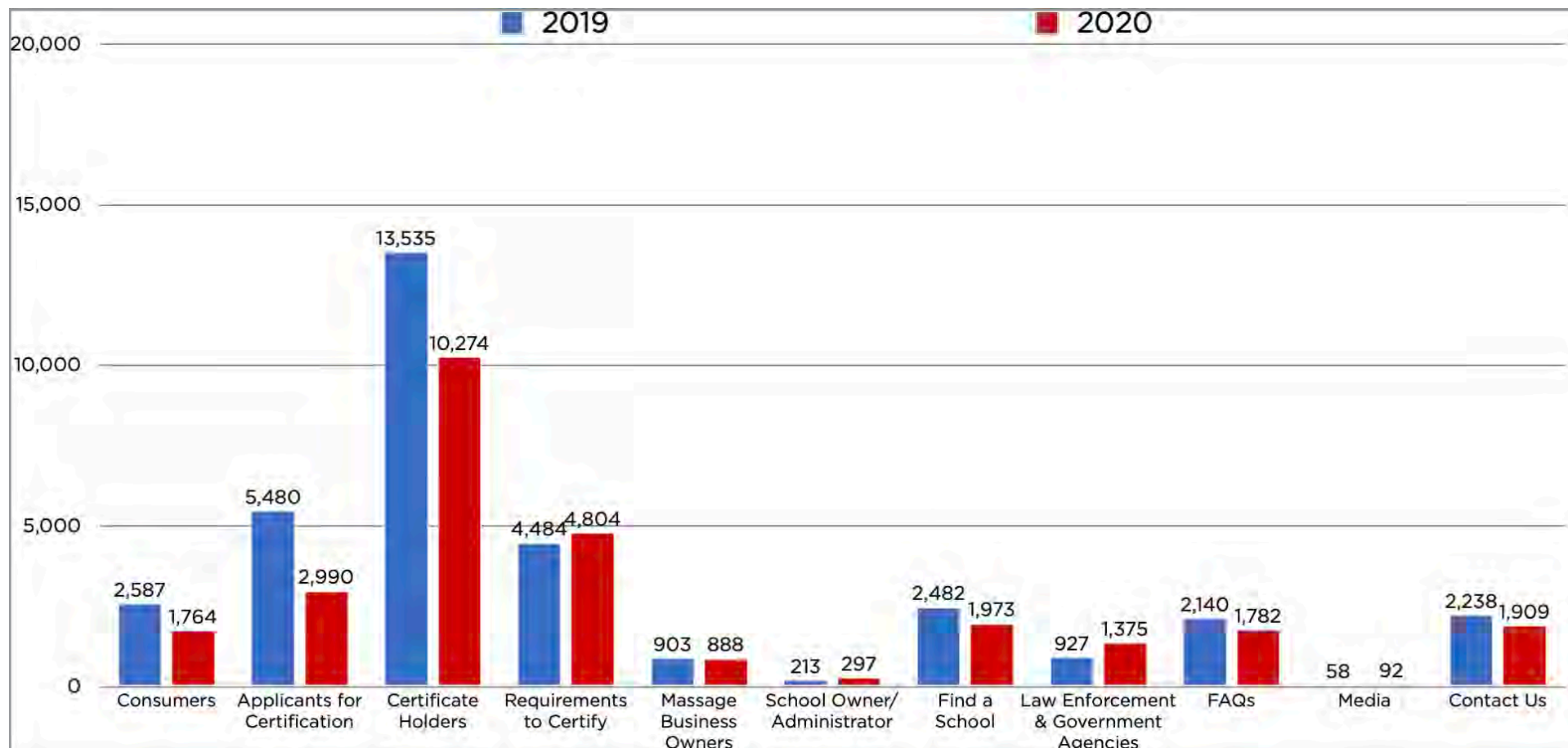
July Website Pageviews 2019 and 2020 Comparison





CAMTC Website Analytics

August Website Pageviews 2019 and 2020 Comparison





May 20, 2020

Governor Gavin Newsom
Office of Governor
State Capitol, Suite 1173
Sacramento, CA 95814

Dear Governor Newsom,

The Federation of State Massage Therapy Boards (FSMTB), comprised of massage therapy state licensing boards and agencies in the United States and Territories, supports our 46 state licensing boards in their work to ensure that the practice of massage therapy is provided to the public safely and competently. FSMTB serves the regulatory community and provides benefit from the knowledge gained by combining individual state resources into a larger Federation, the FSMTB.

This letter is to bring your attention to a resource document, *Guidelines for Practice with COVID-19 Considerations*, recently published by the FSMTB. The document can be downloaded from our website at www.fsmtb.org.

This document contains recommendations and guidelines for massage and bodywork practitioners to mitigate the spread of COVID-19. The intent of this document is to provide a resource to FSMTB Member Boards and Agencies (including the California Massage Therapy Council), massage and bodywork professionals, and massage school staff in order to support public protection. **This document may also serve your state as an informed reference for initiating temporary legislative changes for the massage profession during the COVID-19 pandemic.**

Input from each of the national massage associations, massage regulators and experts in massage therapy practice spanning the breadth of the massage and bodywork profession, were used to produce these guidelines.

The FSMTB *Guidelines for Practice with COVID-19 Considerations* references Standard Precautions and CDC protocols and adapts them to the specific practice environments of massage therapy. Whenever possible, this document reflects specific CDC recommendations to provide guidance on facility cleanliness and sanitation, facility policies and procedures, and requirements for massage practitioner hygiene.

The FSMTB assists in ensuring accurate information reaches key decision-makers like yourself as we support the work of the state boards in strengthening the public protection of their citizens. Should you have any questions about the FSMTB, please feel free to contact us at 913.681.0380 or myself directly by email at lhaynes@fsmtb.org.

In service,

Lorena Haynes
Director of Government Relations
Federation of State Massage Therapy Board



FSMTB
FEDERATION OF STATE
MASSAGE THERAPY BOARDS

MASSAGE AND BODYWORK

Guidelines for Practice

with COVID-19

Considerations

Federation of State Massage Therapy Boards
fsmtb.org

2020.05.19

FSMTB MISSION STATEMENT

The mission of the Federation is to support its Member Boards in their work to ensure that the practice of massage therapy is provided to the public in a safe and effective manner.

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Introduction

Clean facilities, proper practitioner hygiene, procedures to ensure client safety, and disease prevention protocols have long been a cornerstone of professional massage and bodywork practice. The outbreak and rapid spread of coronavirus 19 (COVID-19) highlights the need for renewed attention and increased vigilance in these areas as states lift stay-at-home orders (also called stay-in-place orders) and massage and bodywork practitioners return to practice.

The Federation of State Massage Therapy Boards (FSMTB) is pleased to present the *Guidelines for Practice with COVID-19 Considerations*. This document contains recommendations and guidelines for massage and bodywork practitioners to mitigate the spread of COVID-19.

The intent of this document is to provide a resource to FSMTB Member Boards and Agencies, massage and bodywork professionals, and massage school staff in order to support public protection. Readers are encouraged to refer to and use the FSMTB *Guidelines for Practice with COVID-19 Considerations* within the confines of the regulatory structures of their respective states.

FSMTB recognizes that some customization and flexibility are necessary to allow these concepts to be of assistance in each jurisdiction and practice setting. Each massage practice will have its own time frame for returning to work based on the state's stay-at-home orders, supply of personal protective equipment (PPE), funding for massage programs, availability of COVID-19 tests, COVID-19 testing rates, and stable or falling COVID-related hospitalization rates for two weeks or more.

These recommendations and guidelines do not replace any directives or guidance provided by federal or state agencies, regulatory boards, or other authorities having jurisdiction.

Where conflicts occur, the stricter requirement will apply.





The Centers for Disease Control and Prevention (CDC) offers extensive guidelines for healthcare professionals related to preventing disease and the spread of COVID-19.¹ At the core of CDC recommendations for healthcare professionals is the concept of Standard Precautions.

The CDC defines Standard Precautions as:

“The minimum infection prevention practices that apply to all patient care, regardless of suspected or confirmed infection status of the patient, in any setting where health care is delivered.”

No matter the overall health picture of a client, massage professionals must apply minimum infection prevention practices with strict attention to protect the client and themselves from the spread of infection.²

The FSMTB *Guidelines for Practice with COVID-19 Considerations* references Standard Precautions and Transmission-Based Precautions, CDC protocols and adapts them to the specific practice environment of massage and bodywork. Whenever possible, this document reflects specific CDC recommendations to provide guidance on facility cleanliness and disinfection, use of PPEs, facility policies and procedures, and requirements for massage practitioner hygiene.

See the [Resources](#) section for a complete list of the governmental guidelines that inform this document. In some cases, when appropriate, specific documents or research studies are referenced and listed in the References section.

Please note that COVID-19 is a rapidly evolving situation. The FSMTB affirms the importance of regulated massage and bodywork professionals who are adequately informed to practice safely and competently. This document will be modified as necessary when further relevant information becomes available. We invite both your use of these *Guidelines for Practice with COVID-19 Considerations* and your ongoing interest in future versions of this essential resource.



GUIDELINES FOR

Facility Cleanliness, Disinfection, and Disease Prevention

Infection control guidance from the CDC reminds healthcare providers that COVID-19 is spread primarily through person-to-person contact. Infectious respiratory droplets, produced when someone with COVID-19 coughs, sneezes, or speaks, can land on the eyes, mouth, or nose of an uninfected person, or be inhaled by an uninfected person standing close by. Smaller droplets may hang in the air for a period of time, while heavier droplets fall to surfaces. An uninfected person might touch a contaminated surface and then touch their face, mouth, or nose giving the virus entry to the body. Protocols that reduce the dispersal of respiratory droplets and the regular disinfection of surfaces in a massage workplace help reduce the spread of COVID-19.^{3,4}

Here, guidance is provided on cleaning and disinfecting products, cleaning and disinfection of different areas of a massage facility, methods that reduce the entry of COVID-19 to a facility, and the management of potentially contaminated linens.

Cleaning and Disinfecting Products



- » **Commercial or household-grade products** may be used for routine cleaning such as washing surfaces with soap and water to remove visible soil, dusting, and cleaning glass surfaces with a glass cleaner.

- » **Homemade cleaning products (e.g., vinegar and essential oils) are not approved cleaning agents or disinfectants.**

- » **Disinfectants registered by the Environmental Protection Agency (EPA)** must be used to disinfect surfaces that may become contaminated through touch or respiratory droplets during a workday.

- » **Disinfect surfaces** by applying an EPA-registered disinfectant to the surface, following label directions. If surfaces are dirty, they must first be cleaned to remove dirt or impurities, followed by disinfection.

- » **Fabrics such as curtains or upholstery are disinfected with fabric-specific EPA-registered disinfectants.**

- » **Find an EPA-registered disinfectant specific for use against SARS-CoV-2** (*the virus that causes COVID-19*) at www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2.

- » **Follow the label directions for the use** of all cleaning and disinfecting products and follow recommended contact times (amount of time a surface should be visibly wet with the product).

- » **Some cleaning and disinfection products require ventilating the space** by opening doors and windows and by running fans to reduce the airborne presence of cleaning chemicals.

- » **Some cleaning and disinfection products require wearing cleaning gloves, eye protection, and a face mask.**

Guidelines for Specific Facility Areas

Massage professionals and massage business owners are encouraged to consider the areas of their businesses that need to be regularly disinfected, how surfaces are touched or potentially contaminated, how different types of surfaces can be disinfected (*e.g., disinfecting fabrics such as curtains or upholstery as opposed to hard surfaces such as countertops*), the disinfection products needed to respond effectively to COVID-19, and ways to reduce the likelihood that COVID-19 could enter their facilities.

THE RECEPTION AREA

- » **Declutter and remove items** from the reception area that might become contaminated and require repeated disinfecting (*e.g., magazines, pamphlets, knickknacks, candy bowls, the tea station, etc.*).
- » **Organize the reception area to promote physical distancing** by removing chairs, spacing chairs 6 feet (*2 meters*) apart, placing tape in the shape of an X on areas where people should not sit or stand, or by blocking off the reception area and escorting clients directly to session rooms (see [Policies and Procedures](#)).
- » **Make alcohol-based hand sanitizer** (60-95% alcohol) easily accessible to clients entering the facility and encourage clients to sanitize their hands upon arrival.
- » **Make tissues and no-touch trash cans available** for the practice of respiratory hygiene and cough etiquette.
- » **Encourage clients to wear their own face mask to the facility.** Provide surgical or other disposable face masks to those without a face covering upon arrival.
- » **Place signs** (*available from the CDC*) at eye level to educate clients about respiratory hygiene and cough etiquette, hand hygiene, symptoms of COVID-19, and physical distancing.
- » **Disinfect high-touch surfaces** (surfaces that are handled frequently throughout the day by numerous people) between clients with an EPA-registered disinfectant. High-touch surfaces include door handles, counters, tabletops, pens or pencils used to complete paperwork, clipboards, desks, light switches, water fountains, and payment touch screens.
- » **Ventilate** the reception area often by opening doors and windows to circulate fresh air and by using HEPA air filtration systems when they are available.
- » **Clean floors** at the end of the day by mopping hard floors with an EPA-registered floor cleaner. Vacuum carpeted floors using a vacuum cleaner with a HEPA air filter if one is available. Wear a face mask and vacuum when there are no people in the space (*vacuums can disperse respiratory particles into the air*).

THE RETAIL AREA

As of May 18, 2020, the CDC does not offer guidance on the prevention of COVID-19 transmission in retail areas of hospitals or healthcare facilities. CDC recommendations applied to a retail area suggest these guidelines:

- » **The retail area should be clean, free of dust, and organized to promote the maintenance of physical distance.**
- » **Make alcohol-based hand sanitizer** easily accessible to clients entering the retail area. Clients are encouraged to sanitize their hands upon arrival.
- » **Retail items handled by clients are disinfected between clients.**
- » **Communal product samples** (*testers*) should be removed from shelves.
- » **High-touch surfaces** such as display tables, door handles, and payment touch screens are disinfected between clients.

THE RESTROOM

- » **Disinfect high-touch restroom surfaces between clients with an EPA-registered disinfectant.** High-touch surfaces include door handles, stall doors, the toilet seat, restroom counters, light switches, the toilet handle, faucet fixtures, the toilet paper dispenser, and the paper towel dispenser.
- » **Place signs at eye level** in the restroom to educate clients about proper hand washing.
- » **Place signs** indicating that toilet lids (*if present*) should be closed before flushing.
- » **Deep clean the restroom at the end of the workday** by cleaning the toilet bowl, toilet seat, the toilet lid, the walls around the toilet, and all surfaces with appropriate cleaning products and an EPA-registered disinfectant.
- » **Mop restroom floors** with an EPA-registered floor cleaner. Pay special attention to the floor around the toilet which may be a reservoir for microorganisms and body fluids.
- » **Ventilate restrooms overnight** by opening doors and windows or running a HEPA air filtration unit in the area.

HALLWAYS

- » **Disinfect high-touch surfaces between clients** with an EPA-registered disinfectant. High touch surfaces include handrails, door handles, keypads, light switches, and stairway banisters.

THE SESSION ROOM

- » **Declutter and remove items from the session room** that might become dusty, or contaminated and require repeated cleaning and disinfecting (e.g., *magazines, pamphlets, knickknacks, bookshelves, books, decorative tables, extra chairs, etc.*).
- » **Make alcohol-based hand sanitizer easily accessible to clients entering the session room.**
- » **Both the client and the practitioner must wear a face mask during the session.** The client must also wear a face mask from the time they enter to the time they leave the facility.
- » **Disinfect high-touch surfaces between clients with an EPA-registered disinfectant.** High touch surfaces include door handles, counters, tabletops, light switches, massage lubricant bottles, or any surface the practitioner or client might touch before, during, and after sessions.
- » **Handle soiled linens properly as discussed in the section titled Linen Management.**



- » **Cover the massage table or the warmer and padding on the massage table with a heavy-duty plastic sheet or table protector.** Disinfect the plastic sheet over the massage table with an EPA-registered disinfectant between clients. If a plastic sheet is not used, clean the massage table with soap and water between clients and wipe it with a massage table specific disinfectant.
- » **Prepare the massage table with clean linens as discussed in the section titled Linen Management.**
- » **Ventilate the session room between clients** by opening doors and windows to circulate fresh air and by using HEPA air filtration systems when they are available.
- » **Clean floors at the end of the day** by mopping hard floors with an EPA-registered floor cleaner. Vacuum carpeted floors using a vacuum cleaner with a HEPA air filter if one is available. Wear a face mask and vacuum when there are no people in the space.
- » **Ventilate the session room at the end of the day** by opening doors and windows to circulate fresh air and by using HEPA air filtration systems when they are available.

SPECIALIZED SPA EQUIPMENT

- » **Clean all specialized spa equipment according to the manufacturer's instructions, after each use.**
- » **Ultraviolet radiation (UV) is an accepted disinfection method** for spa equipment when appropriate, based on the manufacturer's recommendations.
- » **Flush hydrotherapy tub jets, foot basin jets, and whirlpool jets** with a manufacturer-approved disinfectant between clients.

- » **Clean and disinfect showers, sauna, steam cabinets, wet tables, hydrotherapy tubs, bathtubs, foot soaking basins, and other equipment with an EPA-registered disinfectant, after use with each client.** Dry the showers, hydrotherapy tubs, bathtubs, wet tables, and foot soaking basins completely with clean towels, after proper disinfectant surface contact times are observed.

- » **Clean and disinfect high touch wet room surfaces between clients with an EPA-registered disinfectant.** High touch surfaces include door handles, handrails, counters, faucet fixtures, light switches, seating, and the floor around tubs, wet tables, and showers.

THE BREAK ROOM

- » **Declutter and remove items** from the break room that might become contaminated and require repeated disinfecting.
- » **Organize the break area to promote physical distancing** by removing chairs, spacing chairs 6 feet apart, and placing tape in the shape of an X on areas where people should not sit or stand.
- » **Staff should wash their hands with soap and water** or apply an alcohol-based hand sanitizer directly before entering or upon entering the break area.
- » **Hang signs at eye level** to remind staff about respiratory hygiene and cough etiquette, hand hygiene, and physical distancing.
- » **Stagger break times** to reduce the number of people in the break room at one time.

- » **Wear face masks** in the break room when not consuming food or beverages.
- » **Hang signs** to remind staff to clean and disinfect any surfaces they touch in the break room with an EPA-registered disinfectant directly before exiting the area. Surfaces include door handles, counters, tabletops, light switches, cabinet doors, the coffee or tea maker, the refrigerator door handle, chair backs, vending machine, or other surfaces.
- » **Clean floors** at the end of the day by mopping hard floors with an EPA-registered floor cleaner. Vacuum carpeted floors using a vacuum cleaner with a HEPA air filter if one is available. Wear a face mask and vacuum when there are no people in the space.
- » **Ventilate the break room** often by opening doors and windows to circulate fresh air and by using HEPA air filtration systems when they are available.

THE LAUNDRY ROOM

- » **Maintain a physical distance of 6 feet** while using the laundry room and limit the number of people who are in the laundry room at one time.

- » **Follow guidelines for the proper management of linens as discussed in the section titled, [Linen Management](#).**

- » **Disinfect surfaces** in the laundry room at the end of the day with an EPA-registered disinfectant. Surfaces include linen storage containers, countertops, cabinet handles, detergent bottles, door handles, light switches, and the controls on the washer and dryer.

- » **Clean floors** at the end of the day by mopping hard floors with an EPA-registered floor cleaner. Vacuum carpeted floors using a vacuum cleaner with a HEPA air filter if one is available. Wear a face mask and vacuum when there are no people in the space.

- » **Ventilate the laundry room** by opening doors and windows to circulate fresh air and by using HEPA air filtration systems when they are available.



ONSITE AND OUTCALL LOCATIONS

Onsite locations refer to places such as airport chair massage businesses and corporate settings, or anywhere massage is performed in a massage chair or on a portable massage table at locations where clients are not enclosed in a session room and remain clothed throughout the massage.

Outcall locations refer to mobile massage provided in a client's home or hotel room.

While COVID-19 is present in a community, mobile massage/outcall massage is unsafe and therefore prohibited. Massage practitioners are unable to control the cleanliness or disinfection practices at client homes, exposing the massage practitioner to increased risk of infection.

At onsite settings, massage practitioners are still subject to the same cleanliness and disinfection protocols as other massage business locations, to the proper management of linens, to pertinent client policies and procedures, and to practitioner hygiene requirements discussed in other sections of this document.

- » **For corporate accounts, the practitioner should communicate with management ahead of time to inquire if any employees have been diagnosed with COVID-19 or other communicable diseases within 14 days of the massage practitioner's intended visit.** If infection is present, the practitioner should not perform massage at the location until it is verified that no employees have been diagnosed or experienced symptoms of COVID-19 in the past 14 days.

- » **Arrange with management ahead of time the use of a private space that allows for physical distancing.** Ideally the space would contain few surfaces that require disinfecting between clients.

- » **Organize the space to promote physical distancing** by removing chairs, spacing chairs 6 feet apart, and placing tape in the shape of an X on areas where people should not sit or stand while waiting for their sessions.

- » **Make alcohol-based hand sanitizer** (60-95% alcohol) easily accessible to clients entering the area and encourage clients to sanitize their hands upon arrival.

- » **Encourage clients to wear their own face mask to the massage.** Require corporate accounts to provide surgical one-time-use or other disposable face masks to those without face masks. Both massage practitioners and clients wear face masks for the duration of sessions.

- » **Disinfect high-touch surfaces between clients** with an EPA-registered disinfectant. High touch surfaces include door handles, counters, light switches, massage lubricant bottles, pens and clipboards used for health intake processes, or any surface the client or practitioner might touch during a session.

- » **Disinfect the entire massage chair** including all surfaces of the face rest with an EPA-registered disinfectant between clients, following product label directions for proper application and dry time.

- » **Provide a clean face-rest cover for each client.**

- » **At onsite locations, soiled linens are stored in a leak-proof bag such as a heavy trash bag until they can be laundered as discussed in the section titled, [Linen Management](#).** Ensure this bag is carefully sealed before linens are transported in a vehicle.

Linen Management

Linens include massage sheets, face-rest covers, pillow cases, bolster covers, hand towels, bath sheets or towels, bath or shower mats, hair wraps, bathrobes, blankets, and any other cloth material used to cover surfaces or cover the client during a massage session.

Soiled linens are defined as any cloth material used during a massage session that makes contact with the client's skin or hair. Any linen that touches a client's skin or hair must be properly laundered before use with another client.



- » **Wear a face mask** while handling soiled linens when COVID-19 is present in the community.

- » **If blood or body fluid is present on the linens, wear gloves when handling the linens and store the linens in a leak proof bag separately from other soiled linens.**

- » **At the conclusion of a massage session, identify, gather, and remove all soiled linens from the session room.** Do not leave soiled linens in the session room.

- » **Do not shake soiled linens** as this may disperse contaminated respiratory droplets into the air.

- » Typically, linens are stored in a ventilated container in the laundry area. **While COVID-19 is present in a community, store linens in a closed container.**

- » **Wash soiled linens with detergent in hot water and dry it completely using heat.** Wash linens promptly (*by the end of the workday*).

- » **Linens soiled with blood or body fluid are washed separately with hot water, detergent, and fabric-safe bleach and then dried with heat.**

- » After handling soiled linens, massage practitioners should **immediately wash or disinfect their hands** as described in the section titled [Hand Hygiene](#).

- » Before handling clean linens, massage practitioners should **disinfect their hands with an alcohol-based hand sanitizer** as described in the section titled [Hand Hygiene](#).

- » **Clean linens are stored in the session room** (not in the laundry area where they might come into contact with soiled linens) in a closed container until use.



GUIDELINES FOR Policies and Procedures

These updates and changes to standard massage policies and procedures aim to decrease health risks while COVID-19 is present in communities. Symptoms of COVID-19, waiting for the results of a COVID-19 test, and a positive COVID-19 test contraindicates massage. The FSMTB assumes that massage is only practiced when it is authorized by state and local regulations. **The FSMTB recommends these policy changes and procedural guidelines.**

Changes to Client Informed Consent

Massage practitioners must assume that clients are unaware that the risk of infection from COVID-19 increases through close contact with other people, like the level of contact required to provide massage. Therefore, practitioners must inform clients of this risk and obtain their signature indicating that they understand the risk and wish to receive massage therapy.

Sample language:

"I understand that close contact with people increases the risk of infection from COVID-19. By signing this form, I acknowledge that I am aware of the risks involved and give consent to receive massage from this practitioner."

Practitioners must also alert clients of procedures related to possible exposure to COVID-19.

Sample language:

"I understand that my name and contact information might be shared with the state health department in the event that a client or practitioner at this facility tests positive for COVID-19. My contact details will only be shared in the event they are relevant based on suspected exposure date, and only for appropriate follow-up by the health department."

Changes to Session Scheduling

- » If multiple massage practitioners work at one facility, **stagger session schedules** to prevent crowding in reception areas. Promote physical distancing of 6 feet of space between all people at the facility.
- » **Allow ample time between clients** to properly use disinfectant products, including required contact times.
- » **Clients receiving massage require pre-session health intake processes and communication.** Therefore, walk-in appointments are not advised. Change your current policies to "by appointment only."

Changes to Health Screening Procedures



- » If possible, **conduct health intakes and updates to client health forms before the client's session** through email and a phone call.

- » **Include a COVID-19 specific health intake addendum** (see [Appendix A](#) for an example) as part of emailed client health forms. Use this form to determine if it is safe for the client to visit the massage facility.

- » **Alternatively, screen clients by asking COVID-19 specific questions including:**
 - › **Have you been asked to self-isolate or quarantine** by a doctor or a local public health official in the last 14 days?

 - › **Have you experienced any cold or flu-like symptoms** in the last 14 days (*fever, cough, shortness of breath or other respiratory problem*)?

 - › **Have you had close contact with or cared for someone diagnosed with COVID-19**, or someone exhibiting cold or flu-like symptoms within the last 14 days?

 - › **Have you been tested for COVID-19?** What type of test did you have? When were you tested? What was the result?

- » **If you have any reason to suspect that the client is not completely healthy, postpone their session.**

Changes to Client Arrival Procedures



- » **Ask clients to wait in their cars or outside** until you text them or call them to come in.
- » **Greet clients at the door, avoiding practices such as handshaking or hugging.** Use a no-touch thermal temperature scan to confirm the client's temperature is no higher than 100.4°F [38°C]. If a client has a temperature above 100.4°F, or if they have developed cold or flu-like symptoms or other symptoms suggesting illness since the pre-session phone call, reschedule their massage session and suggest that they call their primary care provider for consultation.
- » **If the client arrives wearing medical gloves, request that they remove these gloves before entry, as gloves may be contaminated with respiratory droplets from the client touching their nose or face.**
- » **Confirm that the client has an acceptable face mask.** If the client does not have an acceptable face mask, provide the client with a disposable face mask.
- » **Ask the client to sanitize their hands with an alcohol-based hand sanitizer and demonstrate how to put on and take off the face mask correctly** (*use your own mask as an example*). The client should sanitize their hands before putting on their mask.
- » **Escort the client to the session room.**

Clients at High Risk

Unless otherwise directed by the client's primary healthcare provider, clients at higher risk of severe illness from COVID-19 should forgo massage while the virus is present in their communities.

- » While information is still limited, the **CDC indicates that these underlying conditions** place people at higher risk for severe illness from COVID-19:
 - » People 65 years or older
 - » Chronic lung disease
 - » Moderate to severe asthma
 - » Heart conditions
 - » Compromised or suppressed immunity
 - » Severe obesity (body mass index of 40 or higher)
 - » Diabetes
 - » Chronic kidney disease
 - » Liver disease

Changes to Session Procedures

While COVID-19 is present in the community, these changes to session procedures are advised:

- » **Friends and family of the client are not allowed to wait** in the reception area while the client receives massage, unless they are that client's legal guardian.
- » **Both the practitioner and client must wear a face mask during the session.** The client must also wear a face mask from the time they enter to the time they leave the facility.
- » The CDC suggests that COVID-19 infected respiratory droplets can be dispersed when people talk. For this reason, **talking is limited to communication about pressure, warmth, and comfort** while in the enclosed space of the session room.
- » **Intra-oral or nasal massage is prohibited** at this time because it increases the risk of COVID-19 exposure.
- » Because a face mask is worn for the duration of the massage, **safe face massage is not possible and therefore prohibited at this time.**
- » **If possible, process the client's payment and rebooking the next session in the session room after the client has had the opportunity to dress.** The disinfection load on the facility is reduced when there is less opportunity for clients or practitioners to contaminate surfaces when performing these session procedures.
- » **If applicable, utilize electronic methods for charting and client surveys/feedback.**
- » **Practitioners should disinfect their hands directly after handling client payment materials such as credit cards, cash and receipts as these surfaces may be contaminated.**
- » **Request that the client sanitize their hands** with an alcohol-based hand sanitizer directly before they leave the session room and before they pass through common areas of the facility.



Client Follow Up Procedures

- » **Ask clients to share if they have developed any cold or flu-like symptoms or tested positive for COVID-19.**
- » **Massage practitioners are not authorized to share the health data of their clients without the client's written consent.**
However, should a client develop symptoms of COVID-19 within two weeks of a session, practitioners should contact their local health department for consultation and guidance.

Client Communication

- » **Update the business website to reflect business policy and procedural changes related to COVID-19.**
- » **Communicate policy and procedure changes to clients during the booking phone call.** Email clients an outline of procedures they can expect as part of the health intake phone call and when they arrive at the business for their session. (See [Appendix C](#) for a Sample Client Notice.)



GUIDELINES FOR

Practitioner Hygiene

Hygiene is defined as the practice or principles of keeping oneself or the environment clean in order to maintain health and prevent disease. Proper practitioner hygiene reduces the spread of infectious pathogens to others and increases the likelihood that the practitioner remains healthy.

Cleanliness on Workdays

- » **Practitioners must shower and wash their hair on workdays.** Facial hair is neatly trimmed. Long hair is pulled back and secured so that it will not touch a client during a massage.
- » **Practitioners must practice appropriate oral healthcare** before sessions, between sessions, and after consuming food or beverages.
- » **Practitioners keep their fingernails short**, filed to a smooth edge, and natural (*no nail polish, long nails, or artificial nails*).
- » **Practitioners remove rings, bracelets, watches, and fitness trackers from their hands, wrists, and forearms during the massage workday.**

Hand Hygiene

Follow the CDC protocol for proper hand washing directly before every massage session, directly after every massage session, directly after using the restroom, directly after handling soiled linens, and directly before and after eating while at work. Increased hand washing helps protect against infectious diseases.

- » **Wet the hands** with water of any temperature.
- » **Add liquid soap to wet hands** and use friction for 20-seconds to work the soap into a lather and lift contaminants off the skin's surface.
- » **Use friction on every surface of your hands.** Rub your hands palm to palm, lather the backs of your hands, scrub between your fingers and thumbs, rub the backs of your fingers on the opposing palms, and clean your thumbs and fingertips.
- » **Because massage practitioners provide massage with the forearms and elbows, wash these areas with soap and water, too.** Lather the entire forearm over the elbow for an additional 20 seconds of friction.
- » **Rinse** the hands, elbows, forearms and wrists with water.
- » **Dry the arms and hands** with disposable paper towels and use the same paper towels to turn off the water and open any doors on the way to the session room.

Use of Alcohol-Based Hand Sanitizers



- » Alcohol-based hand sanitizers (hand sanitizer) used in a massage practice should contain between **60-95% alcohol**.
- » **Apply enough hand sanitizer** to cover your hands, forearms, and elbows.
- » Rub the hands together and rub the hands over the forearms and elbows using friction until the product is completely dry.
- » **Note that hand washing with liquid soap and water is preferable to the use of hand sanitizer**, but hand sanitizer may be used when soap and water are not available.
- » Be aware that **hand sanitizer is less effective when applied to greasy hands** (e.g., when hands are covered by massage lubricant).
- » Use hand sanitizer **directly before you touch a client** to begin a massage **and directly after you complete a massage** before you leave the session room.
- » **If liquid soap and water is not readily available**, use hand sanitizer directly after handling soiled massage linens.
- » Use hand sanitizer **directly before you handle clean massage linens** to prepare the massage table.
- » Use hand sanitizer **directly before you put on a face mask** and **directly after you remove a face mask**.
- » Use hand sanitizer **directly before you put on medical gloves** and **directly after you remove medical gloves**.
- » Use hand sanitizer **directly after you absentmindedly or inadvertently touch your face, mouth, nose, facial hair, or hair during a massage session and before you resume massage**.
- » Use hand sanitizer **directly after you sneeze into an elbow**.
- » Use hand sanitizer **directly after handling anything that is potentially contaminated**.



Respiratory Hygiene and Cough Etiquette

Respiratory hygiene and cough etiquette aim to prevent or reduce the distribution of respiratory droplets into the environment. Respiratory hygiene and cough etiquette are practiced consistently by massage practitioners and encouraged in clients.

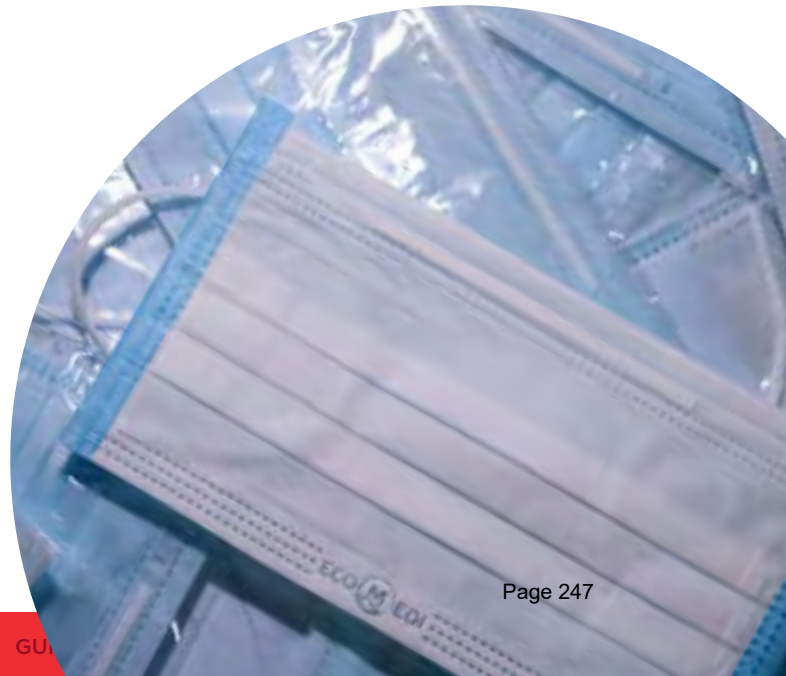
- » **Cover the mouth and nose** when coughing or sneezing with a tissue. If a tissue is not available, cough or sneeze into an elbow.
- » **Dispose of soiled tissues** immediately after use in a no-touch trash can.
- » **Wash your hands after contact with respiratory secretions.** If soap and water is not available, decontaminate your hands with an alcohol-based hand sanitizer.
- » **To encourage respiratory hygiene and cough etiquette, provide tissues, no-touch trash cans, and alcohol-based hand sanitizer throughout the massage facility.** Post signs to educate clients and remind staff to practice respiratory hygiene and cough etiquette while at the massage facility.

Use of Appropriate Personal Protective Equipment

Personal protective equipment (PPE) refers to gloves, face masks, respirators, protective eye wear, and special clothing healthcare professionals use to shield themselves from infectious diseases while working with patients and clients. In response to COVID-19, massage practitioners are advised to use face masks and protective clothing. Gloves are worn to handle potentially contaminated linens and when discontinuous skin, blood, or body fluid is present.

FACE MASKS

- » **Disposable surgical face masks are thin, paper-like material that fit loosely around the mouth and nose.** They are disposable and replaced with a fresh mask at the end of each massage session. Surgical masks block large-particle respiratory droplets from being expelled or inhaled.
- » **N95 respirators, simply called “respirators” offer more protection.** They protect against large and small particle droplets dispersed from the respiratory system. They do not fit properly when worn over facial hair because they must adhere to smooth skin.
- » **Respirators are worn for a massage workday and decontaminated by storing them in a breathable paper bag for 24 hours before they are reused.** COVID-19 persists for 17 hours on respirator material. The CDC notes that respirators can be recycled in this way until they show signs of wear or fail to adhere to smooth skin.
- » **Directly before putting on a mask, wash hands with liquid soap and water or sanitize them with an alcohol-based hand sanitizer.**
- » **Cover the nose and mouth with the mask and tighten the straps to ensure that there are no gaps around the edges of the mask.** With respirator masks, place both clean hands completely over the mask and inhale strongly. The mask should pull into your face.
- » **Avoid touching the outside surface of the face mask** and the inside surface of the face mask while wearing the mask as these surfaces are contaminated.
- » **If you touch your mask while providing massage, pause and sanitize your hands with alcohol-based hand sanitizer before you resume.**
- » **Remove the mask from behind to avoid touching the surface of the mask,** wash hands with liquid soap and water or sanitize them with an alcohol-based hand sanitizer.



PROTECTIVE CLOTHING

- » While COVID-19 is present in the community, **cover your clothing with protective aprons, short-sleeved lab coats, or disposable medical gowns.** Change these protective garments between clients.
- » Alternatively, **purchase multiple pairs of scrubs** and change them between clients.
- » **The CDC recommends changing out of work clothes and work shoes into street clothes and washing work garments at the healthcare facility** to avoid the transport of potentially contaminated items to the healthcare professional's home.
- » If circumstances do not permit laundering on site, **work clothes should be removed and contained for laundering**, prior to entering the home environment.
- » **Safety goggles or glasses** (*note: eyeglasses are not acceptable protection*) must be washed between each client or replaced.

GLOVES

- » **Practitioners use nitrile or vinyl, un-powdered gloves anytime the potential exists to come into contact with blood or body fluids** including when a client has broken skin in an area where massage is provided or when the practitioner has broken skin on the hands or forearms.
- » **Considerations for COVID-19 do not require special glove use.** Gloves might be worn when handling potentially contaminated laundry, but are not necessary so long as the practitioner practices correct hand hygiene. Heavy duty nitrile cleaning gloves can also be worn, sanitized and reused, reducing environmental waste.



Self-Monitoring for Signs and Symptoms of COVID-19

- » **The practitioner should self-monitor** for the signs and symptoms of COVID-19 every day.
- » **Take your temperature before the workday** and then **again in the afternoon** (*when viruses tend to spike temperature*).
- » **COVID-19 causes a wide range of symptoms.** Treat any new symptom as suspicious. The most common symptoms are mild cold or flu-like symptoms, especially a cough, sore throat, and shortness of breath.
- » **Should a practitioner develop a temperature or symptoms of illness, they should cancel their massage appointments** and self-isolate for 14 day or seek to obtain COVID-19 testing so they can be cleared of infection and return to work.

Exposure or Expected Exposure to COVID-19

- » **In the event that a practitioner suspects that they have been exposed to COVID-19** they should self-isolate until they can obtain testing and be cleared of infection.
- » **If a client calls to report that they have tested positive for COVID-19 within 2 weeks of the massage session,** the practitioner should self-isolate until they can obtain testing and be cleared of infection.

COVID-19 Testing

- » **If you believe you need a COVID-19 test,** contact your primary care provider for consultation and guidance.
- » **COVID-19 testing may also be available at a local urgent care facility.** Call to make an appointment or receive consultation and guidance.
- » Because of the widespread unavailability of tests and their need by healthcare professionals at higher risk of infection, **the FSMTB is not recommending the mandatory and regular testing of massage professionals.**



GUIDANCE FOR

Massage Schools

The outbreak of COVID-19 disrupted colleges, universities, and vocational programs across the country. Now, as states begin to lift stay-at-home orders, schools are preparing their campuses for the return of students in communities where COVID-19 is still present.

The guidance offered here is meant to supplement procedures already in place from the U.S. Department of Education and each state's Department of Education. Schools must adhere to the policies outlined by these governmental institutions. Therefore, direction offered by the FSMTB is massage and bodywork specific and school administrators are asked to apply information from previous sections to the practice of massage in the classroom and student clinic.

If a student, faculty, or staff member becomes sick with symptoms of COVID-19, or tests positive for COVID-19, ask that person to self-isolate and contact the state health department for consultation and guidance.

Here we'll address school cleanliness, disinfection, and disease prevention, classroom policies and procedures, and COVID-19 training.

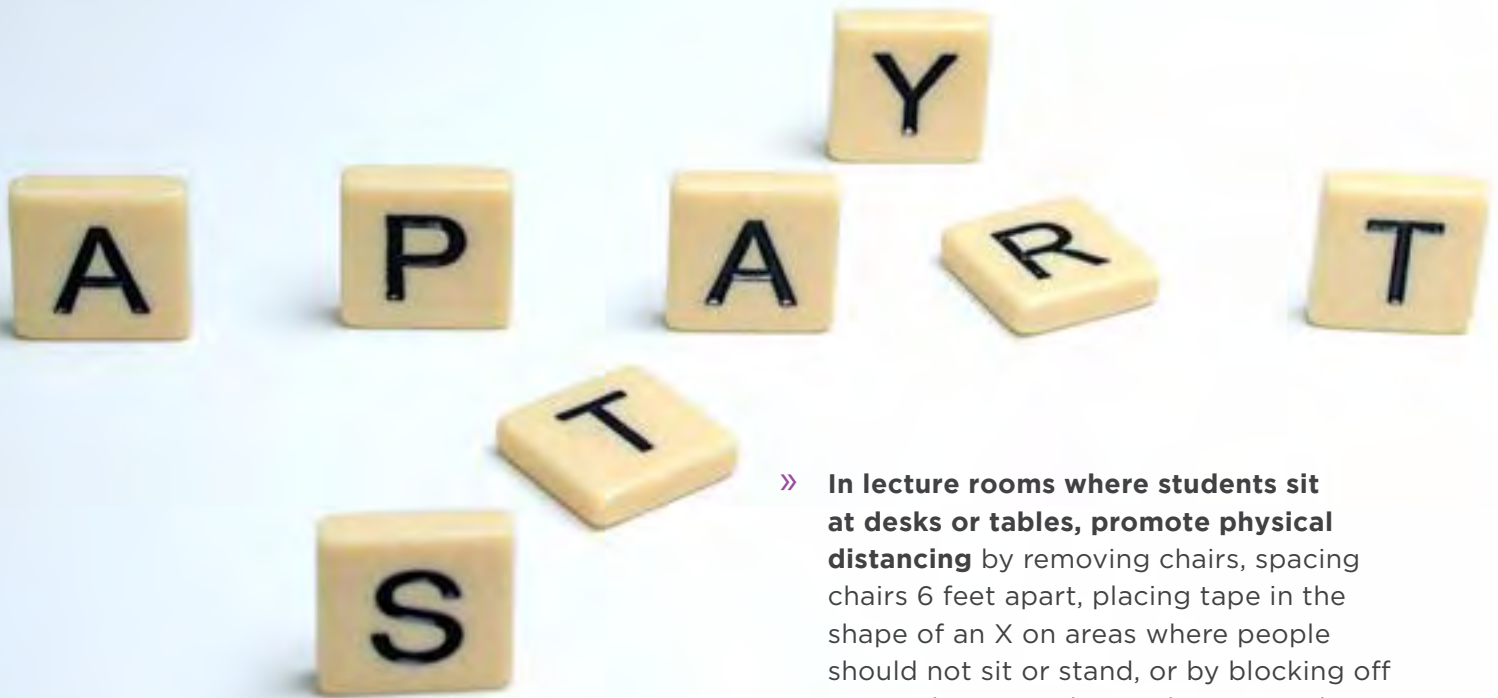
School Cleanliness, Disinfection, and Disease Prevention

Review the section of this document titled Facility Cleanliness, Disinfection, and Disease Prevention. These guidelines apply to the school reception area, retail area, restroom, hallways and stairways, session rooms, specialized spa equipment, the break room, and the laundry area of the student clinic.

In general, and for all areas of your school:

- » **Declutter and remove any unnecessary items** from school areas to reduce the daily disinfection burden of wiping surfaces (*e.g., magazines, books, bookshelves, knickknacks, candy bowls, tea stations, damaged equipment waiting to be fixed, learning tools that are rarely used, etc.*).
- » **Organize school areas to promote physical distancing by removing chairs**, spacing chairs 6 feet apart, placing tape in the shape of an X on areas where people should not sit or stand, or by blocking off areas where people may be tempted to congregate. If possible, install a safety plexiglass shield on reception counters as a physical barrier between people when conducting transactions.
- » **Make alcohol-based hand sanitizer easily accessible** throughout the facility and encourage students, faculty, and staff to wash and sanitize their hands regularly.
- » **Make tissues and no-touch trash cans available** for the practice of respiratory hygiene and cough etiquette.
- » **Encourage students, faculty and staff to wear their own face masks to the facility.** Provide surgical or other disposable face masks to those without a face covering upon arrival.
- » **Place signs** at eye level to educate students, faculty, and staff about respiratory hygiene and cough etiquette, hand hygiene, symptoms of COVID-19, and physical distancing.
- » **Encourage students, faculty, and staff to clean and disinfect high-touch surfaces throughout the school day with an EPA-registered disinfectant.** High-touch surfaces include door handles, counters, tabletops, pens used to complete paperwork, dry erase markers, clipboards, bones and skeletons used as learning tools, desks, light switches, phones, and keyboards.
- » **Ventilate areas of the school** to the degree possible by opening doors and windows to circulate fresh air and by using HEPA air filtration systems when they are available.
- » **Clean floors at the end of the day** by mopping hard floors with an EPA-registered floor cleaner. Vacuum carpeted floors using a vacuum cleaner with a HEPA air filter if one is available. Wear a face mask and vacuum when there are no people in the space (*vacuums can disperse respiratory particles into the air*).





» **Review the section of this document titled, [Cleaning and Disinfecting Products](#) and purchase cleaning products and EPA-registered disinfectants to meet the cleaning needs for your school.** Make disinfection products readily available to promote regular high-touch surface decontamination.

» **Determine the number of people that can safely gather** in the school at one time (e.g., 25% of posted maximum capacity by order of the State Fire Marshal, 1 person per 110 square feet of usable space, or issued state requirement). Adjust classroom meeting days and times to accommodate this number, if needed.

» **In lecture rooms where students sit at desks or tables, promote physical distancing** by removing chairs, spacing chairs 6 feet apart, placing tape in the shape of an X on areas where people should not sit or stand, or by blocking off areas where people may be tempted to congregate. Students must wear masks during lectures.

» **Delineate lecture or teaching space for instructors that reminds students to maintain their physical distance.** Unmasked instructors must maintain 6 feet physical distancing from students. Identify areas where teachers can talk with students privately while maintaining physical distance.

» **In classrooms where students exchange massage and bodywork, place tape on flooring to indicate where massage tables are located.** Plan 10 feet of space between places where students stand while giving massage and the next massage area to allow movement around the table and avoid encroachment upon nearby peers.

» **Students should place their personal items on their own desk/table or designated area (e.g., locker).** Be sure locker assignments support physical distancing. Institute a regular schedule for emptying and disinfecting lockers.

Classroom Policies and Procedures

These updates and changes to standard massage policies and procedures aim to decrease health risks while COVID-19 is present in communities. The FSMTB recommends these policy changes and procedural guidelines.

- » **Both the student acting as a client and the student acting as a practitioner must wear a face mask for the duration of the massage exchanges.**

- » **To reduce risk, students acting as massage practitioners should wear a mask while giving massage to classmates and clients in the student clinic.** If N95 masks are used, supply 2 masks to each student. Masks are removed at the end of a class or student clinic shift and placed in a breathable paper bag for 24 hours. COVID-19 lasts on respirator mask surfaces for 17 hours. This practice ensures that students have a sanitary mask to wear to each massage exchange class or student clinic shift.

- » **Encourage and reinforce proper hand hygiene, proper respiratory hygiene and cough etiquette, ongoing physical distancing, and attention to disinfection of high-touch surfaces and surfaces potentially contaminated during massage exchanges.**

- » **The CDC suggests that COVID-19 infected respiratory droplets can be dispersed when people talk.** For this reason, ventilate student clinic session rooms and student classrooms to the degree possible or run HEPA air filtration units.

- » **Review the section titled [Linen Management](#) and ensure students bring a leak-proof trash bag to school for the transport of soiled linens from massage exchange classes.** Remind students that they should not shake soiled linens, but should wash linens promptly in hot water with detergent and dry them with heat. Students must bring freshly laundered linens to classes.

- » **During massage exchange classes, remind students to bring an extra set of clothing to wear after classes.** Students should change their clothing and place contaminated clothing in a leak-proof trash bag for transport home. Remind students to only remove this clothing from the trash bag when they are ready to wash it and to wash their hands demonstrating proper hand hygiene after handling potentially contaminated linens.

- » **Discuss lenience on attendance policies, student sick leave, and online makeup work with the state Department of Education and accreditation agencies.** Develop make up work that students can finish to maintain their grades should they become sick with any illness and need to self-isolate or await COVID-19 testing.

STUDENTS AT HIGH RISK

While information is still limited, the CDC indicates that these underlying conditions place people at higher risk for severe illness from COVID-19:

- | | | |
|-----------------------------|--|--------------------------|
| › People 65 years or older | › Heart conditions | › Diabetes |
| › Chronic lung disease | › Compromised or suppressed immunity | › Chronic kidney disease |
| › Moderate to severe asthma | › Severe obesity (body mass index of 40 or higher) | › Liver disease |

Unless otherwise directed by the student's primary healthcare provider, students at higher risk of severe illness from COVID-19 should take a leave of absence while the virus is present in their communities. If they choose not to take a leave of absence, schools should obtain student's written informed consent that they understand they are at high risk and wish to continue with their classes anyway.

SELF-MONITORING FOR SIGNS AND SYMPTOMS OF COVID-19

- » **Students, staff, and faculty should self-monitor** for the signs and symptoms of COVID-19 every day.
- » **Take your temperature before the workday and then again in the afternoon** (when viruses tend to spike temperature).
- » **COVID-19 causes a wide range of symptoms.** Treat any new symptom as suspicious. The most common symptoms are mild cold or flu-like symptoms, especially a cough, sore throat, and shortness of breath.
- » Should a school community member develop a temperature or symptoms of illness, **they should stay home from school and self-isolate for 14 days** or seek to obtain COVID testing so that they can be cleared of infection and return to school. For a sample Action Plan for a Positive COVID-19 Test, please see [Appendix B](#).

CHANGES TO STUDENT, FACULTY, AND STAFF ARRIVAL PROCEDURES

- » **Assign one or two staff members to greet the school community** at the primary entrance to the building.
- » **Students, staff, and faculty line up at the front door**, maintaining 6 feet of distance between them.
- » **Assigned staff members use no-touch thermal temperature scans to confirm entering people have a temperature that is no higher than 100.4°F.** Ask each arriving person if they have developed cold or flu-like symptoms or other symptoms suggesting illness. If anyone has a fever or has developed symptoms, they are sent home.
- » **Confirm that each arriving person is wearing an acceptable face mask** or provide them with a disposable face mask.
- » Ask each arriving person to **sanitize their hands upon arrival.**

COVID-19 Training

Students, faculty, and staff need to know the school's plan for ensuring their safety. Designate a school administrator, manager, supervisor, or other person to be responsible for monitoring the health of the faculty, instructors, and students and to enforce the COVID-19 safety plan. Use these guidelines as a training foundation.

Alert the school community to policy and procedural changes related to COVID-19 and cover:

- » COVID-19, what is it, what is known about transmission, symptoms, and risk factors related to massage and bodywork.
- » Methods for preventing the spread of COVID-19 in classrooms and in the student clinic.
- » How to practice proper hand hygiene, respiratory hygiene and cough etiquette, physical distancing, and disinfection of high-touch surfaces.
- » How to use PPE. How to put it on. How to take it off. When to use it.
- » School protocols and procedures related to COVID-19.
- » Student clinic protocols and procedures related to COVID-19.
- » Self-monitoring practices and what to do if you develop symptoms.



References & Resources

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SAMPLES

Appendices

Appendix A: Intake Form Addendum

Appendix B: Action Plan for Positive COVID-19 Test

Appendix C: Sample Client Notice

APPENDIX A:

Intake Form Addendum

To best protect your health and the health of others, please fill out this form before each massage and bodywork session. *Thank you!*

NAME: _____

DATE: _____

Have you been tested for COVID-19? If yes, what type of test did you have?

When was your test?

What were the results?

Have you been in places with a high infection rate within the last two weeks (e.g., state-designated “hotspots”)? If yes, please explain.

Please check if you are experiencing any of the following as a NEW PATTERN since the beginning of the pandemic:

- | | | |
|--|--|--|
| ☐ Fever | ☐ Nasal, sinus congestion | ☐ Sudden onset of muscle soreness |
| ☐ Chills | ☐ Loss of sense of taste or smell | (not related to a specific activity) |
| ☐ Cough | ☐ Fatigue | ☐ Rash or skin lesions |
| ☐ Sore throat | ☐ Shortness of breath | (especially on the feet) |
| ☐ Diarrhea, digestive upset | | |

Do you have any new discomfort with exertion or exercise?

I declare that the information provided above is true and accurate to the best of my knowledge.

(print name)

(signature)

(date)

APPENDIX B:

Action Plan for Positive COVID-19 Test

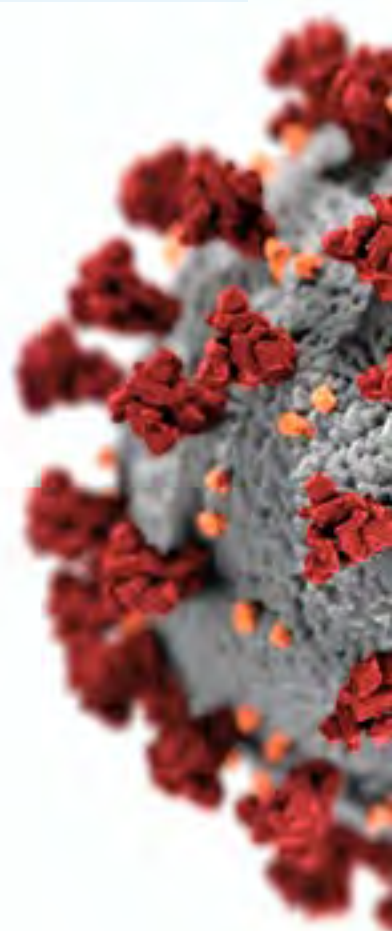
IF SOMEONE ASSOCIATED WITH A MASSAGE THERAPY FACILITY TESTS POSITIVE FOR A CURRENT COVID-19 INFECTION:

If a massage practitioner, client, staff member, teacher, or any other personnel associated with an outpatient massage therapy facility (including private practice, school, clinic, spa, franchise, and others) tests positive for a current infection with SARS CoV-2 (COVID-19), then we recommend the following actions:

(Note: the terms “self-quarantine” and “close contact” are defined below.)

If the currently infected person is a client, patient, customer, or guest:

- The massage therapy facility complies with contact tracing efforts, working with the Department of Health and other entities as needed.
- The massage practitioner(s) who worked with the client gets tested for the virus (if possible), and must go into self-quarantine for 14 days following close contact with that client.
- All other clients of that massage practitioner who have had close contact with them in the meantime must be notified that they may have been exposed. (Public health statements recommend that they also go into self-quarantine for 14 days after their exposure, but that is not within the purview of the massage therapy facility.)



If the currently infected person is a massage practitioner or student working in a public clinic:

- The massage therapy facility complies with contact tracing efforts, working with the Department of Health and other entities as needed.
- All of the massage practitioner's clients from the two weeks leading up to the positive test must be informed that they have been exposed. (Public health statements recommend that they then go into self-quarantine for 14 days after their exposure.)
- The room(s) and all the tools that the massage practitioner used must be thoroughly disinfected and left unused for a minimum of three days, if possible.
- The massage practitioner must go into self-quarantine until they test negative and all symptoms have resolved.
- Any other personnel at the facility who had close contact with the massage practitioner must go into self-quarantine for 14 days after their exposure. This might be shortened if accurate testing determines that they are not infected.

If the currently infected person is a massage therapy student:

- The school complies with contact tracing efforts, working with the Department of Health and other entities as needed.
- The student must go into self-quarantine until they test negative and all symptoms have resolved.
- All of the students and staff with whom the infected person had close contact within the previous two weeks must be informed that they have been exposed. They must go into self-quarantine for two weeks after their last exposure. This might be shortened if accurate testing determines that they are not infected.
- The infected person's storage area must be emptied, disinfected, and left unused for a minimum of three days.

If the currently infected person is a staff member (front desk, teacher, school administrator, etc.)

- The facility complies with contact tracing efforts, working with the Department of Health and other entities as needed.
- The infected person must go into self-quarantine until they test negative and all symptoms have resolved.
- All people who work at the facility who had close contact with the infected person within the previous two weeks must be notified that they have been exposed, and they must self-quarantine for 14 days after their last exposure. This might be shortened if accurate testing determines that they are not infected.

DEFINITIONS

Self-Quarantine:

“You should monitor your health for fever, cough and shortness of breath during the 14 days after the last day you were in close contact with the person who had COVID-19. You should not go to work or school, and you should avoid public places for 14 days.”

<https://www.doh.wa.gov/Portals/1/Documents/1600/coronavirus/COVIDExposed.pdf>

<https://www.vdh.virginia.gov/coronavirus/coronavirus/local-exposure/>

NOTE: in addition to these guidelines, we recommend that if a person has been informed that they have been exposed to the virus, they should get tested if possible.

Close Contact:

CDC: March 19, 2020

Being within 6 feet of a person who has the virus for 30 minutes or more

(Note: some hospitals reduce the “safe” exposure time to 10 minutes or more.)

<https://www.cdc.gov/mmwr/volumes/69/wr/mm6911e1.htm>

CDC: April 15, 2020

Close contact for healthcare exposures is defined as follows: a) being within approximately 6 feet (2 meters) of a person with COVID-19 for a prolonged period of time (such as caring for or visiting the patient; or sitting within 6 feet of the patient in a healthcare waiting area or room); or b) having unprotected direct contact with infectious secretions or excretions of the patient (e.g., being coughed on, touching used tissues with a bare hand).

<https://www.cdc.gov/coronavirus/2019-ncov/hcp/guidance-risk-assesment-hcp.html>

CDC: May 5, 2020

a) Being within approximately 6 feet (2 meters) of a COVID-19 case; close contact can occur while caring for, living with, visiting, or sharing a healthcare waiting area or room with a COVID-19 case or **b)** having direct contact with infectious secretions of a COVID-19 case (e.g., being coughed on)

<https://www.cdc.gov/coronavirus/2019-ncov/hcp/clinical-criteria.html>

APPENDIX C:

Sample Client Notice

Dear **CLIENT**,

I hope this finds you and your family in good health. While many things have changed, one thing has remained the same: my commitment to your safety and health.

By its very nature, massage and bodywork requires skin-to-skin contact and you should be familiar with the fact that infection control has always been a top priority for my practice. As we navigate life with additional requirements and modify existing measures due to the coronavirus, please help me to support all of my clients by cooperating with some new requirements.

My practice follows Practice Guidelines recommended by the Federation of State Massage Therapy Boards (FSMTB), along with infection control recommendations made by the U.S. Centers for Disease Control and Prevention (CDC) and the Occupational Safety and Health Administration (OSHA).

You may see some changes when it is time for your next appointment. I made these changes to help protect my clients and myself. For example:

- I will communicate with you beforehand to obtain updates to your health information and ask you specifically about your potential exposure to COVID-19.
- When you arrive at the office, I'll ask that you wait in your vehicle until I text you or call you to come in. This ensures that we don't have too many people in the reception area at one time.
- I will greet you at the door and use a no touch thermal temperature screening to confirm that you don't have a fever.
- I'll ask you if you have developed any symptoms of illness since we spoke on the phone. If you feel ill on the day of your session, there is no penalty for canceling your appointment. Massage is not advised if you have any symptoms of illness.
- Please bring a face mask to use while you are in the building, and during your massage.
- I will ask you to sign an informed consent form that states, *"I understand that close contact with people increases the risk of infection from COVID-19. By signing this form, I acknowledge that I am aware of the risks involved and give consent to receive massage from this practitioner."*
- There is a hand-hygiene station that I will ask you to use when you enter the office. You will also find hand sanitizer in the reception area and other places in the office for you to use as needed.

I look forward to seeing you again and am happy to answer any questions you may have about the steps I take to keep you, and every client, safe in my practice. To make an appointment, please call my office at **xxx-xxx-xxxx**. My practice is tentatively scheduled to open on **day, month, date**.

Thank you for being my client. I value your trust and loyalty and look forward to welcoming you back to a safe, therapeutic touch environment.

Your Massage Therapist



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ABMP – Associated Bodywork and Massage Professionals
AMTA – American Massage Therapy Association
COMTA – Commission on Massage Therapy Accreditation
NCBTMB – National Certification Board for Therapeutic
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FSMTB BOARD OF DIRECTORS

The Board of Directors represents 46 state licensing boards and agencies that regulate the practice of massage and bodywork in the United States and Territories. Thank you to the Board of Directors and the Member Boards for their leadership during the global COVID-19 pandemic and for swiftly addressing the need for Guidelines for Practice with COVID-19 Considerations.

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