



CALIFORNIA
MASSAGE THERAPY
COUNCIL

Board of Directors Meeting

AGENDA

(Updated)

December 10, 2020

Online via Zoom



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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:

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



CALIFORNIA MASSAGE THERAPY COUNCIL

One Capitol Mall, Suite 800 | Sacramento, CA 95814
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Sent and Posted: November 30, 2020

NOTICE OF PUBLIC MEETING

Thursday, December 10, 2020 – 8:30 a.m.

Join Zoom Meeting

<https://us02web.zoom.us/j/83238401874?pwd=bjU2VTBVbWY0K2RtcThSQWdFZ2RRZz09>

Meeting ID: 832 3840 1874

Passcode: 863990

Phone Audio: +1 669 900 6833

AGENDA

1. Call to order, roll call, and establish quorum
2. Chair's comments
 - Welcome/Introductions
 - Rules of Debate
3. Approval of minutes from October 1, 2020 meeting
4. Election of officers
5. Sunset review
6. Interactive distance learning
7. Policies and Procedures for Approval of Schools
8. Pandemic-related loans
9. Strategic priorities – 2021
10. Employees benefits
11. Preliminary 2021 Budget

12. Proposed clarifying amendment to committee section of Bylaws
13. School Advisory Committee
14. Appointment/(re)appointment of committee chairs
15. Audit Committee / independent auditing firm selection
16. Audit Committee – update
17. Career opportunity outreach
18. CAMTC logo
19. Public comments regarding issues not on this agenda
20. Chief Executive Officer's report
 - Covid-19 response
 - Strategic priorities - 2020
 - Operations
 - Finance
 - Outreach
21. Treasurer's report
 - Applications received
 - Financial statements
 - Conclusions
 - Comments/discussion on financial reports
21. Director of Governmental Affairs, Anti-Human Trafficking and IT's Report
 - Local government update
 - Anti-Human Trafficking
 - Legislative updates
 - Certification and Application Management System
22. Director of Operations' report
 - Application Processing
 - Customer Service
23. Director of Educational Standards Division's report
 - School Status Updates
 - School Outreach
 - Looking Forward
24. Director of Law Enforcement Relations' report

- Interaction with law enforcement agencies
- Training

25. Outreach Director's report

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

26. Proposed Board meeting schedule for 2021

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

28. Adjourn

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



December 4, 2020

To: CAMTC Board of Directors

From: Ahmos Netanel, CEO

Subject: Sunset review

On October 14, 2020 the Senate Committee on Business, Professions and Economic Development ("Senate B&P") emailed CAMTC that they are optimistic that Sunset review oversight hearings will resume in the near future. Potential hearing dates and logistics are still being finalized.

They will continue to utilize the Sunset reports submitted by CAMTC last year and requested that we provide any relevant updates they should consider as they continue reviewing our program.

In addition to our updates, they asked that we respond to a supplemental questionnaire related to COVID -19 before December 1, 2020. Senior staff drafted responses to the supplemental questionnaire, the Chair and the Vice Chair reviewed the draft, provided valuable feedback and final approval. On November 30, 2020, Senate B&P confirmed that they received the attached document.



CALIFORNIA
MASSAGE THERAPY
COUNCIL

Sunset Review Report Addendum 2020

A Report to the Senate Business,
Professions and Economic
Development Committee and
the Assembly Committee on
Business and Professions

December 1, 2020

California Massage Therapy Council

Board Members

Jeff Forman, Ph.D., Chair, Appointed by the Office of the Chancellor
of the California Community Colleges
Ronald Bates, Ph.D., Vice-Chair, Appointed by League of California Cities
Allison Budlong, Secretary, Appointed by California Association of
Private Postsecondary Schools
Michael Marylander, Treasurer, Massage Business Owner, Appointed by Board
John Lambert, CMT, Appointed by American Massage Therapy
Association, California Chapter
Michael Callagy, Esq., Appointed by California State Association of Counties
Bernadette Murray, CMT, Appointed by Associated Bodywork
and Massage Professionals
Tracy Rhine, Appointed by the Director of the Department of Consumer Affairs
Stephanie Powell, Ph.D., Appointed by Journey Out,
Anti-Human Trafficking Organization
Heather Forshey, Public Health Official, Appointed by
San Mateo County Department of Health
Chief Sean Thuilliez, Appointed by California Police Chiefs Association
Shana Faber, Esq., Assistant City Attorney (ret.), Appointed by Board
Mark Dixon, CMT, Appointed by Board

Executive Staff

Ahmos Netanel, Chief Executive Officer
Beverly May, Director of Governmental Affairs, Anti-Human Trafficking, and IT

Sunset Review Report Addendum 2020 Prepared by:
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Board Actions and Responses to COVID-19.

1. In response to COVID-19, has the board implemented teleworking policies for employees and staff?

CAMTC employees have always telecommuted, therefore there was no need to transition CAMTC employees to telecommuting due to the pandemic. Both before and during the pandemic CAMTC employees have continued to perform their work duties in a seamless and high-level manner from their own locations.

Approximately half of CAMTC's workforce are those individuals working for Advocacy Management Group (AMG) (the contractor that processes CAMTC applications and provides customer support). Prior to the pandemic, these individuals worked from one centralized location in Sacramento. On March 17, 2020, Sacramento County issued a press release directing businesses to implement telecommuting and teleconferencing and limit employees' physical presence at work locations.

(https://www.sacounty.net/news/latest-news/Pages/County_Public_Health_Updated_Directives_March-17.aspx) On March 18, 2020, AMG notified CAMTC that this was its last physical day in the office. By the next day, March 19, 2020, AMG employees had been equipped and dispersed and were each working from their own locations. On March 19, 2020, Sacramento County issued its official Stay at Home Order, requiring all non-essential businesses in the county to cease in-person operations. (<https://www.sacounty.net/news/latest-news/Pages/SacCountyHealthOfficerIssuesCOVID-19Order.aspx>) The Governor's Stay at Home Order also went into effect on the same date.

(<https://www.gov.ca.gov/2020/03/19/governor-gavin-newsom-issues-stay-at-home-order/>)

a. How have those measures impacted board operations? If so, how?

Operations

As anticipated, due to extensive collaboration and preparation, AMG was able to swiftly adapt to the new situation. AMG displayed extreme flexibility and adapted to operating in this new dispersed environment quickly. The transition was seamless to an outside observer, though it took a dedicated effort behind the scenes to make such a significant change in such a short period of time. AMG continued to process applications, field a higher than normal number of customer service emails, answer phone calls and provide detailed information from multiple sources, process payments, identify and refund late fees, and certify and recertify individuals. In fact, due to the uncertainty experienced by many Certificate Holders who were barred from working, needing financial support, and looking for one centralized location for timely, reliable, and relevant information, customer service calls increased in length as individuals were provided in many cases with information we gleaned from other sources, such as Economic Development Department or the State. The number of email inquiries also skyrocketed and increased in both breadth and complexity, requiring senior CAMTC staff to provide answers.

At the same time that many State and local agencies were not in a position to quickly adapt and were overwhelmed and unable to even answer the phone or respond to email questions, CAMTC provided much needed accurate and reliable information to a record number of individuals. CAMTC has made support of Certificate Holders and communication with interested parties a priority during the pandemic. This dedication can be seen in projects such as CAMTC's Interactive County Massage Reopening Map (<https://www.camtc.org/county-massage-reopening-map/>) which indicates by color (red – not open; yellow – outdoors only, with modifications; and green – indoors allowed with modifications) which counties are currently open for massage based on both State and local county regulations. The CAMTC map also provides links to State and county information. This interactive map provides clear information that helps Certificate Holders easily see the current status of massage reopening in their specific county. The interactive map was particularly helpful during those times when a county imposed

stricter requirements than the State (for example, on October 6, 2020, Alameda County only allowed massage to operate outdoors, while the State allowed indoor operations for massage).

Physical Services

As part of the dispersal of AMG's operations, physical services were initially suspended. This suspension included halting the creation of physical Certificates and ID cards, and stopping the handling of incoming physical mail.

Certificates and ID Cards

Certificates and ID cards are generated in-house in a secure environment, and it was determined that this component of the certification process should not be performed remotely. Instead, CAMTC authorized the temporary issuance of electronic Certificates. While the temporary Certificates looked different than those normally issued, CAMTC's website has a secure certificate verification feature that allows anyone to verify their authenticity and ensure that an individual is certified. In July, in-person Certificate and ID card creation resumed, with AMG employees following appropriate social distancing protocols (such as staggered work shifts) and utilizing personal protective gear and disinfection practices.

Incoming Physical Mail

At the start of the statewide Stay at Home Order there was a concern that physical mail was a transmission route for the virus. Additionally, AMG employees were not physically present at the office to process incoming mail as they complied with State and local Stay at Home Orders. CAMTC announced on March 19, 2020, that it would no longer accept incoming physical mail. (Attachment 1.) This announcement was

prominently displayed on CAMTC's website. (*Id.*¹) Individuals were directed to send all documents and correspondence electronically to a specified email address. (*Id.*) New processes and protocols were created, implemented, and adapted as needed to address this new route for incoming documentation. CAMTC provided detailed instructions on its website for electronic document submission. It also prepared and trained Customer Service Agents to assist individuals with the new process. This change did not affect the vast majority of applications submitted, as approximately 75% of applications were already submitted electronically pre-pandemic. Proposed denial and disciplinary letters sent to applicants and Certificate Holders were also modified to inform them of this change, as evidence for upcoming denial and disciplinary hearings comprises a significant portion of incoming mail.

Outgoing CAMTC mail was not affected by AMG's shut down of its physical office. CAMTC's outgoing mail is and has continued to be handled by CAMTC employees from their own locations.

Customer Service

At the inception of the pandemic CAMTC had the dexterity to immediately address structural changes while still delivering on its customer services goals and connecting a caller to a live Customer Service Agent in less than 30 seconds. (Attachment 2.) As part of the dispersal of AMG employees, AMG rerouted CAMTC's phone system and configured it to support a distributed workforce – properly routing and measuring calls and metrics and enabling customer service agents to follow up on applicant and Certificate Holder inquiries using the organization's recognized phone number. Answering phone calls quickly and interacting person to person is a hallmark of CAMTC's Customer Service, especially during the pandemic.

At a time when many organizations and agencies were unable to manage and respond to requests for information, CAMTC's applicants and Certificate Holders reached out to

¹ "*Id.*" references the attachment previously preceding the "*Id.*"

CAMTC for answers – knowing they would get a response. Callers consistently connected with a live agent in less than 30 seconds when calling CAMTC. (Attachment 2.)

High level analysis of the overall concerns expressed in applicant and Certificate Holder communications led to a series of collaborative meetings, email campaigns, pandemic related FAQs and website changes that have kept 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 (approximately 9% on average), enabling Customer Service 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.

CAMTC was also inundated with email questions, many of which were detailed and complicated and asking for information outside of CAMTC's purview or direct control. The executive team and senior staff took the time to look into these concerns anyway, communicating with State and local officials, and in many cases personally handling and responding to these inquiries. In 2020 through August, CAMTC handled an average of 1,079 email messages per month (an approximately 39% increase from 2019). (Attachment 3.)

Transcripts

Prior to the pandemic, CAMTC only received transcripts mailed directly from schools to AMG's physical location. In anticipation of AMG's physical location being shut down, CAMTC's Educational Standards Division (ESD) and Operations developed and began using an electronic transcript acceptance policy. ESD's director, Joe Bob Smith, efficiently communicated the changes to CAMTC approved schools and AMG Certification Support Specialists focused on education reviews were outfitted to support the new policy, which has been working well.

2. In response to COVID-19, has the board utilized any existing state of emergency statutes?

No existing state of emergency statutes are applicable to CAMTC.

a. If so, which ones, and why?

3. Pursuant to the Governor's Executive Orders N-40-20 and N-75-20, has the board worked on any waiver requests with the Department?

CAMTC has not worked on any waiver requests, as none were applicable or required.

a. Of the above requests, how many were approved?

b. How many are pending?

c. How many were denied?

d. What was the reason for the outcome of each request?

4. In response to COVID-19, has the board taken any other steps or implemented any other policies regarding licensees or consumers?

CAMTC has been aggressively pro-active in taking a wide range of steps to provide accurate and timely information during this unprecedented time, instituting policies to help ease Certificate Holders' burdens. CAMTC has created a visual timeline summarizing the myriad of steps CAMTC has taken during the pandemic through September 25, 2020, which can be found at Attachment 4 to this report. **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 certifying 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) recognized as a key priority for CAMTC. 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 date of this report, CAMTC has not received any reports of transmission of COVID-19 from a California massage therapy session with a Certificate Holder.

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 numerous Bulletins CAMTC issued and demonstrated an admirable level of care and professionalism in adhering to advice from experts and State and local rules and regulations. Were it not for the dedication of Certified massage professionals, we don't believe that the State would have changed the status of massage therapy to allow it to occur indoors under any tier in the State's Blueprint for a Safer Economy.

Communications with the State

Clarification of Whether Massage is an Essential Service

One of the most difficult issues initially faced by Certificate Holders was the uncertainty of whether or not massage was considered to be an Essential Health Care Service that could be provided during the Stay at Home Order. When the Governor first issued the statewide Stay at Home Order, only Essential Services were allowed to occur. While there is a State document defining Essential Services, nowhere is massage mentioned. (<https://covid19.ca.gov/img/EssentialCriticalInfrastructureWorkers.pdf>) Massage is an ancient healing practice that occurs in a wide range of settings: From the operating room at Stanford where massage is provided during neurosurgery, to physicians' offices where massage is provided under their direct supervision, to physical therapy and chiropractic offices where massage is provided for pain management after car accidents and injuries, to massage provided to help cancer patients cope with chemotherapy, and to spa settings where massage is provided merely for relaxation and stress relief. The wide-ranging nature of the profession made it unclear whether the Governor intended massage to qualify as "healthcare," since the State was silent on this issue.

Having no answer to this question, CAMTC could only inform Certificate Holders what it did know: That the State had not specifically identified massage as an Essential Service that could be provided during the Stay at Home Order, therefore it had not been authorized by the State to occur.

(<https://covid19.ca.gov/img/EssentialCriticalInfrastructureWorkers.pdf>) This was even more true during the early days of the lockdown, when only urgent and emergency

healthcare services were authorized. CAMTC repeatedly urged Certificate Holders to comply with the Governor's Order and their local county orders, which in many cases were more restrictive than the State Order. (Attachments 5, 6.) On April 5, 2020, CAMTC notified Certificate Holders that failure to comply with State and county orders was an actionable instance of unprofessional conduct for which CAMTC could take denial or disciplinary action. (Attachment 6.)

Whether massage was or was not "healthcare," and therefore allowed during the lockdown, was a hugely divisive and contested issue. Some individuals believed that all massage should be considered healthcare and allowed during the lockdown, others believed that it should not be allowed at all due to concerns about transmission of disease with no access to personal protective equipment, and still others believed that "medical massage" should be allowed to occur but other types of massage should not. County health officials were as divided as Certificate Holders, with each county having a different rule for what was/was not allowed. However, it was clear that if the State did not allow massage to occur, no county had the authority to override that decision. CAMTC had no official opinion on this matter but needed to respond with accurate and updated information as it was bombarded by important questions from Certificate Holders who were unsure how to act in this uncertain time.

During this difficult time CAMTC stayed the course and continued to urge Certificate Holders to comply with local county and State Stay at Home Orders while seeking clarification of this important issue. CAMTC repeatedly reached out to the State through both formal and informal channels for an answer. On May 1, 2020, CAMTC sent a letter to the Governor's Office formally seeking clarification of this issue. (Attachment 7).

In response to its repeated requests CAMTC received clarification from the Director of the Department of Health Care Services that Certificate Holders "working for physicians and chiropractors" could provide massage even though massage was not generally authorized to occur. CAMTC promptly shared this information with Certificate Holders on May 8, 2020. (Attachment 8.) While the State's response answered one question, it raised an avalanche of other companion questions. Individuals were trying to determine what could or could not be done under this new definition and asked CAMTC to provide

further clarification of the State's information. CAMTC was so inundated by these questions that it decided to issue FAQs on this and other relevant COVID-19 related issues on its website. (*Id.*) Issuing the FAQs worked, resulting in less call and email volume. (Attachment 3.)

Since receiving this initial clarification, CAMTC has received two further clarifications from the California Department of Public Health, Essential Services Inquiries.

The first clarification, shared with Certificate Holders on August 26, 2020, stated that:

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."

(Attachment 9.) The second clarification from the California Department of Public Health, Essential Services Inquiries, shared with Certificate Holders on October 9, 2020, stated the following:

Recently the California Department of Public Health, Essential Services Inquiries clarified the definition of medical massage by stating the following: "Medical Massage is massage that is done based on a referral from a doctor or chiropractor. Medical Massage can be done indoors as it is considered essential as healthcare and therefore not under personal services. There is no requirement that it be in a medical office, only that it be done based on a referral from a doctor or chiropractor."

(Attachment 10.) As of the writing of this report, these clarifications are no longer required, since as of October 20, 2020, the State has authorized massage to occur indoors, with modifications, in all counties in California, regardless of tier in the State Blueprint for a Safer Economy.

(https://www.cdph.ca.gov/Programs/CID/DCDC/CDPH%20Document%20Library/COVID-19/Dimmer-Framework-September_2020.pdf) By October 23, 2020, all counties in California had followed the State's lead. All counties in California currently allow massage to occur indoors, with modifications.

Employment Development Department

At the inception of the Statewide Stay at Home Order, CAMTC received many requests from Certificate Holders for information related to help with financial hardships. In addition to waiving late fees, which it had already done (discussed below) on March 21, 2020 (Attachment 11), CAMTC became a conduit for providing information from other sources such as the Employment Development Department (EDD) to Certificate Holders. On March 31, 2020, CAMTC issued a Bulletin notifying Certificate Holders about unemployment relief for the self-employed, SBA loans, and the EDD job title for their occupation so that they would have an easier time applying for unemployment benefits. (Attachment 12.) On the EDD forms massage therapy was listed as, “Masseur/Masseuse,” which are antiquated titles that confused many individuals. CAMTC sent a communication to EDD about this issue asking that the job title be changed to “Massage Therapist.”

Late Fee Forgiveness

On March 21, 2020, one day after the statewide Stay at Home Order was implemented, CAMTC announced that it would temporarily suspend late fees from March 23, 2020, through June 23, 2020. (Attachment 11.) This temporary suspension was intended to help ease the financial burden on Certificate Holders who had just been barred from working days before. The late fee suspension worked to allow financially strapped Certificate Holders whose certificates were expiring to keep their certification fees until a later date, when massage had again resumed, without a financial penalty.

This policy expired in June, and CAMTC thereafter received a number of requests for its extension. Due to these requests and the second closure of massage in many counties in July, CAMTC retroactively extended the suspension of late fees from March 23, 2020, through December 15, 2020. (Attachment 13.) This policy, coupled with the ability of expired Certificate Holders to apply for recertification up to 18 months from the date of expiration, allowed Certificate Holders to put off paying recertification fees during the lockdown with no financial penalties.

School Related Changes

When the lockdowns were initially put into place in March, it was apparent that CAMTC needed to change its policies related to massage schools so that students could continue to receive education at Approved schools and CAMTC could accept it. The Governor's Stay at Home Order required physical school locations to close, which was especially difficult for a hands-on profession. As discussed above, CAMTC quickly initiated an electronic process for accepting transcripts as well as instituting other important policies. As the pandemic raged on, CAMTC continued to update and institute new school policies to support students and schools.

COVID-19 Contingency Plan for Massage Schools

On March 12, 2020, CAMTC issued its Contingency Plan for Massage Schools. (Attachment 14.) This new policy allowed, among other things, the acceptance of Interactive Distance Learning (IDL) hours for lecture based subject matters. (*Id.*) This policy was updated on March 27, 2020, to align CAMTC's policy with updated policies from various school accrediting agencies. (Attachment 15.) CAMTC's policy only allowed for the acceptance of IDL for lecture based subject matter for a limited period of time. On May 11, 2020 this policy was extended until August 31, 2020 in acknowledgment that physical massage school locations were still required to be closed. (Attachment 16.)

Acceptance of Interactive Distance Learning for Hands-on Hours

As the pandemic continued and massage schools remained closed, it became clear that a new policy was needed related to the acceptance of IDL for hands-on hours. At the start of the pandemic no one envisioned that the State mandated shut-downs for certain sectors of the economy would continue for so long. On July 23, 2020, CAMTC released a proposed policy for acceptance of IDL for hands-on hours. (Attachment 17.) A BOD meeting was held on July 27, 2020, to address this issue, and the draft policy was adopted. (Attachment 18.) This new policy, among other things, allowed schools to provide IDL for hands-on hours, but required that at least 75 of those hours be provided in-person under the active and direct supervision of a qualified instructor. (*Id.*)

Communications with Massage Schools

CAMTC has engaged in regular communications with Approved Schools during the pandemic. As part of its regular information sharing practices, CAMTC holds monthly Schools Call teleconferences with ESD Director, Joe Bob Smith, on the first Wednesday of every month. (<https://www.camtc.org/schools/school-owners-administrators/>) These calls continued unabated during the pandemic, with much of the information focused on COVID-19 issues when needed. CAMTC also continued to issue its School Newsletter after every BOD meeting. (Attachments 19 and 20.)

Among other communications with schools, on March 12, 2020, ESD Director Joe Bob Smith emailed all CAMTC Approved Schools a copy of the new Contingency Plan for Massage Schools. (Attachment 21.) On March 20, 2020, an email was sent to all CAMTC Approved Schools notifying them of the new process for acceptance of electronic transcripts. (Attachment 22.) On March 30, 2020, Approved Schools were sent an updated copy of the Contingency Plan for Massage Schools. (Attachment 23.) On May 11, 2020, Approved Schools were notified of the additional extension of the policy to accept lecture based IDL hours. (Attachment 24.) On July 2, 2020, communication was sent to Approved Schools notifying them of the requirement to comply with State and county regulations. (Attachment 25)

On July 27, 2020, CAMTC notified Approved Schools of its new policy allowing the acceptance of IDL hours for hands-on practice. (Attachment 26.) It also included required forms for Approved schools to complete to comply with the new policy. (*Id.*) On August 11, 2020, CAMTC sent a notice to Approved schools addressing the statewide reopening of in-person schools and its impact on CAMTC's IDL policies. (Attachment 27.)

Communications with Applicants, Certificate Holders, and Schools

CAMTC has prioritized being a conduit of accurate information from the counties and State to Certificate Holders. CAMTC has been regularly communicating with Certificate Holders, Applicants, Schools, and the public at large since the COVID-19 pandemic began. All Bulletins are posted on CAMTC's website to provide notice to all interested

parties and for ease of use. Information provided on the website uses the Google translate feature, so the information is available in most common languages. On February 27, 2020, CAMTC began providing responses to the first wave of COVID-19 related email messages. It quickly became apparent that Certificate Holders were thirsting for knowledge about this new situation not experienced in most of our lifetimes.

On March 4, 2020, CAMTC issued its first Bulletin related to COVID-19. (Attachment 28.) In this Bulletin CAMTC offered practical science-based advice about proper disinfection procedures. This Bulletin was issued during a time of uncertainty and before any local or statewide lockdown orders were in place. On March 12, 2020, CAMTC issued a contingency plan for massage schools, which was discussed in further detail above. (Attachment 14.) On March 15, 2020, a second Bulletin was issued summarizing the Governor's press conference of the same date, which discussed voluntary measures for businesses, schools, and personal behavior to stop the spread of COVID-19. (Attachment 29.)

On March 16, 2020, CAMTC issued an urgent Bulletin to Certificate Holders and schools, urging them to immediately stop providing hands on services until further notice from the Governor or health authorities. (Attachment 30.) This Bulletin was issued before the statewide lockdown and shows how CAMTC was leading the profession on COVID-19 issues. While it was received with some controversy in certain quarters, it was the right thing to do, honoring CAMTC's mission to protect the public.

On March 18, 2020, CAMTC provided a Bulletin with an overview of the status of county shelter-in-place orders and the text of Sacramento County's Shelter in Place Order. (Attachment 31.) It also included a prediction that the State would soon be issuing a lockdown. (*Id.*)

On March 19, 2020, CAMTC issued an operational message noting that due to the pandemic and dispersal of AMG's office, it was no longer receiving physical mail. (Attachment 1.) The message contained instructions for electronic submission of paper applications and payment of fees. (*Id.*) Customer Service Agents were also trained and prepared to address questions and help individuals with the new process as needed.

The notice also notified interested parties that paper Certificate and ID card printing was on hold for the time being.

On March 20, 2020, CAMTC announced the Governor's statewide lockdown and urged Certificate Holders to comply with the new Order. (Attachment 5.)

On March 21, 2020, CAMTC issued a Bulletin notifying Certificate Holders of its new policy related to the suspension of late fees. (Attachment 11.) The three-month suspension of late fees (from March 23, 2020 through June 23, 2020) was intended to help Certificate Holders facing financial hardship due to the lockdown.

On March 31, 2020, CAMTC issued a Bulletin that reiterated the need to comply with the Governor's Stay at Home Order and supplied important links related to financial services for self-employed individuals and EDD. (Attachment 12.)

During the early days of the lockdown CAMTC received communications from individuals asserting that others were still providing massage services regardless of the statewide Stay at Home Order. While the vast majority of Certificate Holders were hunkered down not practicing hands-on massage, there was at least a perception that not all individuals were complying with the State and local Orders. Therefore, on April 5, 2020, CAMTC issued a strong Bulletin again urging Certificate Holders to comply with State and local Orders. (Attachment 6.) It also notified Certificate Holders that CAMTC would potentially revoke the Certificates of Certificate Holders that failed to comply with State and local Orders. (*Id.*)

On April 15, 2020, CAMTC shared a press release from the Governor's office announcing that EDD would be a "one-stop shop" for pandemic unemployment assistance, including benefits for self-employed individuals and independent contractors. (Attachment 32.)

Communication with the Federation of State Massage Therapy Boards

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.

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 that was shared with Certificate Holders on May 20, 2020. (Attachment 33.) In addition to posting the guide on our website and sending it to all Certificate Holders, the guide was also sent to Governor Newsom. (Attachment 34.)

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, which was published on June 12, 2020. 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 and to provide suggestions for additional optional steps that could be taken.

COVID-19 FAQs

On May 8, 2020, CAMTC issued its first set of COVID-19 FAQs, emailed to Certificate Holders and prominently posted on its website. (Attachments 8, 35.) These FAQs covered many topics, including the recent clarification from the State that massage professionals working for physicians or chiropractors could provide massage services.

On May 21, 2020, CAMTC issued a warning to Certificate Holders to remind them that while the State had recently authorized massage professionals working for physicians and chiropractors to provide massage services, this was a limited exception and was not an authorization for ALL massage providers to resume services. (Attachment 36.) During this time there was a lot of confusion in the profession, especially in those local jurisdictions where counties had stated that massage could occur in all settings in violation of the State's Stay at Home Order. While counties had the authority to impose

stricter restrictions than the State, they had no legal authority to be more lenient than the State. CAMTC also issued more detailed FAQs on this date that further updated and refined previous responses and also included a message from Beverly May. (Attachment 37.)

On May 26, 2020, CAMTC issued a Bulletin addressing the fact that while the State had issued guidelines for hair salons and barbers to be reopened, massage had not been generally authorized to occur, aside from those working for physicians and chiropractors. (Attachment 38.) The State's issuance of guidelines for the reopening of hair salons and barbers created significant confusion both in the industry and at the local level. While massage and hair salons/barbers are significantly different industries, some massage providers worked at locations where both hair cutting and massage occurred and therefore found the new State guidelines confusing. Some local counties also appeared to believe that the new guidelines also applied to massage. In its Bulletin CAMTC again reiterated the fact that massage remained closed and that while counties could impose more restrictions than the State, they did not have the legal authority to waive stricter requirements imposed by the State. (*Id.*)

State Direction on Massage Reopening

On May 28, 2020, CAMTC received a communication from the Director of the Department of Health Care Services, which it promptly shared, 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.

(Attachment 39.) This message was a very controversial one. It was promptly shared since it stated that the industry had reopened. CAMTC also included links to each

county in this Bulletin, so that Certificate Holders could easily find local information. (Id.)

The May reopening of massage was short lived. The next day, May 29, 2020, CAMTC received communication from the Director of the Department of Health Care Services retracting his statement and stating the following:

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.

CAMTC shared this retraction of his earlier statement on the same day that it was received. (Attachment 40.)

On June 10, 2020, CAMTC provided a Bulletin discussing its attempts to communicate with the State, including the Governor and Director of CDPH, regarding the status of the reopening of massage. (Attachment 41). CAMTC also provided a link to a copy of the letter sent to the Governor on the same day. (Id.)

On June 11, 2020, CAMTC provided notice on its website that the CDPH was anticipating releasing guidelines for the practice of massage on June 12, 2020, with a recommended implementation date of no earlier than June 19, 2020. (Attachment 42.) The issuance of this Guidance document was a necessary first step for massage to reopen. CAMTC noted, as it had in the past, that individuals must also comply with county restrictions, which might be stricter than the State. (Id.)

On June 13, 2020, CAMTC posted a Bulletin to its website with links to the new “COVID-19 Industry Guidance: Expanded Personal Care Services,” which included specific guidance for massage provided in non-healthcare settings. (Attachment 43.) In response to the posting of this Bulletin, CAMTC was inundated with requests for clarifying information that was outside of the scope of CAMTC’s authority – such as requests for specific county rules and regulations. In response to this outpouring,

CAMTC posted another Bulletin on June 15, 2020, again clarifying CAMTC's authority and providing links to each county's website for further information. (Attachment 44.)

Suggested Intake Questions for Clients Related to Blood Clots

With the ability of massage to again be provided in some jurisdictions, issues related to the nature of COVID-19 and potential blood clots came to the forefront. While COVID-19 was initially described as a respiratory virus, it now also appears to be a disease that affects blood vessels. Blood clots are a serious issue for massage therapy, as massage has the potential to release a blood clot from an extremity which can travel to the heart or lungs. On June 19, 2020, CAMTC therefore released a list of suggested COVID-19 intake questions and a link to a Massage Magazine article entitled: "Massage and Blood Clots: What We Know (So Far) About DVT & COVID-19." (Attachment 45; "DVT" means deep vein thrombosis.)

Informational Forum Podcast

On June 21, 2020, CAMTC announced its upcoming no-cost Informational Forum Podcast and requested that Certificate Holders provide questions to be answered at the Forum. (Attachment 46.) The podcast was available for download on July 2, 2020, and featured world-renowned experts such as: Dr. Michael Mina, a physician-scientist and professor of epidemiology, immunology, and pathology at Harvard School of Public Health and Harvard Medical School; Ruth Werner, a highly respected former massage provider and instructor who wrote the book, "A Massage Therapist's Guide to Pathology, 7th Edition" which is widely used in massage schools worldwide; David Silberman, Chief Deputy Counsel for San Mateo County; Han Phan, Senior Environmental Health Inspector of Massage & Body Art and Piercing Programs for San Francisco Department of Public Health; David Chun, Chief Environmental Health Specialist for the Consultative Services Program within the County of Los Angeles, Department of Public Health, Division of Environmental Health; Mike Callagy, San Mateo County Manager and CAMTC BOD member; Tim Veitzer, President and Co-owner of National Holistic Institute, which is the largest massage school in California with 10 locations around the State; Kathleen

Mickey, owner, director, and lead instructor of Santa Barbara Body Therapy Institute since 1989; Michael Schroeder, Founder and Chairman of American Massage Council; Bill Armour, owner and founder in 1986 of Burke Williams Spas; Diane Hubner, creator of Body Energizers in 1987; and Andrew Garston, Massage Envy Franchisee in Glendale and Massage Envy Regional Developer in Los Angeles since 2004. (*Id.*)

The forum addressed topics ranging from county oversight of massage therapy establishments, epidemiology, pathology, the massage industry, massage schools, and liability for massage. It also featured CAMTC's Chair, Jeff Forman, PhD; CEO, Ahmos Netanel; and Special Counsel, Alison Siegel, moderating and answering submitted questions. This broad-based informational forum provided critical information on important topics. The podcast format allowed interested parties to listen to whichever piece or pieces of the forum interested them most at a convenient time. (Attachment 47; <https://www.camtc.org/online-informational-forum-podcast/>.)

Counties Move to the Forefront

CAMTC has strong relationships with local government. Prior to the pandemic it spent the vast majority of its time working with local cities. During the pandemic, with local county health orders dominating the landscape, the focus switched to working directly with counties instead of individual cities. Being the responsive organization that it is, CAMTC quickly adapted to this new reality. As counties began reopening massage, it quickly became apparent that each county had its own requirements and Certificate Holders were struggling to find county specific information so that they could comply with local requirements. CAMTC therefore decided to do what it could to help address this issue.

Interactive County Massage Reopening Map

On June 25, 2020, CAMTC launched its Interactive County Massage Reopening Map. (Attachment 48; <https://www.camtc.org/county-massage-reopening-map/>.) This color-coded map, updated regularly, notes the status of massage reopening county by county. It also includes updated links to the latest county information. With continual changes to the State's regulation of counties based on COVID-19 data points, and

counties regularly changing their local regulations, the map is a place where massage providers can quickly go and see the ever-changing status of massage in their specific county. (Attachment 49.) On October 20, 2020, the State changed the activities allowed in each tier of the State's Blueprint for a Safer Economy to allow massage to occur indoors, with modifications, in every tier. (Attachment 50.) Prior to this change massage was only allowed outdoors, with modifications, in counties listed in the highest risk purple "Widespread" tier. After this state level change, the few outstanding counties in the State soon followed the State's lead, and by October 23, 2020, all counties had changed their regulations to allow massage to occur indoors, with modifications, in every county in California. (Attachment 51.)

LA County Coronavirus Telebriefing Update

With coronavirus cases continuing to spike in Los Angeles County over the summer, and massage and other businesses remaining closed for indoor operations, the Los Angeles County Department of Public Health began holding regular telebriefing meetings. On July 3, 2020, CAMTC announced the first Los Angeles County telebriefing on its website. (Attachment 52.) CAMTC CEO, Ahmos Netanel, was asked to be a Subject Matter Expert on this July 8, 2020, and later telebriefings. (*Id.*) Though this initial telebriefing was not limited to massage, it was very well attended by massage providers and Mr. Netanel played a pivotal role in providing information. CAMTC announced additional LA County Department of Public Health Telebriefings on July 24, 2020 (Attachment 53), August 10, 2020 (Attachment 54), September 11, 2020 (Attachment 55), and October 27, 2020 (Attachment 56), and invited Certificate Holders to participate regardless of the county they practiced in.

State Closure of Massage Indoors in Certain Counties

On July 13, 2020, CAMTC shared the Governor's announcement that as of that date, massage and other personal care services in certain counties were required to cease indoor operations. (Attachment 57.) While the closure was not for all counties in California, it was for the most populous counties, representing approximately 75% of the population of California. These changes allowed massage to occur outdoors, as long

as the county also allowed it. Making this transition was not as easy as it sounds. Not every establishment had the space or ability to move services outdoors, and some local jurisdictions did not allow it. Additionally, in many locations, temperatures were excessively hot and the air was unhealthy to breathe due to the wildfires raging around the State.

On July 21, 2020, CAMTC shared the State's updated guidance for personal care services. (Attachment 58.) This updated document provided new guidance for outdoor operations, including limiting the walls an outside tent could have to increase air circulation. (*Id.*) On July 31, 2020, CAMTC also shared an article from the New York Times, California Today, covering how California Massage Therapists were adapting to the pandemic. (Attachment 59.)

On August 26, 2020, CAMTC shared additional clarification from the CDPH, Essential Services Inquiries, stating that medical massage was an Essential Service, as previously discussed. (Attachment 9.) This statement made it clear that under the State's regulations "medical massage" could continue indoors even in counties where massage was generally required to take place outdoors.

On September 3, 2020, CAMTC notified Certificate Holders about the status of massage in the State. (Attachment 60.) It also provided a link to the County Massage Reopening Map. (*Id.*) On September 24, 2020, CAMTC again notified Certificate Holders about the status of massage in the State and also provided updated information related to a change in LA County's massage regulations. (Attachment 61.)

On October 9, 2020, CAMTC provided new clarification from the California Department of Public Health, Essential Services Inquiries, stating that medical massage is an Essential Service provided pursuant to a referral from a physician or chiropractor regardless of the location where the massage takes place. (Attachment 10.)

State Reopening of Massage Indoors

On October 21, 2020, CAMTC notified Certificate Holders that on October 20, 2020, the State changed the services allowed under the Blueprint for a Safer Economy tiers. (Attachment 50.) The State's Blueprint for a Safer Economy places each county into one of four tiers. (<https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/COVID-19/COVID19CountyMonitoringOverview.aspx>) The four tiers ("Widespread," "Substantial," "Moderate," and "Minimal") range from higher risk of COVID-19 community disease transmission to lower risk. (*Id.*) While the previous iteration of the tiers had not allowed massage to occur indoors if a county was in the purple highest risk "Widespread" tier, under the revised tier structure massage is now allowed to occur indoors with modification in all four tiers. (https://www.cdph.ca.gov/Programs/CID/DCDC/CDPH%20Document%20Library/COVID-19/Dimmer-Framework-September_2020.pdf) This change is a strong acknowledgement of the many steps taken by massage providers to stop the spread of COVID-19.

On October 23, 2020, CAMTC announced the allowance of indoor massage in every county in California. (Attachment 51.) This is an important milestone for the State. While massage is currently open in every county in the State as of the date of this report, CAMTC will continue to communicate about important developments with Certificate Holders.

5. Has the board recognized any necessary statutory revisions, updates or changes to address COVID-19 or any future State of Emergency Declarations?

As a private, not for profit, public benefit organization, CAMTC is a responsive and flexible organization that is well positioned to address whatever the future may hold. CAMTC has proved itself to be an informative and collaborative organization which is capable of creating structural change quickly when required. No statutory changes are needed at this time to address COVID-19 or any future State of Emergency Declarations.

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6. April 5, 2020, “Don’t Massage. Save Lives.” Bulletin.
7. May 1, 2020, CAMTC Letter to Governor Newsom.
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9. August 26, 2020, “Medical Massage as an Essential Service” Bulletin.
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12. March 31, 2020, “CAMTC Protecting the Public” Bulletin.
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14. March 12, 2020, “COVID-19 Contingency Plan for Massage Schools” Bulletin.
15. March 27, 2020, updated “COVID-19 Contingency Plan for Massage Schools.”
16. May 11, 2020, updated “COVID-19 Contingency Plan for Massage Schools.”
17. July 23, 2020, Proposed Temporary Policy to Accept Interactive Distance Learning Hours.
18. July 27, 2020, Final Approved Temporary Policy to Accept Interactive Distance Learning Hours.
19. April 10, 2020, School Newsletter.
20. October 30, 2020, School Newsletter.
21. March 12, 2020, Email to Approved Schools forwarding “COVID-19 Contingency Plan for Massage Schools.”
22. March 20, 2020, Email to Approved Schools with New Process for Acceptance of Electronic Transcripts.
23. March 30, 2020, Email to Approved Schools with updated “COVID-19 Contingency Plan for Massage Schools.”

24. May 11, 2020, Email to Approved Schools with updated "COVID-19 Contingency Plan for Massage Schools."
25. July 2, 2020, Email to Approved Schools.
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58. July 21, 2020, "Outdoor Service Guidance for Massage – July 20, 2020" Bulletin.
59. July 31, 2020, "In Today's New York Times" Bulletin with link to New York Times, California Today article, dated July 31, 2020, entitled "How Massage Therapists in California Are Adapting to the Pandemic."
60. September 3, 2020, "New Massage Status of Counties" Bulletin.
61. September 24, 2020, "Status of Massage Reopening" Bulletin.

ATTACHMENT 1

March 19, 2020, “Operational Message From CAMTC” Bulletin.

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 գործառույթի միջոցով: Կտտացրեք «Ընտրել լեզու» ձեր նախընտրած լեզուն ընտրելու համար:

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SPANISH

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THAI

การแปลข้อความปฏิบัติการด้านบนในภาษาอื่นมีให้โดยใช้คุณลักษณะการแปลของ Google ที่ด้านล่างของหน้าเว็บ CAMTC นี้ คลิกที่ "เลือกภาษา" เพื่อเลือกภาษาที่คุณต้องการ

VIETNAMESE

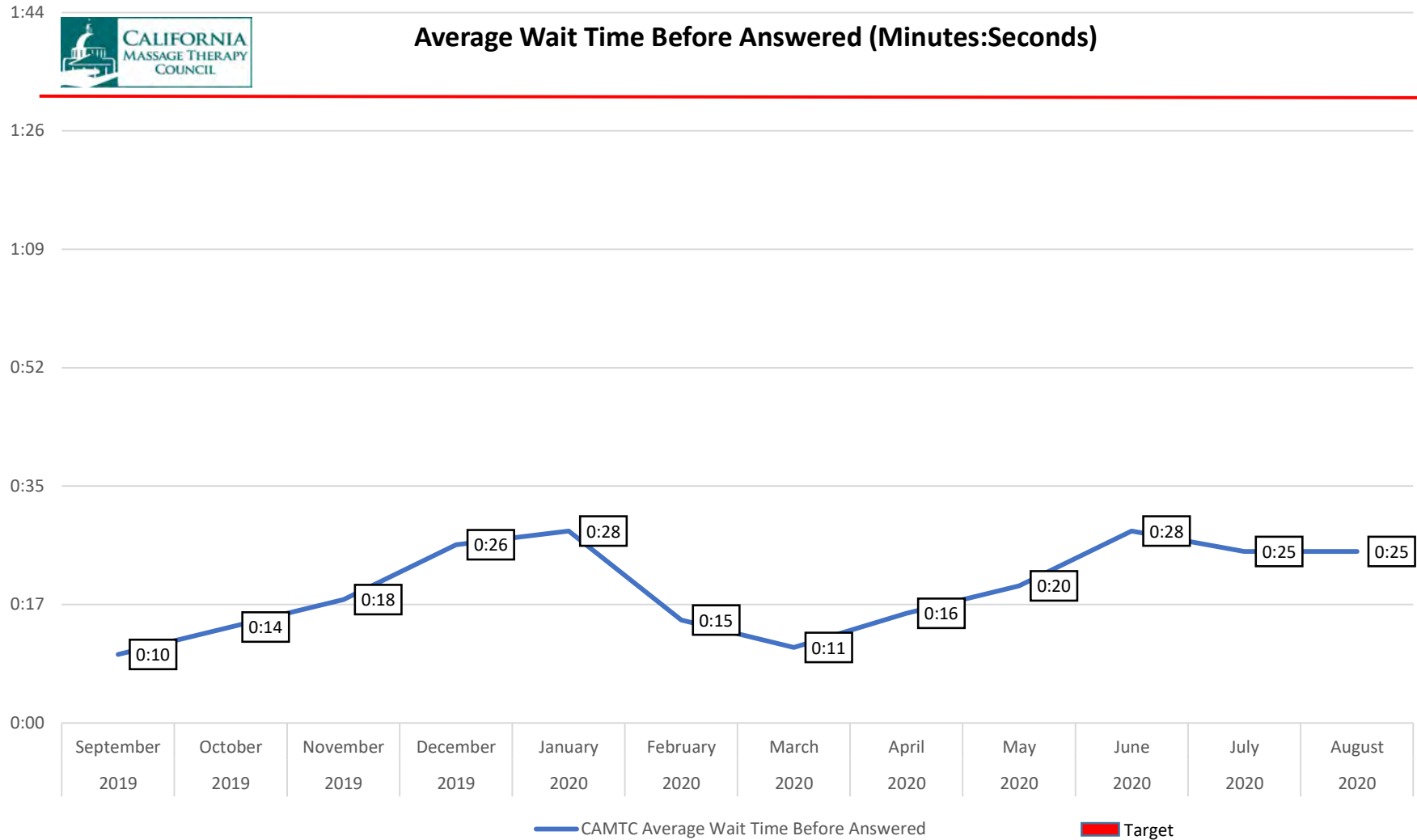
Bản dịch của thông báo hoạt động ở trên bằng các ngôn ngữ khác có sẵn bằng cách sử dụng tính năng dịch của Google ở cuối trang web CAMTC này. Nhấp vào trên Chọn Chọn Ngôn ngữ để chọn ngôn ngữ ưa thích của bạn.

ATTACHMENT 2

Average Wait Time to Answer Phone Calls, attachment to October 1, 2020, Operations Board Report.

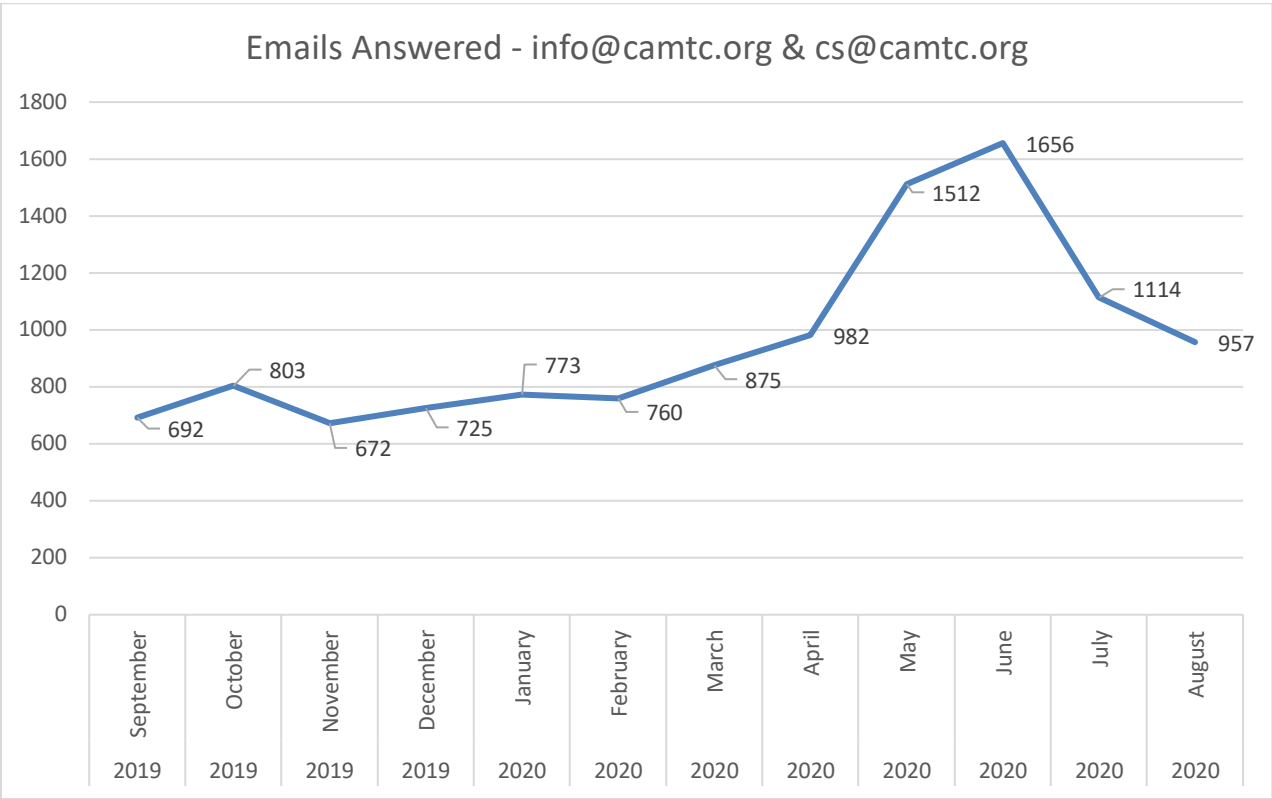


Average Wait Time Before Answered (Minutes:Seconds)



ATTACHMENT 3

Email Volume, attachment to October 1, 2020, Operations Board Report.



ATTACHMENT 4
Visual Timeline Summary of
CAMTC COVID-19
Communications through
September 25, 2020.

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	4	
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	

ATTACHMENT 5

March 20, 2020, “Governor Gavin Newsom Issues Stay at Home Order” Bulletin.

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 และโรงเรียนที่ได้รับอนุญาต

ผู้ว่าราชการการออกคำสั่งพักอาศัยที่บ้านกำหนดให้ชาวแคลิฟอร์เนียอยู่บ้านเว้นแต่พวกเขามีส่วนร่วมใน
งานที่จำเป็น CAMTC ขอแนะนำให้คุณปฏิบัติตามคำสั่งของผู้ว่าการรัฐซึ่งคุณอาจพบด้านล่าง
อยู่อย่างปลอดภัยมีสุขภาพดี

ขอขอบคุณ

ATTACHMENT 6

April 5, 2020, “Don’t Massage. Save Lives.” Bulletin.

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

ATTACHMENT 7

May 1, 2020, CAMTC Letter to Governor Newsom.



CALIFORNIA MASSAGE THERAPY COUNCIL

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

May 1, 2020

VIA FIRST CLASS MAIL

Gavin Newsom
Governor, State of California
State Capitol
Sacramento, CA 95814

Dear Governor Newsom:

I am the CEO of the California Massage Therapy Council (CAMTC), which is a public benefit nonprofit organization authorized by Business and Professions Code sections 4600 et. seq. to vet, certify, and discipline therapeutic massage professionals who meet the requirements in the Massage Therapy Act.

Certified massage therapists are included with physicians, nurses, chiropractors, physical therapists, and occupational therapists, in Division 2 (Healing Arts) of the Business and Professions Code.

I respectfully request clarification of your Stay in Place Order and its applicability to the more than 51,000 CAMTC certificate holders in the State. The list of essential workers in the healthcare field ("health care providers and caregivers") that may continue to provide services while the Order is in place lists a number of professions licensed or certified pursuant to Division 2 of the Business and Professions Code, but does not list CAMTC certified massage professionals.

CAMTC certificate holders provide therapeutic massage in a range of settings, from those who treat patients during neurosurgery, assist physical therapists and chiropractors, provide massage pursuant to orders from medical doctors, help cancer patients to cope with chemotherapy, and provide pain management and preventative health care.

Can you please clarify if massage professionals certified pursuant to the Massage Therapy Act are considered to be "health care providers and caregivers" and are therefore essential workers pursuant to the Stay in Place Order?

Gavin Newsom
Governor, State of California
May 1, 2020
Page 2

Thank you for your attention to this important matter.

Sincerely,

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

Ahmos Netanel, CEO
California Massage Therapy Council

ATTACHMENT 8

May 8, 2020, Email message to Certificate Holders.

From: California Massage Therapy Council <DoNotReply@camtc.org>
Reply-To: California Massage Therapy Council <DoNotReply@camtc.org>
Date: Friday, May 8, 2020 at 10:04 PM
Subject: COVID-19 FAQs



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 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.

ATTACHMENT 9

August 26, 2020, “Medical Massage as an Essential Service” Bulletin.

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

ATTACHMENT 10
**October 9, 2020, “Counties
Reopening & Medical Massage”
Bulletin.**

10/09/2020 Counties Reopening & Medical Massage

CAMTC COVID-19 Bulletin #37

Dear CAMTC Certificate Holders:

Did you know that as of today, 42 counties in California allow massage to occur indoors, with modifications? In the other 16 counties massage can still take place outdoors, with modifications. Please see CAMTC's interactive County Massage Reopening Map to view the status of your county, and other useful information specifically related to massage, at:

<https://www.camtc.org/county-massage-reopening-map/>

Additionally, in all counties in California medical massage may take place indoors, unless prohibited by the county. Medical massage has been defined by the State as massage performed pursuant to a referral from a Physician or Chiropractor.

Recently the California Department of Public Health, Essential Services Inquiries clarified the definition of medical massage by stating the following: "Medical Massage is massage that is done based on a referral from a doctor or chiropractor. Medical Massage can be done indoors as it is considered essential as healthcare and therefore not under personal services. There is no requirement that it be in a medical office, only that it be done based on a referral from a doctor or chiropractor."

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

We hope you find this new information useful.

Take Care and Stay Healthy!

Team CAMTC

ATTACHMENT 11

March 21, 2020, “Late Fees – CAMTC is Looking Out for You” Bulletin.

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势的亲戚和朋友。

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个平静的周末。

保重并保持健康。

CAMTC

THAI: ค่าธรรมเนียมล่าช้า – CAMTC กำลังมองหาคุณอยู่

เรียนผู้ถือใบรับรอง CAMTC, ผู้ถือใบรับรองหมดอายุและโรงเรียนที่ได้รับอนุญาต

ในขณะที่ประเทศกำลังรอการออกกฎหมายของรัฐบาลกลางที่จะช่วยบรรเทาความเดือดร้อนแก่บุคคลและธุรกิจCAMTC ต้องการความช่วยเหลือ

เราที่ CAMTC

เข้าใจถึงความยากลำบากทางการเงินที่คุณและครอบครัวของคุณต้องประสบผ่านเนื่องจากวิกฤตสุขภาพในปัจจุบัน

ไม่มีแบบอย่างทางประวัติศาสตร์สำหรับคำสั่งบังคับบรรดาที่กำบังที่פקพิงซึ่งออกโดยผู้ว่าราชการก
ารินนิวซัมเมื่อเขาเตือนว่า 56% ของชาวแคลิฟอร์เนียมีความเสี่ยงจากการติดเชื้อ coronavirus
ในอีกสองเดือนข้างหน้า

คำสั่งผู้บริหารของผู้ว่าการหมายความว่ารัฐที่มีประชากรมากที่สุดในประเทศจะปิดบริการที่ไม่จำเป็น
ได้อย่างมีประสิทธิภาพชาวแคลิฟอร์เนียสามารถออกไปข้างนอกเพื่อรับอาหารหรือยาออกกำลังกาย
ได้รับการดูแลสุขภาพที่สำคัญและช่วยเหลือญาติและเพื่อนที่อ่อนแอ

ในขณะที่ประเทศกำลังรอการออกกฎหมายของรัฐบาลกลางที่จะช่วยบรรเทาความเดือดร้อนแก่บุคคล
และธุรกิจCAMTC

ต้องการความช่วยเหลือโดยการระงับค่าธรรมเนียมการประเมินล่าช้าทั้งหมดชั่วคราว

เริ่มตั้งแต่วันจันทร์ที่ 23 มีนาคม 2563 การระงับค่าธรรมเนียมล่าช้าจะมีผล
เราจะเริ่มการคืนเงินสำหรับสามเดือนถัดไปจนถึงวันที่ 23 มิถุนายน 2020

การคืนเงินค่าธรรมเนียมล่าช้าของคุณจะถูกโอนกลับไปยังบัตรเครดิตหรือบัตรเดบิตเดิมที่ใช้ในการ
ชำระค่าธรรมเนียมการดำเนินการใบสมัคร

คุณไม่จำเป็นต้องดำเนินการใด ๆ

แม้ว่าระบบของเราจะเรียกเก็บค่าธรรมเนียมล่าช้าโดยอัตโนมัติเมื่อใบรับรองCAMTC

หมดอายุผู้เชี่ยวชาญสนับสนุนการรับรองของเราจะตรวจสอบกิจกรรมการชำระเงินและจะเริ่มต้นการ
คืนเงินค่าธรรมเนียมล่าช้าสำหรับคุณภายในสองวันทำการ

โปรดทราบว่าสมาชิกในทีมของเราที่ CAMTC พร้อมให้ความช่วยเหลือ

เราหวังว่าทุกคนจะมีวันหยุดสุดสัปดาห์ที่สงบ

ดูแลและรักษาสุขภาพให้แข็งแรง

CAMTC

ATTACHMENT 12

March 31, 2020, “CAMTC Protecting the Public” Bulletin.

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

ATTACHMENT 13
September 25, 2020, Memo from
Ahmos Netanel to BOD,
attachment to October 1, 2020,
Board packet.



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 and your families must have going through due to the current health crisis. After receiving the prior approval from the Chair and Vice Chair we announced on March 21, 2022 that all late fees will be suspended, 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 payments activity and proactively initiated the late fee refund within two business days.

Recently, after receiving the prior approval from the Chair and the Vice Chair, we extended this program through December 15, 2020 (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 at total of 1,000-1,200 will receive for CAMTC a total of \$130,000-\$150,000 since March 23, 2020.

The CEO is requesting that the Board Ratification of temporary Late Fee Forgiveness Program.

ATTACHMENT 14
March 12, 2020, “COVID-19
Contingency Plan for Massage
Schools” Bulletin.

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>

ATTACHMENT 15

March 27, 2020, updated “COVID-19 Contingency Plan for Massage Schools.”



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 27, 2020**

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

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



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 provided by each school.

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

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

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

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

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

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

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

ATTACHMENT 16

May 11, 2020, updated “COVID-19 Contingency Plan for Massage Schools.”



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: **May 11, 2020**
Subject: **Coronavirus (COVID-19) Contingency Plan for Schools – update**

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

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

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

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

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

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

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

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

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

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

- For programs longer than 500 hours, once students have met the requirements for CAMTC Certification, your school has flexibility in how it administers additional hours.
- Schools may modify and accelerate schedules to help students make up for missed classes so long as the hours of education do not exceed 40 hours of total education in any 7-day period, with no more than 10 hours in any one day.
- CAMTC will consider up to 125 hours of equivalent anatomy and physiology, health and hygiene, and/or business completed at a college or university of the state higher education system, as defined in Section 100850 of the Education Code, as meeting the definition of a CAMTC approved school.
- For students who applied early for CAMTC Certification in anticipation of completing education soon but are delayed, their applications remain active for one year from the date of submission, which should allow enough time to complete the education.

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

- Temporarily accept interactive distance learning (IDL) for current students whose enrollment is otherwise interrupted as a result of COVID-19. IDL training is limited to lecture-based subject matter and cannot be substituted for hands-on subject matter and training. To meet the requirements for providing distance education, an institution must communicate to students through one of several types of technology, including email, and instructors must initiate substantive communication with students, either individually or collectively, on a regular basis. In other words, an instructor could use email to provide instructional materials to students enrolled in his or her class, use chat features to communicate with students, set up conference calls to facilitate group conversations, engage in email exchanges, or require students to submit work electronically that the instructor assesses.
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- (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>

ATTACHMENT 17
July 23, 2020, Proposed
Temporary Policy to Accept
Interactive Distance Learning
Hours.



TEMPORARY POLICY TO ACCEPT INTERACTIVE DISTANCE LEARNING HOURS

Pursuant to California Business and Professions Code sections 4600 *et. seq.* (hereinafter the "Massage Therapy Act"), the California Massage Therapy Council ("CAMTC") has adopted Policies and Procedures for Approval of Schools ("Procedures") which establish minimum requirements for the approval of massage schools. Pursuant to this authority, CAMTC has adopted Procedures section 1.B., which states: "CAMTC does not accept online or distance learning hours, including but not limited to, externships, homework, and self-study or credits through challenge examinations, achievement tests, or experiential learning."

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

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

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

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

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

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

requests it.

- g. Notify each student in writing, before the student starts the hands-on IDL hours, and obtain a signed confirmation from each student acknowledging that the student has received written notification of the following:
 - (a) Pursuant to CAMTC's Temporary Policy to Accept Interactive Distance Learning (IDL) Hours, this school offers both lecture and hands-on hours through IDL under the active and direct supervision of a qualified instructor.
 - (b) While some hands-on hours may be completed through IDL, CAMTC requires students to successfully complete a minimum of 75 of the total hands-on hours in-person under the active and direct supervision of a qualified instructor. The minimum 75 in-person, hands-on hours may be completed as part of a program's student clinic, if available.
 - (c) Students who fail to successfully complete any or all of the IDL hands-on hours or fail appropriate hands-on skills assessments shall complete the hands-on hours in-person when in-person classes resume.
 - (d) A student may choose to complete any or all hands-on hours in-person rather than through IDL when in-person classes resume.
 - (e) A student, prior to graduation, who completes hands-on hours through IDL may request to audit hands-on hours in-person when in-person classes resume.
6. Schools shall properly account for each student engaged in IDL, including complete and accurate records of attendance, clearly identifying whether the student completed hours in-person or through IDL, and whether or not the student successfully completed those hours. Pursuant to Procedures section 5.E.d: "Students may not be credited more than 40 hours of total education in any 7-day period, with no more than 10 hours in any one day."
7. In addition to meeting the requirements of Procedures section 5.B., transcripts or transcript addenda, if applicable, for students who have completed any IDL hours shall identify how many hours of each course were completed in-person or through IDL.
8. While CAMTC has extended its temporary acceptance of IDL as stated herein, the California Bureau for Private Postsecondary Education's ("BPPE") temporary use of distance education techniques expired June 30, 2020, for institutions holding Full Approval status with BPPE. **For CAMTC to continue to accept IDL from a BPPE Full Approval institution, that school must receive written approval from BPPE to continue to offer IDL, and provide proof of written approval to CAMTC.** Pursuant to Business and Professions Code section 4601, CAMTC can only accept hours completed as part of a program approved by BPPE. **Institutions that BPPE has Approved by Means of Accreditation must obtain written approval to offer IDL through their accrediting agency, and provide proof of written approval to CAMTC.**
9. CAMTC Approved Schools may enter into temporary consortium agreements with other CAMTC Approved Schools so that students can complete courses at other

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

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

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

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

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

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

ATTACHMENT 18

July 27, 2020, Final Approved Temporary Policy to Accept Interactive Distance Learning Hours.



TEMPORARY POLICY TO ACCEPT INTERACTIVE DISTANCE LEARNING HOURS

Pursuant to California Business and Professions Code sections 4600 *et. seq.* (hereinafter the "Massage Therapy Act"), the California Massage Therapy Council ("CAMTC") has adopted Policies and Procedures for Approval of Schools ("Procedures") which establish minimum requirements for the approval of massage schools. Pursuant to this authority, CAMTC has adopted Procedures section 1.B., which states: "CAMTC does not accept online or distance learning hours, including but not limited to, externships, homework, and self-study or credits through challenge examinations, achievement tests, or experiential learning."

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

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

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

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

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

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

requests it.

- g. Notify each student in writing, before the student starts the hands-on IDL hours, and obtain a signed confirmation from each student acknowledging that the student has received written notification of the following:
 - (a) Pursuant to CAMTC's Temporary Policy to Accept Interactive Distance Learning (IDL) Hours, this school offers both lecture and hands-on hours through IDL under the active and direct supervision of a qualified instructor.
 - (b) While some hands-on hours may be completed through IDL, CAMTC requires students to successfully complete a minimum of 75 of the total hands-on hours in-person under the active and direct supervision of a qualified instructor. The minimum 75 in-person, hands-on hours may be completed as part of a program's student clinic, if available.
 - (c) Students who fail to successfully complete any or all of the IDL hands-on hours or fail appropriate hands-on skills assessments shall complete the hands-on hours in-person when in-person classes resume.
 - (d) A student may choose to complete any or all hands-on hours in-person rather than through IDL when in-person classes resume.
 - (e) A student, prior to graduation, who completes hands-on hours through IDL may request to audit hands-on hours in-person when in-person classes resume.
6. Schools shall properly account for each student engaged in IDL, including complete and accurate records of attendance, clearly identifying whether the student completed hours in-person or through IDL, and whether or not the student successfully completed those hours. Pursuant to Procedures section 5.E.d: "Students may not be credited more than 40 hours of total education in any 7-day period, with no more than 10 hours in any one day."
7. In addition to meeting the requirements of Procedures section 5.B., transcripts or transcript addenda, if applicable, for students who have completed any IDL hours shall identify how many hours of each course were completed in-person or through IDL.
8. While CAMTC has extended its temporary acceptance of IDL as stated herein, the California Bureau for Private Postsecondary Education's ("BPPE") temporary use of distance education techniques expired June 30, 2020, for institutions holding Full Approval status with BPPE. **For CAMTC to continue to accept IDL from a BPPE Full Approval institution, that school must receive written approval from BPPE to continue to offer IDL, and provide proof of written approval to CAMTC.** Pursuant to Business and Professions Code section 4601, CAMTC can only accept hours completed as part of a program approved by BPPE. **Institutions that BPPE has Approved by Means of Accreditation must obtain written approval to offer IDL through their accrediting agency, and provide proof of written approval to CAMTC.**
9. CAMTC Approved Schools may enter into temporary consortium agreements with other CAMTC Approved Schools so that students can complete courses at other

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

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

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

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

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

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



COVID-19 Temporary Education Plan Monthly Report

On July 27, 2020, the CAMTC Board of Directors adopted the [Temporary Policy to Accept Interactive Distance Learning Hours](#). To offer distance learning hours and comply with this policy, your school must email this fillable PDF along with all required supportive documentation noted below as follows:

1. Submit this monthly report to schooldocs@camtc.org by the **10th of every month** until the school discontinues the use of interactive distance learning ("IDL").
2. Format the subject line of the email as: **"COVID-19 Temporary Education Plan – School Name – CAMTC School Code – Month Year"** (for example, "COVID-19 Temporary Education Plan – ABC School of Massage – SCH0500 – August 2020")

1. School Name:		2. CAMTC School Code:	

3. County Where School is Located:			
4. Does this County Currently Allow:	1) in-person classes?	☐ Yes / ☐ No	
	2) in-person clinics?	☐ Yes / ☐ No	
5. If this county allows either in-person classes or clinics, attach supporting documentation from the county. (No need to provide this information if it has not changed since the previous report.)			

6. For CAMTC to Accept IDL, your school and approved programs must first be approved by BPPE to offer IDL or accredited by an appropriate agency to offer IDL. Provide the date your program(s) was first approved or accredited to offer IDL and the date that approval or accreditation expired or is scheduled to expire.			
Start Date:		End Date:	
7. Attach approval or accreditation supporting documentation for offering IDL. (No need to provide this information if it has not changed since the previous report.)			

8. Describe in detail the IDL delivery method(s) utilized by your school including, but not limited to, technologies and program(s). (Note any changes since the previous report.)	
Lecture Hours:	
Hands-on Hours:	

9. Describe in detail the method used for tracking student attendance including, but not limited to, each student's successful completion of those hours and identifying between in-person and IDL hours. (Note any changes since the previous report.)	
10. Verify that your school is maintaining photo or video evidence confirming the hands-on hours of attendance as part of each student's permanent record <u>or</u> is providing class access information, in advance of the class occurring, to CAMTC.	Initial:
11. State any anticipated changes or changes since the previous report to your school's method of delivery.	
12. Attach current enrollment by program, course, cohort, or class, as relevant to your school.	Initial:
13. Attach current schedule of classes (including but not limited to: dates, days of week, hours in day, in-person or IDL, IDL class access information).	Initial:
14. Verify that transcripts or transcript addenda, if applicable, submitted to CAMTC for students who have completed any IDL hours shall identify how many hours of each course were completed in-person or through IDL.	Initial:
15. Verify that your school has made no other changes, outside of the method of delivery described herein, including, but not limited to, curriculum, ownership, school name, physical or mailing address, contact information, or staff employment without first obtaining approval from CAMTC.	Initial:
16. For CAMTC to accept education from your school, your school must meet minimum standards for training and curriculum as required by the Massage Therapy Act, the Policies and Procedures for Approval of Schools, and the Temporary Policy to Accept Interactive Distance Learning Hours.	Initial:

Person Completing and Submitting This Form:

I have carefully read all of the question on this form and by placing my name below I attest that I have answered all of the questions herein completely, accurately, and without reservations of any kind whatsoever, and I declare, under penalty of perjury under the laws of the State of California, that my answers and all statements made herein in support of this form are complete, true, and correct.

Name:		Title:
Date:	City:	State:



Notice to Interactive Distance Learning Students

Pursuant to CAMTC's Temporary Policy to Accept Interactive Distance Learning Hours ("IDL Policy" – adopted July 27, 2020), CAMTC Approved Schools must notify each student in writing, before the student starts the hands-on interactive distance learning ("IDL") hours, and obtain a signed confirmation from each student acknowledging that the student has received written notification of the following*:

1. This school offers both lecture and hands-on hours through IDL under the active and direct supervision of a qualified instructor.
2. While some hands-on hours may be completed through IDL, CAMTC requires students to successfully complete a minimum of 75 of the total hands-on hours in-person under the active and direct supervision of a qualified instructor. The minimum 75 in-person, hands-on hours may be completed as part of a program's student clinic, if available.
3. Students who fail to successfully complete any or all of the IDL hands-on hours or fail appropriate hands-on skills assessments shall complete the hands-on hours in-person when in-person classes resume.
4. A student may choose to complete any or all hands-on hours in-person rather than through IDL when in-person classes resume.
5. A student, prior to graduation, who completes hands-on hours through IDL may request to audit hands-on hours in-person when in-person classes resume.

Student Signature

Student Printed Name

Date Signed

* Both School and Student should retain a copy.

ATTACHMENT 19

April 10, 2020, School Newsletter.



WHAT YOU NEED TO KNOW ABOUT

COVID-19



“It’s absolutely critical that each of us stay informed and listen closely to the experts.”

Quote by Ahmos Netanel, CEO of CAMTC. His quote was in our COVID-19 update March 12th, which is on CAMTC’s homepage.

This was the start of posting updates on CAMTC’s website during this uncertain and ever-changing coronavirus threat. For more updates, simply go to our homepage at www.camtc.org and scroll down. Specifically, COVID-19 related info for massage schools is at:

www.camtc.org/media/1803/update-to-covid-19-contingency-plan-for-schools.pdf

This document is the Coronavirus (COVID-19) Contingency Plan for Massage Schools 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. Please email Joe Bob Smith at jbsmith@camtc.org if you have any questions about this.

We hope you all stay safe & healthy.

STUDENT BROCHURES

CAMTC has created a new brochure for students entitled:

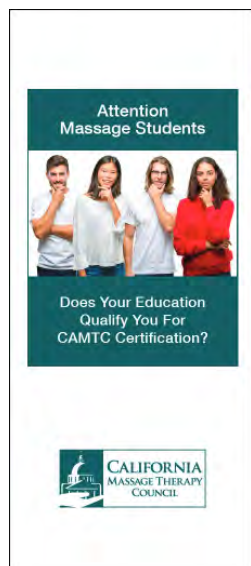
“DOES YOUR EDUCATION QUALIFY YOU FOR CAMTC CERTIFICATION?”.

Your school can use these complimentary brochures to help students understand the education requirements for CAMTC Certification. Prospective students will also better appreciate the importance of attending a CAMTC Approved School.

Brochures are available in English and also Chinese. CAMTC mailed these brochures to schools recently free of charge, 50 in English and 50 in Chinese. If your school would like additional brochures, please email Joe Bob Smith at jbsmith@camtc.org or download from the website here:

www.camtc.org/media/1775/attention-massage-students-english.pdf

www.camtc.org/media/1776/attention-massage-students-chinese.pdf





POLICIES AND PROCEDURES FOR EVALUATION OF OUT-OF-STATE EDUCATION



The CAMTC Board of Directors approved a new **Policies and Procedures for Evaluation of Out-of-State Education**, at the February 20, 2020 Board Meeting.

As CAMTC has worked to significantly curtail fraudulent education within California, the number of fraudulent transcripts from out-of-state schools has surged. Additionally, out-of-state education comprised approximately half of all education reviews performed by the Educational Standards Division (“ESD”) in 2019, and roughly ten percent of all applications for certification received by CAMTC.

In summary, these new Procedures, in compliance with California Business and Professions Code sections 4601(a) and 4604(a)(6), state that in order for CAMTC to accept education from an out-of-state school:

- The school must be recognized by a corresponding agency in another state (a state’s massage board, overseer of private postsecondary education, or department of education) or accredited by an agency recognized by the U.S. Dept. of Education;
- AND**

- The school must require equal or greater training than what is required for certification;
- AND**
- The education provided must be comparable academic work (meaning it is the same as or greater than education provided by a CAMTC Approved School).

CAMTC reviews out-of-state education on a case-by-case basis to determine if it meets these criteria. CAMTC may determine that a specific out-of-state school does not provide comparable academic work for any of the reasons listed in **CAMTC’s Policies and Procedures for Approval of Schools, section 6**. A school may challenge the decision that it does not provide comparable academic work by complying with the stated procedures.

Schools designated as out-of-state schools that do not provide comparable academic work will be listed on CAMTC’s website as such, and CAMTC will not accept education from these schools for CAMTC Certification purposes.

You can read the entire Policies and Procedures for Evaluation of Out-of-State Education on CAMTC’s website at:

www.camtc.org/media/1783/policies-and-procedures-for-evaluation-of-out-of-state-education.pdf



**CAMTC
WINDOW DECALS**

Show your CAMTC Approved School pride with the new approved school window decal from CAMTC! If your school did not receive a window decal in person at the AMTA Schools Summit, CAMTC will provide one to your school free of charge. Email: jbsmith@camtc.org. These window decals cling to the window without leaving any sticky residue, and can be moved if needed. Great way to announce to your students and public that your school is a CAMTC Approved School!



OF THE MONTH APRIL 2020

WILL THERE BE AN EXAMINATION REQUIREMENT IN 2021?

A. CAMTC doesn't know. Currently, the Legislature suspended the examination requirement for two years until December 31, 2020. It will be up to the Legislature to determine what occurs as of January 1, 2021.

CAMTC does not write or administer its own examination. Rather, CAMTC's Board approves

massage and bodywork competency assessment examinations that meet generally recognized psychometric principles and standards, as required by Law. The following are CAMTC's current list of approved exams:

MBLEx, BCETMB, NYSTE, and the NCETM or NCETMB (taken on or before February 1, 2015).

DOCUMENTS IN CHINESE

Based on CAMTC's assessment of contact with non-English speakers, CAMTC now offers in Chinese its publicly available written and electronic materials. These materials are provided to CAMTC Certificate Holders and Applicants when CAMTC determines that such materials are used by a substantial number of non-English speakers who are in contact with CAMTC. This does not apply to examinations, denial and disciplinary legal documents and communications, or email communications.

LANGUAGE TRANSLATIONS ON THE CAMTC WEBSITE



Although it's not new, please note that translations on CAMTC's website into other languages are available at www.camtc.org by using the Google translation feature. At the bottom of each webpage, simply click on "Select Language" to choose your preferred language.

WE'RE HERE TO HELP

For School Questions or Comments, Joe Bob Smith, CAMTC Director of Educational Standards Division, can be reached at:

jbsmith@camtc.org

ATTACHMENT 20

October 30, 2020, School Newsletter.



- STATEWIDE MILESTONE - Massage Reopening

As of October 23, 2020 an important milestone was reached. With LA County's announcement that massage may now take place indoors with modifications, **massage is now allowed to occur indoors with modifications in EVERY county in California!** Please check CAMTC's interactive County Massage Reopening Map at

www.camtc.org/county-massage-reopening-map/

for links to online information in your county. Please note that the reopening of massage therapy and massage establishments does not necessarily include massage schools. To see if your school can operate, and with what modifications, consult your local county health department.

County Massage Reopening Map



PASSAGE OF EXAM REQUIREMENT POSTPONED UNTIL JANUARY 1, 2022

2022

JANUARY

M	T	W	T	F	S	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

On September 29, 2020, the Governor signed into Law SB 1474. Among other things, this Law extends the suspension of the exam requirement for CAMTC Certification for an additional year.

This means that passage of an approved exam for CAMTC Certification is not required until January 1, 2022.



TEMPORARY POLICY TO ACCEPT INTERACTIVE DISTANCE LEARNING (IDL) HOURS



On July 27, 2020, the CAMTC Board of Directors adopted a Temporary Policy to Accept Interactive Distance Learning (IDL) Hours. This temporary policy, among other things:

- Allows CAMTC to accept synchronous distance learning hours for hands-on practice
- Requires a minimum of 75 in-person hands-on hours
- Requires all schools utilizing IDL to submit a monthly report
- Requires schools to provide written notice to IDL students and obtain a signed acknowledgement

If your school is using or plans to use IDL, you must familiarize yourself with these documents located here: www.camtc.org/schools/school-owners-administrators/

REMINDER TO STUDENTS ABOUT COMPLETE APPLICATIONS

Schools should remind students to wait and submit their applications for certification only after they have completed the 500 hours of required education from an approved program. While students may begin filling out the CAMTC Application in advance, they should not submit until everything is complete. CAMTC does not process incomplete applications, so submitting early does not speed up the process. In fact, submitting an application prematurely often leads to delays. And it sometimes results in the application being purged before it can be processed.



DIRECTOR'S UPDATE

BY JOE BOB SMITH

Welcome to our first CAMTC School Newsletter since April 2020. To say a lot has happened since then would be an understatement. COVID-19 has taken a horrific toll on our society, including massage therapists, massage schools, and the massage profession as a whole.

To keep up with pandemic-related changes affecting CAMTC and Approved Schools, we invite you to dial in to our CAMTC Monthly Schools Calls. While we hope you find these newsletters informative, publishing times follow Board meetings and are therefore less frequent and current than the monthly calls. Together, we can get through this.



The Monthly Schools Call occurs the 1st Wednesday of every month at 2pm. The next call is November 4th, 2020. Calls are open to the public, but participation is prioritized for school owners and administrators. Please email your school-related questions in advance to jbsmith@camtc.org.

To participate in the upcoming conference call, simply call the phone number below and, when prompted, enter the passcode below followed by the # sign:

Phone number: 877-366-0711
Passcode: 82373574 #



BOARD MEETING UPDATE

On October 1, 2020, the Board held a hybrid in-person, teleconference Board meeting. During this meeting, the Board assigned staff to develop a preliminary report exploring whether or not CAMTC should permanently accept some distance learning hours. The next Board Meeting is scheduled for December 10, 2020.



????????? QUESTION OF THE MONTH ?????????? WHERE TO FIND SCHOOL APPLICATIONS



Find Applications for School Re-Approval and Change of Staff on our website at www.camtc.org/schools/school-owners-administrators/.

To receive an Application for School Approval of new schools or other change applications, please email Joe Bob Smith at jbsmith@camtc.org.

As a reminder, schools must inform CAMTC of all changes affecting their massage program including, but not limited to, changes to ownership, officers, school name, school address, BPPE approval, curriculum, instructors, and administrators.



**CAMTC
WINDOW DECALS**

Get Your Approved School Window Decal

Show your CAMTC Approved School pride with an approved school window decal from CAMTC! CAMTC will provide one to your school free of charge. Email: jbsmith@camtc.org.

These window decals cling to the window without leaving any sticky residue, and can be moved if needed. Great way to announce to your students and public that your school is a CAMTC Approved School!

WE'RE HERE TO HELP

For School Questions or Comments, Joe Bob Smith,
CAMTC Director of Educational Standards Division,
can be reached at:

jbsmith@camtc.org

Missed a CAMTC School Newsletter?

Digital versions of all previous CAMTC School Newsletters can always be found at:
www.camtc.org/information-about-camtc/publications/ and scroll down.

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.

www.camtc.org

ATTACHMENT 21

**March 12, 2020, Email to Approved
Schools forwarding “COVID-19
Contingency Plan for Massage
Schools.”**

From: Joe Bob Smith <jbsmith@camtc.org>
Subject: CAMTC Coronavirus Contingency Plan for Schools
Date: March 12, 2020 at 6:32:15 PM PDT

To CAMTC Approved and Provisionally Approved Schools:

CAMTC is closely monitoring the situation regarding the coronavirus (COVID-19). Our goal is to work with schools to find ways to accommodate currently enrolled students who may experience interruptions in their education caused by COVID-19. At this time, CAMTC is providing the attached memo “**Coronavirus (COVID-19) Contingency Plan for Schools (3/12/2020)**” for your careful review.

Please let me know if you have additional questions.

Sincerely,

Joe Bob Smith
Director, Educational Standards Division
California Massage Therapy Council
One Capitol Mall, Suite 800
Sacramento, CA 95814
(818) 600-8769
www.camtc.org
jbsmith@camtc.org

ATTACHMENT 22

**March 20, 2020, Email to Approved
Schools with New Process for
Acceptance of Electronic
Transcripts.**

From: California Massage Therapy Council <DoNotReply@camtc.org>
Subject: Operational Message for CAMTC Approved Schools
Date: March 20, 2020 at 5:42:39 PM PDT
To: <jbsmith@camtc.org>
Reply-To: California Massage Therapy Council <DoNotReply@camtc.org>



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

Dear Schools,

As a follow-up to yesterday's email from CAMTC informing everyone that CAMTC is not currently sending or receiving physical mail or packages and that any documents you would like CAMTC to receive and review must be submitted electronically, we are providing this additional information for schools.

One protocol that must change for schools is the submission of transcripts. CAMTC's Policies and Procedures for Approval of Schools ("Procedures") section 5.B.c. requires that schools submit Official Transcripts by postal mail. CAMTC is temporarily reversing that policy and **requiring that transcripts shall be submitted electronically** until further notice.

- Transcripts shall continue to meet the requirements listed in Procedures section 5.B.a. with the following exceptions:
 - 5.B.a.(8) – An authorized signatory may digitally sign transcripts.
 - 5.B.a.(9) – Schools may elect to omit official school seals that are embossed or otherwise affixed after printing or substitute with a printed seal or watermark.
- Schools shall submit transcripts as follows:
 1. Every student transcript shall be an individual electronic file.
 2. Files shall be in pdf format.

3. Each file name shall be exactly
“Lastname.Firstname.Schoolcode.TranscriptDate.pdf” (for date
format please use 4-digit year followed by 2-digit month followed by
2-digit day as in “YYYYMMDD”; for example,
“Smith.Joseph.SCH0555.20200319”) to ensure that the transcript
gets paired with the correct applicant.
4. Transcripts shall be submitted from a known email associated with
your school.
5. Schools shall submit Official Transcripts, via email,
to transcripts@camtc.org.
*Please do not submit transcripts to any other CAMTC address and
do not send correspondence other than transcripts to this email
address.*

****Schools should re-submit electronically all transcripts sent via postal mail
within the last two weeks to ensure that CAMTC receives them.****

CAMTC may revise this temporary measure as time goes on. For now, it will
provide a quick, safe way for schools to submit transcripts so that CAMTC can
continue to process applications for certification as efficiently as possible.

Please let me know if you have any questions.

Sincerely,

Joe Bob Smith

Director, Educational Standards Division

California Massage Therapy Council

One Capitol Mall, Suite 800

Sacramento, CA 95814

(818) 600-8769

www.camtc.org

jbsmith@camtc.org

ATTACHMENT 23

**March 30, 2020, Email to Approved
Schools with updated “COVID-19
Contingency Plan for Massage
Schools.”**

From: California Massage Therapy Council <DoNotReply@camtc.org>
Subject: Update to COVID-19 Contingency Plan for Schools
Date: March 30, 2020 at 12:39:46 PM PDT
To: <jbsmith@camtc.org>
Reply-To: California Massage Therapy Council <DoNotReply@camtc.org>



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 30, 2020
Subject: Update to Coronavirus (COVID-19) Contingency Plan for Schools

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

Coronavirus (COVID-19) Contingency Plan for Schools

Original Memo March 12, 2020

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

CAMTC's goal is to work with schools and find ways to enable schools to accommodate students and help them continue their education despite interruptions caused by COVID-19. This memo provides remedies for schools working to help students complete the program in which they are currently enrolled while maintaining compliance with the Massage Therapy Act (Business and

Professions Code sections 4600 et al) and CAMTC's Policies and Procedures for Approval of Schools ("Procedures"). This memo does not contemplate accommodations for students who have not yet enrolled or whose program has not yet begun. CAMTC will continue to monitor the situation and make a later determination of what accommodations may be necessary should longer- term interruptions become likely.

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

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

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

- For programs longer than 500 hours, once students have met the requirements for CAMTC Certification, your school has flexibility in how it administers additional hours.
- Schools may modify and accelerate schedules to help students make up for missed classes so long as the hours of education do not exceed 40 hours of total education in any 7-day period, with no more than 10 hours in any one day.
- CAMTC will consider up to 125 hours of equivalent anatomy and physiology, health and hygiene, and/or business completed at a college or university of the state higher education system, as defined in Section 100850 of the Education Code, as meeting the definition of a CAMTC approved school.
- For students who applied early for CAMTC Certification in anticipation of completing education soon but are delayed, their applications remain active for one year from the date of submission, which should allow enough time to complete the education.

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

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

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

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

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

At this time, CAMTC is operating normally without interruptions due to the coronavirus, including scheduled and unscheduled site visits which are proceeding as planned. That

said, the coronavirus situation is changing quickly; therefore, schools should remain in close communication with CAMTC and promptly inform CAMTC of any changes to school operations that might affect CAMTC's ability to perform a scheduled or unscheduled site visit or compromise the health of the site inspector(s) due to the coronavirus.

While the coronavirus threat to the American public remains low, we encourage school communities to take all steps to ensure the health and well-being of students, faculty, and staff. CAMTC will continue to provide information to CAMTC Approved Schools as warranted. In addition to reviewing CAMTC's "What You Need to Know About Coronavirus," 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:

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

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You are receiving this email because you opted in at our website.

Our mailing address is:

California Massage Therapy Council
One Capitol Mall, Suite 800
Sacramento, CA 95814-3274

ATTACHMENT 24

**May 11, 2020, Email to Approved
Schools with updated “COVID-19
Contingency Plan for Massage
Schools.”**

From: California Massage Therapy Council <DoNotReply@camtc.org>
Subject: Update to COVID-19 Contingency Plan for Schools — temporary distance learning
Date: May 11, 2020 at 7:58:14 PM PDT
To: <jbsmith@camtc.org>
Reply-To: California Massage Therapy Council <DoNotReply@camtc.org>



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

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

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

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

*Please note, the Bureau for Private Postsecondary Education (BPPE) only allows temporary use of distance education techniques through June 30, 2020, for institutions that hold Full Approval status with the BPPE. This deadline does not apply to institutions that the BPPE has Approved by Means of Accreditation. If a Full Approval institution wishes to utilize distance

education beyond June 30, 2020, the school will need to submit an Application for Significant Change in Method of Instructional Delivery to BPPE by May 15, 2020. Pursuant to Business and Professions Code section 4601, CAMTC can only accept hours completed as part of a program approved by BPPE. This means that, even though CAMTC has extended its flexibility until August 31, 2020, CAMTC cannot accept any distance education hours completed after June 30, 2020, if the program is not approved by BPPE to utilize distance education beyond that date.

Coronavirus (COVID-19) Contingency Plan for Schools

Original Memo March 12, 2020

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

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

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

1. A student is quarantined and misses class or a student is incapacitated due to COVID-19 illness; or

2. A campus temporarily stops offering in-person classes in order to prevent the spread of COVID-19.

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

- For programs longer than 500 hours, once students have met the requirements for CAMTC Certification, your school has flexibility in how it administers additional hours.
- Schools may modify and accelerate schedules to help students make up for missed classes so long as the hours of education do not exceed 40 hours of total education in any 7-day period, with no more than 10 hours in any one day.
- CAMTC will consider up to 125 hours of equivalent anatomy and physiology, health and hygiene, and/or business completed at a college or university of the state higher education system, as defined in Section 100850 of the Education Code, as meeting the definition of a CAMTC approved school.
- For students who applied early for CAMTC Certification in anticipation of completing education soon but are delayed, their applications remain active for one year from the date of submission, which should allow enough time to complete the education.

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

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

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

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

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

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

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

While the coronavirus threat to the American public remains low, we encourage school communities to take all steps to ensure the health and well-being of students, faculty, and staff. CAMTC will continue to provide information to CAMTC Approved Schools as warranted. In addition to reviewing CAMTC's "What You Need to Know About Coronavirus," 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:

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

ATTACHMENT 25

July 2, 2020, Email to Approved Schools.

From: California Massage Therapy Council <donotreply@camtc.org>

Subject: Schools Reopening Question

Date: July 2, 2020 at 5:01:11 PM PDT

To: <jbsmith@camtc.org>

Reply-To: California Massage Therapy Council <donotreply@camtc.org>



Dear School Owners and Administrators,

Thank you to those who participated in yesterday's July Monthly Schools Call. It was one of the most well-attended yet.

The biggest question was when can massage programs resume in-person classes. The decision of whether or not a massage program can resume in-person classes is not up to CAMTC. That is a decision that is up to each individual county. If the county authorizes the reopening of your massage program for in-person classes, then CAMTC will accept that education.

Sincerely,

Joe Bob Smith

Director, Educational Standards Division

California Massage Therapy Council

ATTACHMENT 26

**July 27, 2020, Email to Approved
Schools with Final Approved
Temporary Policy to Accept
Interactive Distance Learning
Hours.**

From: California Massage Therapy Council <DoNotReply@camtc.org>
Subject: CAMTC Approved Schools - Temporary Policy to Accept Interactive Distance Learning Hours
Date: July 27, 2020 at 10:36:20 PM PDT
To: <jbsmith@camtc.org>
Reply-To: California Massage Therapy Council <DoNotReply@camtc.org>



Attention CAMTC Approved School Owners and Administrators:

Today, July 27, 2020, the CAMTC Board of Directors adopted the Temporary Policy to Accept Interactive Distance Learning Hours ("IDL Policy"). This policy provides for, among other things, the acceptance of interactive distance learning ("IDL") for all but 75 of your program's hands-on hours.

In order for CAMTC to accept IDL for both lecture and hands-on hours, it is important that your school reads, understands, and complies in full with the IDL Policy: [Temporary Policy to Accept Interactive Distance Learning Hours](#).

Additionally, the IDL Policy requires that schools providing IDL submit 1) a monthly report to CAMTC, and 2) a Notice to IDL Students. To make it easier to comply with these requirements, CAMTC has provided these documents for your school:

[COVID-19 Temporary Education Plan Monthly Report](#)

[Notice to Interactive Distance Learning Students](#)

CAMTC understands the devastating impact this COVID-19 pandemic has had on massage students and approved schools. To achieve CAMTC's mission of protecting the public, CAMTC is taking steps aimed at trying to ensure both that California's citizens training to be massage therapists are not unnecessarily put at risk during this healthcare emergency, and that future CAMTC Certificate Holders are appropriately trained to properly massage the public in years to come.

CAMTC appreciates schools and students sharing their struggles and working with

CAMTC to find solutions. While no one policy is going to reverse the toll this crisis is taking, CAMTC hopes this temporary policy provides relief for many schools and students.

Sincerely,

Joe Bob Smith

Director, Educational Standards Division

California Massage Therapy Council

ATTACHMENT 27
**August 11, 2020, Email message to
Approved Schools addressing
statewide reopening.**

From: California Massage Therapy Council <DoNotReply@camtc.org>

Subject: CDPH Released New COVID-19 Industry Guidance: Institutions of Higher Education

Date: August 11, 2020 at 5:59:13 PM PDT

To: <jbsmith@camtc.org>

Reply-To: California Massage Therapy Council <DoNotReply@camtc.org>



Dear Approved School Owners and Administrators:

On Friday, August 7, 2020, the California Department of Public Health (CDPH) released "[COVID-19 Industry Guidance: Institutions of Higher Education](#)." CDPH has indicated that the newly released Guidance document is intended to provide preliminary guidance to help institutions of higher education ("IHE") plan and prepare to resume in-person instruction, but was not intended to be comprehensive or final. The Guidance document makes clear that schools cannot re-open without collaboration with local county health officials.

CAMTC encourages you to carefully read the Guidance document in its entirety. Additionally, schools should contact local public health officials for their authorization and additional guidance where re-opening is allowed. It is up to the local public health official to determine whether schools can resume in-person classes or not.

CAMTC's recent Temporary Policy to Accept Interactive Distance Learning Hours adopted on July 17, 2020, expires 30 days after BOTH the State and local public health officials allow in-person classes to resume. Due to its many restrictions and encouragement to continue distance learning when possible, CAMTC does not view this guidance as allowing in-person classes to resume.

Sincerely,

Joe Bob Smith

Director, Educational Standards Division

California Massage Therapy Council

ATTACHMENT 28
**March 4, 2020, “What you Need
to Know About Coronavirus”
Bulletin.**

CAMTC COVID-19 Bulletin #1

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: Չնայած 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 (Coronavirus (COVID-19) بروید و به پایین صفحه بروید و روی کادر پایین کشیده www.camtc.org در CAMTC را دنبال کنید. به صفحه اصلی کلیک کنید تا زبان مورد نظر خود را انتخاب کنید. متشکرم Google ویژگی ترجمه

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)

กำลังให้คำแนะนำเพื่อช่วยเหลือภัยจากการทำสัญญาและแพร่กระจายโรคติดเชื้อเช่น Coronavirus (COVID-19) หากคุณต้องการข้อมูลที่สำคัญด้านล่างในภาษาของคุณทำตามคำแนะนำเหล่านี้ ไปที่หน้าแรกของ CAMTC

ที่ www.camtc.org และเลื่อนลงไปที่ด้านล่างของหน้าและคลิกกล่องแบบเลื่อนลงของคุณสมบัติการแปลของ 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.

ATTACHMENT 29
**March 15, 2020, “Message From
CAMTC About Coronavirus
(COVID-19)” Bulletin.**

03/15/2020 update here: [Message From CAMTC About Coronavirus \(COVID-19\)](#)

CAMTC COVID-19 Bulletin #3

Message From CAMTC About Coronavirus (COVID-19)

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.

ATTACHMENT 30
**March 16, 2020, “Urgent Message
From CAMTC About COVID-19
with Language Translations”
Bulletin.**

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

CAMTC COVID-19 Bulletin #4

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.

Urgent Message From CAMTC About COVID-19

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.

ARMENIAN

16 մարտի - CAMTC- ի հրատապ հաղորդագրություն Coronavirus- ի մասին: Coronavirus- ի ներկայացրած առողջական ճգնաժամը անսախաղեպ 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 `ձեր 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。这场危机是公共的和个人的，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 terapeuti, 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

Coronavirus 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. به منظور محافظت از مردم و به شدت توصیه می کند که دارندگان گواهینامه و مدارس فوراً از ارائه خدمات مفید CAMTC ، درمانگران خودداری کنند تا اطلاع ثانوی از طرف فرماندار و یا مقامات بهداشتی انجام شود. کسب خواهید کرد COVID-19 اطلاعات بیشتری در مورد <https://www.cdph.ca.gov> در

در پایین 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 ، موجود هستند CAMTC این صفحه وب.

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

วิกฤตการณ์เป็นเรื่องสาธารณะและส่วนบุคคลและการตอบสนองของเราจำเป็นต้องเท่ากับความท้าทาย เพื่อปกป้องประชาชนและนักบำบัด CAMTC

ขอแนะนำอย่างยิ่งให้ผู้ถือใบรับรองและโรงเรียนหยุดให้บริการทันทีจนกว่าจะมีประกาศจากผู้ว่าราชการและ / 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.

ATTACHMENT 31

March 18, 2020, “Important Memo from CAMTC” Bulletin.

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 unrelated 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

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PERSIAN

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ATTACHMENT 32

April 15, 2020, “Governor Newsom Announces New Initiatives to Support California Workers Impacted by COVID-19” Bulletin.

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

ATTACHMENT 33
**May 20, 2020, “Massage
Reopening Recommendations”
Bulletin with link to FSMTB
“Guidelines for Practice with
COVID-19 Considerations.”**

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



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

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.

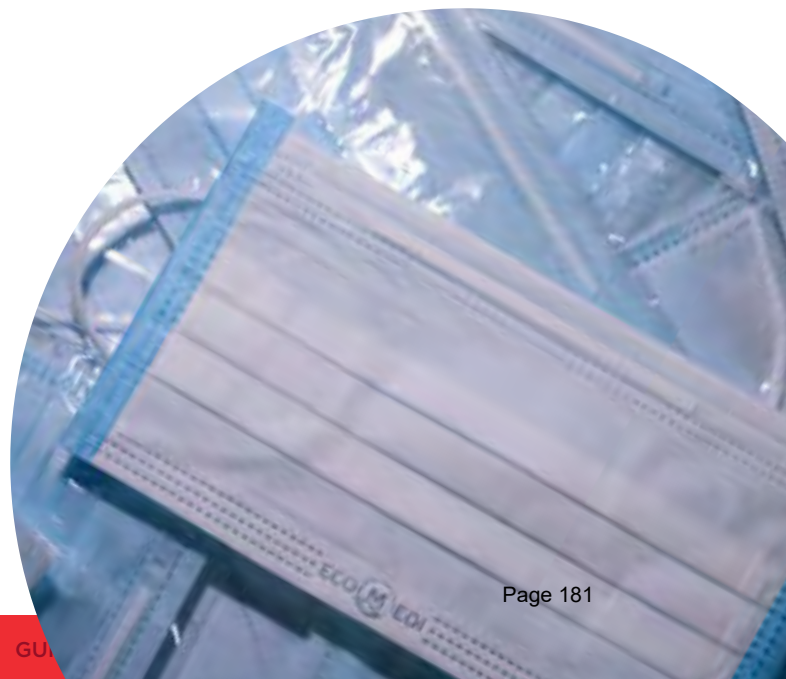
- » **Cover the mouth and nose** when coughing or sneezing with a tissue. If a tissue is not available, cough or sneeze into an elbow.
- » **Dispose of soiled tissues** immediately after use in a no-touch trash can.
- » **Wash your hands after contact with respiratory secretions.** If soap and water 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.

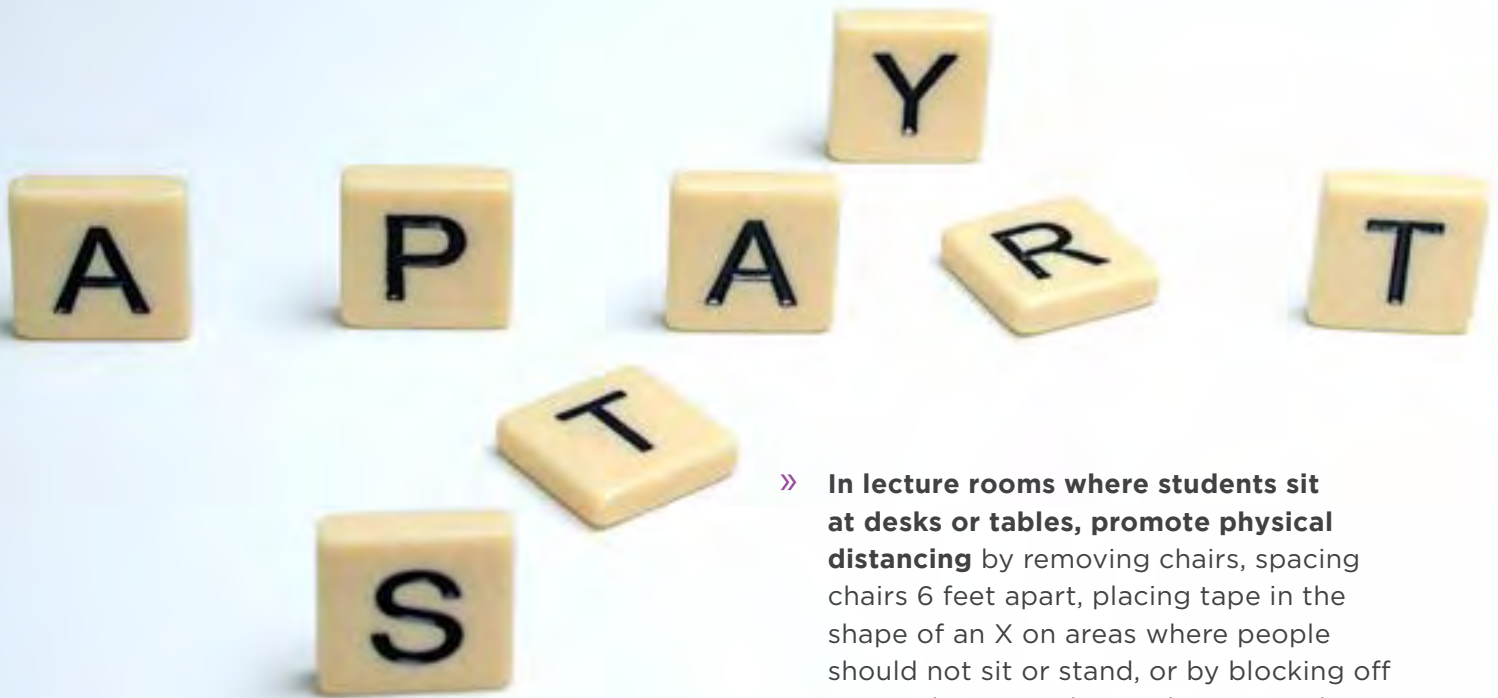
School Cleanliness, Disinfection, and Disease Prevention

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.



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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

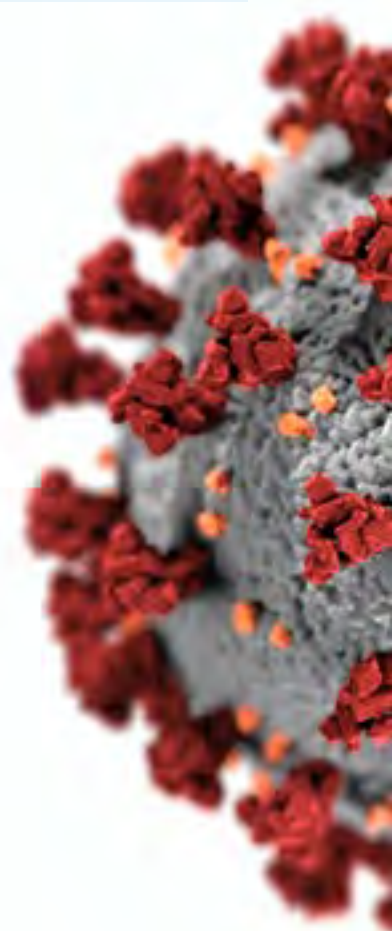
IF SOMEONE ASSOCIATED WITH A MASSAGE THERAPY FACILITY TESTS POSITIVE FOR A CURRENT COVID-19 INFECTION:

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



Acknowledgments

The Federation of State Massage Therapy Boards extends acknowledgment and sincere appreciation to the members of the Practice Guidelines Task Force. The members of the Task Force worked diligently to research and prepare the Practice Guidelines and to share best practices for massage and bodywork practitioners during the global COVID-19 pandemic. The FSMTB is profoundly grateful for their subject matter expertise and their service.

TASK FORCE

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Maryland State Board of Massage Therapy Examiners

Laura Allen, LMBT
PRESIDENT OF SALES AND MARKETING: CryoDerm
North Carolina Board of Massage and Bodywork Therapy
(former)

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Becky D. Lesik, LMT
Pennsylvania State Board of Massage Therapy

Susan Salvo, EdD, LMT, BCTMB
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Nevada State Board of Massage Therapy

Ruth Werner, BCTMB
AUTHOR: Pathology

EXTERNAL REVIEWERS

The FSMTB appreciates those who supported the project by reviewing and providing comments during the preparation of the Practice Guidelines. Input from national organizational reviewers provided the Task Force with numerous perspectives before finalizing the document.

ABMP – Associated Bodywork and Massage Professionals
AMTA – American Massage Therapy Association
COMTA – Commission on Massage Therapy Accreditation
NCBTMB – National Certification Board for Therapeutic
Massage and Bodywork

TASK FORCE SUPPORT

Debra Persinger, PhD
FSMTB Executive Director

Lorena Haynes, LMT
FSMTB Director of Government Relations

Special acknowledgement and grateful appreciation is due to Anne Williams, LMT, CHT, Director of Education for Massage Mastery Online, for providing content structure and editorial services. To bring together the breadth of information and professional wisdom contributed by the task force members into one voice was no small feat. And to do so under extraordinary time constraints was a daunting challenge that few could tackle nor ably accomplish with such remarkable skill and grace.

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.

ACTING PRESIDENT: Craig Knowles, LMT, BCTMB, CNMT
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FSMTB
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PUBLISHED 2020.05.19

ATTACHMENT 34

May 20, 2020, letter from FSMTB to Governor Newsom regarding FSMTB “Guidelines for Practice with COVID-19 Considerations.”



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

ATTACHMENT 35
May 8, 2020, “CAMTC COVID-19
FAQs” Bulletin.

05/08/2020 CAMTC COVID-19 FAQs

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 Availabl

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.

ATTACHMENT 36
May 21, 2020, “WARNING!”
Bulletin.

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/>

ATTACHMENT 37
May 21, 2020, “CAMTC Warning”
with Message from Beverly May
and FAQs Bulletin.

05/21/2020 **CAMTC Warning**
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 preventive 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/lwAR3fSGcPIbTuP9oMALinPe68ft2E_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://humboldtgov.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/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-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.sicphs.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

ATTACHMENT 38

May 26, 2020, “The Governor” Bulletin.

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

ATTACHMENT 39
May 28, 2020, “Newsom
Administration’s Advice to
CAMTC” Bulletin.

05/28/2020 Newsom Administration's Advice to 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/IwAR3fSGcPIbTuP9oMALLinPe68ft2E_vscQm2hDIgwwylvdXog7KZwY9vTw
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://humboldt.gov.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-FQ8CgEGRxVuS7FU7yaCjTElzgJ4K1DnD50BWakY>

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://occcovid19.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

ATTACHMENT 40
May 29, 2020, “Massage Therapy
and the State of California”
Bulletin.

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

ATTACHMENT 41

June 10, 2020, “Our latest letter to the Governor” Bulletin with June 10, 2020, letter to the Governor.

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, reading "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

ATTACHMENT 42

June 11, 2020, “Massage Reopening” Bulletin.

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

ATTACHMENT 43
**June 13, 2020, “New State
Guidelines & Counties’ Authority”
Bulletin.**

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

ATTACHMENT 44
June 15, 2020, “Counties’
Authority” Bulletin.

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:](#)

--Select County--

ATTACHMENT 45

June 19, 2020, “Massage During COVID-19” with Suggested COVID-19 Intake Questions Bulletin.

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?

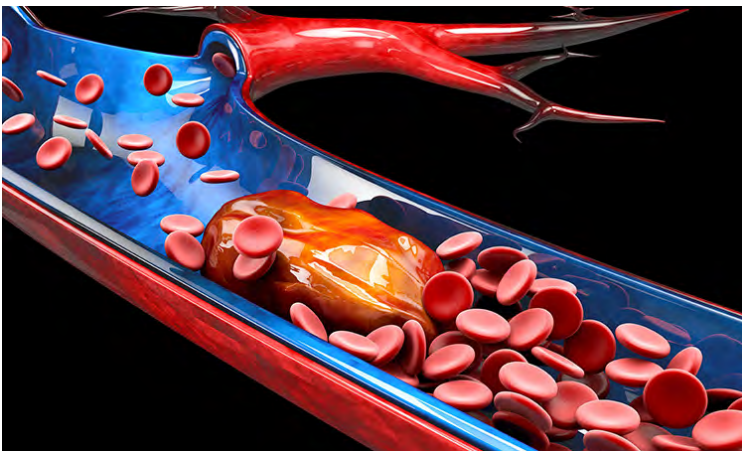
CAMTC provides the above questions merely as a suggestion for possible additional questions that CAMTC Certificate Holders might want to add to

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 whether to provide massage to a specific client or not.

MASSAGE AND BLOOD CLOTS: WHAT WE KNOW ABOUT DEEP VEIN THROMBOSIS & COVID-19 (POSSIBLE MECHANISM FOUND)

🕒 August 19, 2020 👤 MESSAGE Magazine (<https://www.massagemag.com/author/massagemag/>)

☰ Coronavirus (COVID-19) (<https://www.massagemag.com/coronavirus/>), Message News (<https://www.massagemag.com/message-news/>) 3 minute read

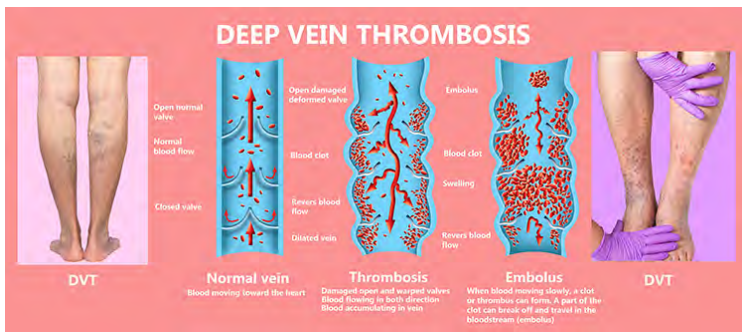


Deep vein thrombosis (DVT) as a COVID-19 development is of serious concern to massage therapists now.

MESSAGE Magazine updated this article with new sources of information on August 19, 2020.

Massage therapy is contraindicated for a client presenting with DVT, also known as blood clotting, as it can dislodge a clot and cause a pulmonary embolism—which can lead to heart attack or stroke.

As with much of the knowledge related to coronavirus (COVID-19), experts' understanding of this particular development is evolving. For example, patients hospitalized with COVID-19 present with a higher rate of DVT, while the statistics related to people who are self-isolated with a mild form of COVID-19 are not yet known; yet, patients with a mild case of COVID-19 are presenting with blood clots. Further, experts are finding evidence that suggests COVID-19 is a disease of the blood vessels.



MASSAGE Magazine's editors have curated this selection the most current information available about DVT and COVID-19, from expert sources, for our audience of massage therapists — and will update it as more becomes known. (This article is intended for information purposes only and is not a replacement for a physician's advice.)



(https://rtpr.com/hand-sanitizer-kit/fb9469ca?utm_campaign=covid-

[sponsorship&utm_content=728x90&utm_medium=banner&utm_source=message-magazine\)](https://rtpr.com/hand-sanitizer-kit/fb9469ca?utm_campaign=covid-)

COVID-19: Possible mechanism for blood clotting identified

"Circulation"

Researchers are looking at why certain COVID-19 patients experience blood clotting. This report in the journal "Circulation" (<https://www.ahajournals.org/doi/10.1161/CIRCULATIONAHA.120.048488>) explains.

Article Explains Possible Mechanism

This article in the international journal HospiMedica examines the research that may point to a possible mechanism of clotting (<https://www.hospimedica.com/covid-19/articles/294783983/identification-of-possible-mechanism-for-blood-clots-in-covid-19-patients-may-help-develop-more-effective-treatments.html>) in COVID-19 patients.

Should You Be Worried About Blood Clots With COVID-19?

The Cleveland Clinic

This article (<https://health.clevelandclinic.org/should-you-be-worried-about-blood-clots-with-covid-19/>) answers such common questions related to DVT as, "are clots a risk for people with mild cases of COVID-19?"

"There are reports that clots are forming in people with COVID-19 who are at home and mobile — not just those lying flat in a hospital bed. But it's not clear yet how common they are."

Read the article here. (<https://health.clevelandclinic.org/should-you-be-worried-about-blood-clots-with-covid-19/>)

Unraveling the Mystery of Clotting in COVID-19

Harvard Medical Grand Rounds video via the American Venous Forum

14
Shares



Medical professionals with Brigham and Women's Hospital, Harvard Medical School, the departments of medicine at Beth Israel Deaconess Medical Center and Massachusetts General Hospital discuss DVT in COVID-19 (<https://www.veinforum.org/covid-19/>), focusing on case reports and the current research on how COVID-19 affects blood vessels.

Watch the video here. (<https://www.veinforum.org/covid-19/>)

Searching for Ways to Prevent Life-Threatening Blood Clots in COVID-19

NIH Director's Blog

National Institutes of Health (NIH) Director Francis Collins, MD, PhD, speaks with Director of NIH's Heart, Lung, and Blood Institute Gary Gibbons, MD, a cardiologist, about how the coronavirus (COVID-19) affects both large and small levels; (<https://directorsblog.nih.gov/2020/06/11/searching-for-ways-to-prevent-life-threatening-blood-clots-in-covid-19/>) and encourages clots at the capillary level.

"It seems like every few weeks another page gets turned on COVID-19, and we learn even more about how this virus affects the body. Blood clots are one of the startling and, unfortunately, devastating complications that emerged as patients were cared for, particularly in New York City. It became apparent that certain individuals had difficulty getting enough oxygen into their system. The difficulty couldn't be explained entirely by the extent of the pneumonia affecting the lungs' ability to exchange oxygen."

Read the blog post here. (<https://directorsblog.nih.gov/2020/06/11/searching-for-ways-to-prevent-life-threatening-blood-clots-in-covid-19/>)

New Study Shows COVID-19 Causes Severe Blood Vessel Damage

VenousNews

New research (<https://venousnews.com/new-study-shows-covid-19-causes-blood-vessel-damage/>) indicates COVID-19 damages blood vessels and can lead to widespread thrombosis. "The researchers discovered an unexpected disease pattern in COVID-19 lungs: the virus invaded the endothelial cells, and this was accompanied by blood clots. Compared to the flu, COVID-19 lungs had 9-fold more blood clots and the blood vessels were injured by the virus causing an unusual reaction of blood vessel growth."

Read the report here (<https://venousnews.com/new-study-shows-covid-19-causes-blood-vessel-damage/>).

Related Posts

COVID-19: When the Risks Outweigh the Benefits [Guest Editorial] (<https://www.massagemag.com/covid-19-when-the-coronavirus-risks-outweigh-the-benefits-122808/>)

This is such a hard time for massage therapists, for two reasons. The first is...

COVID-19/Coronavirus Information for Massage Therapists: Fact Vs. Fiction (<https://www.massagemag.com/covid-19-coronavirus-information-for-massage-therapists-fact-vs-fiction-122749/>)

Speculation, rumors, myths and blatant falsehoods about COVID-19 have made the rounds on social media....

State-By-State Resources on COVID-19, Reopening Status & Massage Therapy (<https://www.massagemag.com/state-by-state-resources-on-covid-19-massage-open-status-massage-therapy-123414/>)

Where is your state on the re-opening continuum? Each U.S. state — sometimes each county...

14
Shares



Tell Your Story With Project COPE: Chronicling Health Care Providers' Pandemic Experiences (<https://www.massagemag.com/tell-your-story-with-project-cope-chronicling-health-care-providers-pandemic-experiences-123731/>)

The COVID-19 pandemic is having a significant impact on the therapeutic massage profession while continuing...

Best Practices for Maintaining Safety & Sanitation in a Massage Practice: An Interview with Educator Anne Williams, LMT

(<https://www.massagemag.com/best-practices-for-maintaining-safety-sanitation-in-a-massage-practice-an-interview-with-educator-anne-williams-lmt-123630/>)

Practicing massage therapy now, with enhanced sanitation, laundry and client-interaction procedures layered on top of...

f (<https://www.facebook.com/sharer/sharer.php?u=https%3A%2F%2Fwww.massagemag.com%2Fmessage-and-blood-clots-what-we-know-so-far-about-dvt-and-covid-19-123826%2F>)
t (<https://twitter.com/home?status=Massage+and+Blood+Clots%3A+What+We+Know+About+Deep+Vein+Thrombosis+%26%2319+%28Possible+Mechanism+Found%29+-+https%3A%2F%2Fwww.massagemag.com%2Fmessage-and-blood-clots-what-we-know-so-far-about-dvt-and-covid-19-123826%2F>)
G+ (<https://plus.google.com/share?url=https%3A%2F%2Fwww.massagemag.com%2Fmessage-and-blood-clots-what-we-know-so-far-about-dvt-and-covid-19-123826%2F>)
p (https://pinterest.com/pin/create/button/?url=https%3A%2F%2Fwww.massagemag.com%2Fmessage-and-covid-19-123826%2F&media=https://www.massagemag.com/content/uploads/DVT_Covid.jpg&description=Massage+and+Blood+Clots%3A+What+We+Know+About+Deep+Vein+Thrombosis+%26%2319+%28Possible+Mechanism+Found%29)
in (<https://www.linkedin.com/shareArticle?mini=true&url=https://www.massagemag.com/19-development-is-of-serious-concern-to-massage-therapists-now.-MASSAGE+Magazine+update>)



Message and Arthritis: As Americans Age, You'll See this Condition More Often (<https://www.massagemag.com/does-massage-help-arthritis-124836/>)

10 Steps to Succeeding in Your Massage Business Role (<https://www.massagemag.com/10-steps-to-succeeding-in-your-massage-business-role-124988/>)



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CURRENT ISSUE



(<https://www.massagemag.com/current-issue/>)

Articles include:

- The Big Pause in Geriatric Massage
- Cell Phone Elbow

ATTACHMENT 46
June 21, 2020, “Online
Informational Forum Podcast”
Bulletin.

06/21/2020 Online Informational Forum Podcast

CAMTC COVID-19 Bulletin #24

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 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

ATTACHMENT 47
**July 2, 2020, “Listen to The
CAMTC Online Informational
Forum Podcast” Bulletin.**

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.

Online Informational Forum Podcast

Listen to The CAMTC Online Informational Forum Podcast – Coping with COVID-19

CAMTC's Chairman Jeff Forman, Ph.D. and CAMTC's CEO, Ahmos Netanel held an online informational podcast with a panel of experts for massage therapists – coping with COVID-19. Listen to the 7 recordings of 7 topics.

- [The Counties: The Power To Enforce](#)
- [The New World of Healing Arts and Personal Service](#)
- [Massage Industry](#)
- [Massage Schools: How and When To Reopen](#)
- [CAMTC Questions & Answers](#)
- [County Health Officials](#)
- [Liability In Massage](#)



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

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.

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.

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.

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6. LIABILITY IN MASSAGE

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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.

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Thank you!

ATTACHMENT 48

June 25, 2020, “Interactive County Massage Reopening Map” Bulletin.

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

County Massage Reopening Map



- Message is not allowed to reopen
- Message allowed only outdoors with modifications pursuant to city and county approval
- Message is open indoors with modifications pursuant to city and county approval

This information relies upon multiple sources and can change rapidly. Although we hope the map and details are helpful to you, we also recommend that you validate the current situation in your area by checking with your county health department. Click on your county for more information and links.

Click on map or Select from the menu below to view county-specific information.

Select County for COVID-19 Website

ATTACHMENT 49
**October 14, 2020, “County
Massage Reopening Map –
Wednesday Weekly Updates”
Bulletin.**

10/14/2020 County Massage Reopening Map — Wednesday Weekly Updates

CAMTC COVID-19 Bulletin #38

Dear CAMTC Certificate Holders:

CAMTC's County Massage Reopening Map was just updated!

Our County Massage Reopening Map is generally updated no later than Wednesday every week, as the State updates its Blueprint for a Safer Economy with each county's status every Tuesday. So make it a weekly habit to check CAMTC's County Massage Reopening Map every Wednesday.

Click here for the most up-to-date massage reopening status information:

<https://www.camtc.org/county-massage-reopening-map/>

Take care and stay healthy!

Team CAMTC

ATTACHMENT 50

October 21, 2020, “Massage Reopens – New Guidance & Updated County Map” Bulletin.

10/21/2020 Massage Reopens — New Guidance & Updated County Map

CAMTC COVID-19 Bulletin #39

Dear CAMTC Certificate Holders:

On October 20, 2020, the State changed its Blueprint for a Safer Economy Activity and Business Tiers, which can be found here:

https://www.cdph.ca.gov/Programs/CID/DCDC/CDPH%20Document%20Library/COVID-19/Dimmer-Framework-September_2020.pdf

These changes allow massage to operate indoors, with modifications, no matter what tier a county is placed into. However, counties may impose stricter restrictions than the State, therefore make sure to check with your county for their local restrictions on massage operations.

CAMTC's County Massage Reopening Map can also be found here:

<https://www.camtc.org/county-massage-reopening-map/>

The State also released an updated Guidance for Personal Care Services document, which may be found here:

<https://files.covid19.ca.gov/pdf/guidance-expanded-personal-care-services--en.pdf>

Take care and stay healthy!

Team CAMTC

ATTACHMENT 51
**October 23, 2020, “Statewide
Milestone – LA County
Reopening Massage” Bulletin.**

10/23/2020 Statewide Milestone — LA County Reopening Massage
CAMTC COVID-19 Bulletin #40

Dear CAMTC Certificate Holders:

Today an important milestone was reached. With LA County's announcement that massage may now take place indoors with modifications, massage is now allowed to occur indoors with modifications in EVERY county in California!

Please check CAMTC's County Massage Reopening Map for links to online information in your county.

<https://www.camtc.org/county-massage-reopening-map/>

Take Care and Stay Healthy!

Team CAMTC

ATTACHMENT 52
**July 3, 2020, “LA County
Coronavirus Update” Bulletin.**

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.

ATTACHMENT 53
**July 24, 2020, “LA County
Coronavirus Update” Bulletin.**

07/24/2020 LA County Coronavirus Update Wednesday July 29th
1:00pm - 2:00pm

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.

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

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

ATTACHMENT 54

August 10, 2020, “LA County Coronavirus Update” Bulletin.

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



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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, 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.*

ATTACHMENT 55

September 11, 2020, “LA County Coronavirus Update” Bulletin.

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



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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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prevent disease, and promote health and well-being.*

ATTACHMENT 56
**October 27, 2020, “Massage
Therapist Invite - LA County
Briefing” Bulletin.**

10/27/2020 Massage Therapist Invite — LA County Briefing

CAMTC COVID-19 Bulletin #41

Dear CAMTC Certificate Holders:

The Los Angeles County Department of Public Health is having a tele-briefing for Personal Care Services this Friday, October 30, 2020 at 11:00 a.m. to 12:00 p.m. CAMTC's CEO, Ahmos Netanel, will 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 Personal Care Services Public Health Officials Provide Update on Novel Coronavirus (COVID-19)

Public Health will conduct a telebriefing to update you on the latest COVID-19 response, discuss the State's recovery road map and updated Tier Framework that classifies Each California County based on its daily case rate, positivity rate and health equity metric. We will also have ample time to answer your questions and listen to your feedback. During this telebriefing we will discuss the new Health Officer Order that went into effect last week and the new sectors that are allowed to re-open.

WHEN: Friday, October 30, 2020
Time: 11:00a.m. – 12:00 p.m. (PDT)

WHERE: Telephone Call-in: **877-226-8164**
Access Code: **1023123**

*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
Environmental Health

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*

###

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prevent disease, and promote health and well-being.*

ATTACHMENT 57

July 13, 2020, “Massage Closures” Bulletin.

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

ATTACHMENT 58
**July 21, 2020, “Outdoor Service
Guidance for Massage – July 20,
2020” Bulletin.**

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

ATTACHMENT 59

July 31, 2020, “In Today’s New York Times” Bulletin with link to New York Times, California Today article, dated July 31, 2020, entitled “How Massage Therapists in California Are Adapting to the Pandemic.”

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>

CALIFORNIA TODAY

How Massage Therapists in California Are Adapting to the Pandemic

Some counties in California have not allowed personal care businesses to reopen. Other counties have moved them exclusively outdoors.



By Marie Tae McDermott

July 31, 2020



In mid-July, Gov. Gavin Newsom gave guidelines for barber shops, nail salons and massage businesses that allowed them to stay in practice, if they moved outdoors. Mario Anzuoni/Reuters

Good morning. You cannot give a massage over Zoom. And that means California's decisions to declare many massage therapists as nonessential workers has made their lives especially challenging in the pandemic.

As part of our effort to answer reader questions — we call it **Your Lead** — we heard from Marion Pernoux, a massage therapist and reiki practitioner, who asked, “How do California officials define essential health providers and why is my professional specialty not included in this category?”

Ms. Pernoux lives in San Francisco, which is one of six counties in California that have not reopened massage establishments. Because of the spike in coronavirus cases, officials in San Francisco pushed back their original target date for reopening personal care businesses and have not specified a new date.

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. Humboldt, Mariposa and Inyo counties are allowing massages as normal.

[Track coronavirus cases by California county.]

The reopening list, which is constantly in flux, is based on the state's monitoring rules. For counties that have been on the monitoring list for three consecutive days, some personal care services may be provided outdoors, but all indoor operations must remain closed.

Ms. Pernoux's practice, which she has had for 15 years, has gone virtual. At the start of the pandemic, she began providing reiki, a form of energy healing that involves touch, over Zoom. Her "distant reiki" sessions use a combination of breathwork and guided meditation. She began by treating a group of nurses at a local hospital and the online sessions eventually reached people outside California, in states like Wisconsin.

The state has a broad definition of essential workers based on their particular industry. Essential health care workers include doctors and nurses as well as food service and waste management workers. Massage therapists who practice outside of clinical health care settings are not classified as essential.

Still, Ms. Pernoux says that she wants people to know that massage therapists and healers can play an important role.

"It's not just relieving muscle tension," she said. "It's the clinical aspect of tending to somebody who's allowed to just completely let go."

In mid-July, Gov. Gavin Newsom announced guidelines for barber shops, nail salons and massage establishments that allowed them to stay in practice, if they moved outdoors.

"We talk often, not just about masks, but the importance of moving indoor activities outdoors," Mr. Newsom said.

While some businesses were forced to close, others adapted to the order.

Sparrow Harrington is the owner of Sparrow's Nest Wellness Center in Los Angeles, which provides prenatal and postpartum therapeutic massage care. Ms. Harrington shut down her business for three months to comply with stay-at-home orders. She reopened in late June and for two weeks provided services in the office. Then came the order to move outside.

"We had one day's notice," Ms. Harrington said. "We had clients on the books for the next day and it had to be outdoors."

Ms. Harrington and her team quickly set up a massage table in a gazebo on her property. At the office, they set up an open-air tent on the patio to shield clients and therapists from the sun while allowing fresh breezes to flow through. Massage therapists changed their uniforms to shorts and jumpers, and a cooling fan was added to the space.

Performing massages outdoors has been surprisingly smooth, Ms. Harrington said, even with the rising temperatures in Southern California.

"We're just really grateful that we had the opportunity to be able to not just have a hard stop but to be able to adapt in a way that can make this more safe and sustainable for our clients," she said.

Have a question about how the pandemic is changing daily life in California? [Click here to submit.](#)

Here's what else we're following

We often link to sites that limit access for nonsubscribers. We appreciate your reading Times coverage, but we also encourage you to support local news if you can.

ATTACHMENT 60

September 3, 2020, “New Massage Status of Counties” Bulletin.

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

ATTACHMENT 61

September 24, 2020, “Status of Massage Reopening” Bulletin.

09/24/2020 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



Interactive Distance Learning Preliminary Report

December 10, 2020

Prepared by:
Joe Bob Smith, Director
Educational Standards Division

At the CAMTC Board meeting on October 1, 2020, the Board adopted a motion directing staff to create a preliminary report on distance learning as a follow-up to the Temporary Policy to Accept Interactive Distance Learning Hours the Board adopted on July 27, 2020.

Temporary Policy to Accept Interactive Distance Learning Hours – **STAFF RECOMMENDATION**

STAFF RECOMMENDS that the Board modify the Temporary Policy to read:

The temporary policies described herein expire 30 days after the date that the State and the health department for the county in which the school is located allows in-person classes to resume, **but not before July 1, 2021.**

This more definite timeframe allows schools to plan their spring and summer programs while CAMTC considers the future acceptance of distance learning. It is unlikely that in-person classes will be allowed in most of the state much, if any, before July 1, 2021.

The Board's temporary policy adopted in July has been working relatively well. The main concern voiced by a number of schools is the uncertainty of the expiration date. While it appears that it will be many months before both the State and the various county health departments allow in-person classes to resume with minimal or no restrictions, this unknown timeframe makes it difficult for schools to schedule classes, hire instructors, enroll students, and generally plan their business several months out as necessary in a school environment.

History and Current Status of CAMTC's Acceptance of Distance Learning

CAMTC's Policies and Procedures for Approval of Schools ("Procedures") section 1.B. states, "CAMTC does not accept online or distance learning hours, including but not limited to,

externships, homework, and self-study or credits through challenge examinations, achievement tests, or experiential learning.”

This policy continues the Board’s December 2013 policy which states, “Effective December 5, 2013, CAMTC will not accept distance learning or online hours for the first 500 hours of education with the following exceptions: 1) for CAMTC certificate holders that are currently CMPs who are upgrading to CMTs, CAMTC will accept online or distance learning classes that are completed on or before April 6, 2014; 2) for CAMTC certificate holders that are currently CCMPs, CAMTC will accept online or distance learning classes that are completed on or before April 6, 2014 which are also completed and reported to CAMTC before the CCMP certificate expires.”

Due to the COVID-19 pandemic, CAMTC staff began temporarily accepting interactive distance learning (“IDL”) hours for lecture based subject matter as of March 12, 2020. On July 27, 2020, the Board adopted CAMTC’s Temporary Policy to Accept Interactive Distance Learning Hours, which ratified staff’s earlier decision and made the additional allowance for the temporary acceptance of hands-on distance learning hours, so long as a minimum of 75 in-person hands-on hours are completed as part of the total 500 hours. Procedures section 5.E.b. requires a minimum of 250 total hours in the supervised instruction of hands-on massage; thus, a minimum of 75 of those 250 hours must be completed in-person while the remaining 175 hours may be completed through IDL. Currently, students may apply for CAMTC Certification with a minimum 75 in-person hands-on hours and 425 IDL hours.

California Bureau for Private Postsecondary Education and Distance Learning

Pursuant to Business & Professions Code section 4601, CAMTC shall only consider for approval massage programs that are already approved by one of the named entities. For most massage schools, this means the Bureau for Private Postsecondary Education (“BPPE”). BPPE has two means of approval: 1) Approval by Means of Accreditation, which mostly defers to the school’s accrediting agency, and 2) Full Approval for schools that are not accredited.

For any BPPE-approved school to offer distance learning it must have specific approval to do so. If the school is accredited, then the accreditor is responsible for giving that approval. If the school is not approved, then the school must apply to BPPE for specific approval to teach using distance learning.

When the pandemic began, BPPE gave temporary authorization for all of its approved schools to offer distance learning so long as the hours would be accepted by any licensing or, in the case of CAMTC, certifying entity. That temporary authorization expired on June 30, 2020. If schools wanted to continue utilizing distance learning, then they had to apply with BPPE or, in the case of accredited schools, receive approval from their accreditor. Many CAMTC Approved Schools who submitted applications to BPPE are waiting on a decision while others have

received approval. Schools are authorized by BPPE to continue with distance learning while their applications are under review.

To date, one CAMTC Approved School has been denied approval for distance learning because the “institution’s distance education program and delivery method do not meet minimum standards for reliable technology, meaningful faculty interaction, and appropriate student evaluations conducted by duly qualified faculty.”

Other Massage Distance Learning Policies

Prior to the COVID-19 pandemic, CAMTC is not aware of any states that accepted distance learning for entry-level massage therapy education. Since shelter-in-place orders were issued throughout much of the country, out-of-state massage boards have all reacted differently to this crisis. Additionally, the Federation of State Massage Therapy Boards (“FSMTB”) and the National Certification Board for Therapeutic Massage and Bodywork (“NCBTMB”) have adapted their education requirements for applicants sitting for their respective exams. Here is a general summary of other policies regarding the acceptance of IDL for entry-level massage therapy education:

<u>STATE</u>	<u>TOTAL HOURS REQ</u>	<u>IDL ALLOWED</u>	<u>NOTES</u>
CAMTC	500	425	Req’d in-person: 75 in-person hands-on hours
Arizona	700	0	
Florida	500	212	Req’d in-person: Anatomy & Physiology 75 of 100 hours; Basic Massage Theory 125 of 125 hours; Allied Modalities 75 of 75 hours; Hydrotherapy 12 of 15 hours
Nevada	500	205	Req’d in-person: 220 hours of hands-on instruction and clinic
New York	1000	500	
Oregon	625	See Notes	Req’d in-person: varies but includes anything other than Massage Theory and Application and Clinic
Texas	500	250	
NCBTMB	Varies	See Notes	During the pandemic, science curriculum may be distance learning, but a minimum 200 hours of hands-on must be in-person.

California Board of Barbering & Cosmetology and Distance Learning

In terms of education, the most comparable professional board in California is the Board of Barbering & Cosmetology (“BBC”). The BBC’s regulations do not address distance learning at all. Rather, BPPE has the ultimate say for unaccredited schools. As such, the BPPE is currently allowing BBC schools to temporarily operate their programs entirely online, as long as graduates can still meet the requirements to sit for licensure exams. Under normal circumstances, the BPPE will approve BBC schools to offer theory only online.

CAMTC Approved Schools and Distance Learning

CAMTC Approved and Provisionally Approved Schools offering IDL must submit a monthly report as required by the Temporary IDL Policy. Based on these monthly reports, approximately 55 of CAMTC’s 79 approved and provisionally approved schools are currently offering some form of IDL. The remaining schools generally are waiting for distance learning approval from BPPE; have delayed start dates; or paused enrollments entirely. Two programs have informed CAMTC that they are teaching out their massage programs. BPPE has denied distance learning approval for one program so far.

In-person classes were halted throughout the state at the start of the pandemic. Over the past few months, in-person classes have resumed in a limited and modified manner on a county-by-county basis. Depending on the county, schools have been able to offer some hands-on classes and student clinics either outdoors or indoors with modifications. At least one school is able to operate almost entirely indoors with modifications.

Since the October Board meeting, CAMTC has virtually visited classes from 21 approved schools, slightly over a quarter of all approved schools. The results have been mixed from school to school, as well as from class to class in the same school where CAMTC has made multiple site visits.

When in-person classes were shut down in March, few massage schools had a plan for distance learning. Only larger schools that had been using distance learning for other programs were somewhat prepared. Most CAMTC approved programs had to scramble – from no distance learning to all distance – in a matter of two to three weeks. Due to the short time frame, lack of training, and limited preparation, schools adopted a variety of approaches and technology to enable distance learning – necessity is the mother of invention, after all. This created the “wild west” of distance learning.

At one school, for example, CAMTC made two site visits to two different classes, each with a different instructor. The anatomy instructor had an excellent presentation with slides and that engaged students in both video and chat. The Swedish instructor, on the other hand, had an intermittent camera connection and could not screen share, so every time a student was talking

or coughing the screen would change to them. On a positive note, each student had a table and body to work on.

Similar findings can be reported from school to school as well. In some observations, instructors had the technology, knowledge and training to utilize distance learning tools. In others, instructors and students struggled to make it work.

Another issue stems from schools that have chosen to provide asynchronous learning for some or all of their lecture hours. While asynchronous learning is a legitimate and accepted form of distance learning, it requires frequent and consistent communication between instructor and student. One school whose asynchronous class we reviewed had no information posted in assignments for the previous two weeks.

Eight months into this pandemic, with no end in sight, CAMTC expects schools offering IDL to have established functional and effective distance learning curriculum and instructional delivery. CAMTC will continue to make virtual site visits and monitor schools offering IDL to ensure students meet the minimum for training and curriculum required for CAMTC Certification.



TEMPORARY POLICY TO ACCEPT INTERACTIVE DISTANCE LEARNING HOURS

Pursuant to California Business and Professions Code sections 4600 *et. seq.* (hereinafter the "Massage Therapy Act"), the California Massage Therapy Council ("CAMTC") has adopted Policies and Procedures for Approval of Schools ("Procedures") which establish minimum requirements for the approval of massage schools. Pursuant to this authority, CAMTC has adopted Procedures section 1.B., which states: "CAMTC does not accept online or distance learning hours, including but not limited to, externships, homework, and self-study or credits through challenge examinations, achievement tests, or experiential learning."

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

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

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

1. Temporarily accept IDL for students whose training, provided on or after March 12, 2020, has been or is interrupted or otherwise impacted as a result of the COVID-19 crisis. The temporary policies described herein expire ~~30~~ 90 days after the date that the State and the health department for the county in which the school is located allows in-person classes to resume, **but not before July 1, 2021**. These policies shall be temporarily reinstated if the State or local county health department again prohibits in-person classes due to subsequent COVID-19 shutdowns or if the school must discontinue in-person classes due to a COVID-19 outbreak

within the school. Subsequent reinstatements of these policies expire ~~30~~ 90 days after the date that the State and health department for the county in which the school is located allows in-person classes to resume or, in the case of a COVID-19 outbreak within the school, 14 days after the school is closed due to the outbreak.

For students who enroll and begin classes prior to the expiration of this temporary policy, CAMTC will continue to accept distance learning hours successfully completed during the twelve months after this temporary policy expires, so long as the requirements of this temporary policy are met. **CAMTC will not accept distance learning hours for students who enroll or start classes after this temporary policy expires.**

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

- (a) Pursuant to CAMTC's Temporary Policy to Accept Interactive Distance Learning (IDL) Hours, this school offers both lecture and hands-on hours through IDL under the active and direct supervision of a qualified instructor.
 - (b) While some hands-on hours may be completed through IDL, CAMTC requires students to successfully complete a minimum of 75 of the total hands-on hours in-person under the active and direct supervision of a qualified instructor. The minimum 75 in-person, hands-on hours may be completed as part of a program's student clinic, if available.
 - (c) Students who fail to successfully complete any or all of the IDL hands-on hours or fail appropriate hands-on skills assessments shall complete the hands-on hours in-person when in-person classes resume.
 - (d) A student may choose to complete any or all hands-on hours in-person rather than through IDL when in-person classes resume.
 - (e) A student, prior to graduation, who completes hands-on hours through IDL may request to audit hands-on hours in-person when in-person classes resume.
6. Schools shall properly account for each student engaged in IDL, including complete and accurate records of attendance, clearly identifying whether the student completed hours in-person or through IDL, and whether or not the student successfully completed those hours. Pursuant to Procedures section 5.E.d: "Students may not be credited more than 40 hours of total education in any 7-day period, with no more than 10 hours in any one day."
7. In addition to meeting the requirements of Procedures section 5.B., transcripts or transcript addenda, if applicable, for students who have completed any IDL hours shall identify how many hours of each course were completed in-person or through IDL.
8. While CAMTC has extended its temporary acceptance of IDL as stated herein, the California Bureau for Private Postsecondary Education's ("BPPE") temporary use of distance education techniques expired June 30, 2020, for institutions holding Full Approval status with BPPE. **For CAMTC to continue to accept IDL from a BPPE Full Approval institution, that school must receive written approval from BPPE to continue to offer IDL, and provide proof of written approval to CAMTC.** Pursuant to Business and Professions Code section 4601, CAMTC can only accept hours completed as part of a program approved by BPPE. **Institutions that BPPE has Approved by Means of Accreditation must obtain written approval to offer IDL through their accrediting agency, and provide proof of written approval to CAMTC.**
9. CAMTC Approved Schools may enter into temporary consortium agreements with other CAMTC Approved Schools so that students can complete courses at other institutions but be awarded credit by their home institution. If this occurs, transcripts must clearly identify the education provided by each school
10. By the 10th of every month starting August, 2020, and until the school discontinues the use of IDL, the school shall notify CAMTC by email at schooldocs@camtc.org with the subject line of the email as "COVID-19 Temporary Education Plan – School Name – CAMTC School Code – Month and Year" (e.g., COVID-19 Temporary Education Plan – ABC School of Massage – SCH0500 – August 2020) and provide the following information:
 - School Name and CAMTC School Code;
 - Local county jurisdiction and that county's current allowance for 1) in-person classes, and 2) in-person clinics (must be able to provide documentation);
 - Start and end dates of BPPE or accrediting agency's approval to offer IDL (must be able to provide documentation);

- IDL delivery method for both lecture and hands-on hours, including the technology or program being used;
 - Method used for tracking student attendance, including each student's successful completion of those hours and identifying between in-person and IDL hours;
 - Confirmation that the school is maintaining photo or video evidence confirming the hands-on hours of attendance as part of each student's permanent record or provide class access information, in advance of the class occurring, to CAMTC;
 - Current enrollment by program, course, cohort, or class, as relevant to each school;
 - Current schedule of classes (including but not limited to: dates, days of week, hours in day, in-person or IDL); and
 - Any anticipated changes or changes in the past month to the method of delivery.
11. Schools desiring to make changes to their approved curriculum, outside of the method of delivery described herein, must apply to and receive approval from CAMTC for any such changes, as well as for any other changes including, but not limited to, change of ownership, school name, physical or mailing addresses, contact information, or staff employment.
12. In accordance with the Massage Therapy Act, CAMTC approved schools shall meet all minimum standards for training and curriculum, as well as all requirements stated in the Procedures unless specifically and temporarily amended by these policies herein.

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



CALIFORNIA MASSAGE THERAPY COUNCIL

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December 10, 2020

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

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

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

See attached:

1. Temporary Policy to Accept Interactive Distance Learning Hours adopted on July 27, 2020 (specifically section 1.)

A short description of why the policy should be changed.

A 500-hour or greater massage program takes six to twelve months to complete, on average. Thus, schools must schedule classes, hire instructors, and plan their business several months in advance. The unknown date of this policy's expiration, which depends on State and county health departments allowing in-person classes to resume, makes it difficult for schools to plan their spring and summer classes. It is logistically difficult to require students and instructors to go back to the classroom with only 30-days' notice. Knowing they will not be required to do so before July 1, 2021, and providing 90 days to transition back to in-person classes alleviates some pressure from schools and allows them to plan operations for the first half of 2021.

Additionally, to accommodate contractual obligations and students enrolling from long distances, allowing students to complete programs in the same format they started them further minimizes challenges schools and students will face. This means that students who enroll and start a program with distance learning classes prior to the expiration of this policy can continue with distance learning classes for a period of twelve months after the expiration of this temporary policy. CAMTC will not accept distance learning hours from these students completed

after the twelve months are up. Also, CAMTC will not accept distance learning hours from students who enroll or start a program after this temporary policy expires.

Given the present situation, these amendments will likely change the current policy only minimally as it is unlikely that both the State and counties will allow in-person classes to resume much before July 1, 2021, and not all approved programs or students will need these additional accommodations.

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

Not applicable.

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

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

Potential pros and cons if the new policy is adopted:

Pros – Allows schools to plan for the first half of 2021 without worrying that the policy will expire and they will be required to reinstate in-person classes with only 30-days' notice. Also, will allow students to complete a program as they started it.

Cons – Potentially extends the acceptance of distance learning hours for already enrolled students for a maximum of twelve months after the State and counties allow in-person classes to resume.

The impact on current certificate holders and applicants.

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

A suggested date for the change to be implemented.

Effective immediately.



POLICIES AND PROCEDURES FOR APPROVAL OF SCHOOLS

~~Effective January 1, 2020~~

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

1. Eligibility for approval.

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

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

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

2. Approval and Re-Approval Process.

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

against it by CAMTC and no break in the approval period, may apply for re-approval. The re-approval fee shall be \$3,000 for schools whose approval expires on or before December 31, 2019, and \$6,000 for schools whose approval expires on or after January 1, 2020, and provides for 4 full years of CAMTC approval, so long as the school maintains the requirements for approval set forth herein and is not in violation of these Procedures. Schools with a break in the approval period, or who have had disciplinary action taken against them by CAMTC, must apply and meet the requirements of a new applicant, including paying the initial application fee, which shall provide for 2 full years of CAMTC approval if approval is obtained.

- C. A school offering a professional massage therapy program that has not been approved by CAMTC, before enrolling a student in the school, shall notify the student in writing and obtain a signed confirmation from the student that the student has received written notification of the following:

- a. That the school is not approved by CAMTC.
- b. That the education completed at the school cannot be used to satisfy any of the requirements for CAMTC certification as a massage therapist or massage practitioner in California.

- D. Schools applying for initial approval shall host a scheduled site visit from a CAMTC representative(s) who will verify information submitted in the application packet and compliance with requirements for approval set forth herein. Schools applying for re-approval may also be required to host a scheduled site visit from a CAMTC representative(s) who will verify information submitted in the application packet and compliance with requirements for approval set forth herein, at CAMTC's discretion. Unscheduled site visits may also occur at any time for both approved schools and applicants for approval or re-approval.

E. Approval Process

- a. For Applications for School Approval received on or before December 31, 2019, the approval process for a school shall be consistent with the following timelines:

- 1) Within 180 days from the date an application is deemed complete by CAMTC, CAMTC will send a letter to the school notifying it of CAMTC's decision to approve the school, provisionally approve the school, propose to deny the school, propose to otherwise act against the school in accordance with these Procedures, or notify the school that corrective action is needed in accordance with the procedures set forth herein.
- 2) If a school does not complete its portion of the application for school approval, including, but not limited to, all supporting documentation and background checks within one year of the date that CAMTC received the application, the application may be purged. Once an application is purged, the school will need to start the entire application process over, including paying the application fee and meeting all of the requirements for program approval that exist at the time, and applying as a new applicant for school approval.

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

taken. Once CAMTC has reviewed submitted proof that the school has taken the specific corrective action requested pursuant to this section and made a determination as to whether the action taken satisfies the request for corrective action, CAMTC will send a letter to the school notifying it of CAMTC's decision to approve the school, provisionally approve the school, propose to deny the school, or propose to otherwise act against the school in accordance with these Procedures or notify the school that additional corrective action is needed, notwithstanding the limitations of section 2.E.b.2. above. CAMTC shall note on its internet website the date that a letter requesting corrective action has been sent to the school and the final outcome and date of that proposed action.

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

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

3. Important Dates.

- A. July 1, 2016. As of this date, CAMTC will accept, for purposes of certifying individuals who received massage education in California, only those hours completed from CAMTC approved programs offered at CAMTC approved schools unless otherwise allowed pursuant to these procedures. The 500 hours required for CAMTC Certification may be completed at more than one approved school and/or more than one approved massage program. Students do not have to register for or complete an entire CAMTC approved program for CAMTC to consider the education sufficient to meet the requirements in the Massage Therapy Act; CAMTC will consider hours from a partially completed program for certification so long as those hours are part of a CAMTC approved massage program.
 - a. CAMTC will accept education for CAMTC certification purposes from schools or programs closed on or before June 30, 2016, with either no lawful custodian of records or a lawful custodian of records that is not a CAMTC approved school as long as all of the following conditions are met:

- 1) The education occurred at a time when the closed school or program was approved or accredited by at least one of the organizations listed in California Business and Professions Code section 4601;
 - 2) The closed school or program is or was not subject to any disciplinary actions or pending investigations by any approval or accrediting agencies, Law Enforcement Agencies (LEA), government agencies, CAMTC or other massage or school related entities; and
 - 3) The applicant for CAMTC certification provides verifiable proof that the education received at the closed school or program meets minimum standards for training and curriculum and the statutory education requirements for certification.; and
 - ~~4) The individual application for CAMTC CMT certification is received in the CAMTC office on or before December 31, 2020. Applicants whose applications are received after this date may still use education from closed schools or programs described in this section 3.A.a. for CAMTC certification purposes as long as they either provide proof of current and continuous city and/or county permit(s) to provide massage for compensation for the previous 5 years or they pass a CAMTC education hearing (oral telephonic hearing or consideration of a written statement).~~
- b. CAMTC will accept education for CAMTC certification purposes from schools or programs closed on or before June 30, 2016, that have a CAMTC approved school as their lawful custodian of records as long as all of the following conditions are met:
- 1) The education occurred at a time when the closed school or program was approved or accredited by at least one of the organizations listed in California Business and Professions Code section 4601;
 - 2) The closed school or program is or was not subject to any disciplinary actions or pending investigations by any approval or accrediting agencies, Law Enforcement Agencies (LEA), government agencies, CAMTC or other massage or school related entities;
 - 3) The CAMTC approved school identified as lawful custodian of records remains approved by CAMTC; and
 - 4) The CAMTC approved school identified as lawful custodian of records adheres to the following requirements:
 - A. Submits transcripts from closed school(s) or program(s) in accordance with these Procedures, noting either on the transcript or in an attached letter that the transcript is being submitted by the lawful custodian of records;
 - B. When education is completed at multiple schools, submits either 1) one transcript listing education from all schools clearly identifying when and at which school specific education was received, or 2) provides a separate transcript for each school identifying when and at which school specific education was received;
 - C. Maintains detailed information including, but not limited to, attendance records, syllabi, instructor names, and course catalogs for the programs and curriculum from the closed school(s) or program(s) as they are listed on transcripts for CAMTC review; and
 - D. Maintains detailed information on the purchase, merger, or other legal transaction that resulted in the CAMTC approved school becoming the lawful

custodian of records for the closed school or program for CAMTC review.

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

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

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

4. Application Packet.

A School Approval Code issued by CAMTC is for a single campus, including CAMTC approved satellite locations and specific owner(s), and may not be used for any other locations, schools, or owners. Therefore, for each campus or school, a separate application, fee, and requested materials shall be submitted in electronic pdf format on a flash drive:

A. Application

- a. The application shall be completed in its entirety, typed, signed, dated, and accompanied by the non-refundable application fee. Employees of public colleges or universities of the California state higher education system, as defined in section 100850 of the Education Code, may use campus ID number in lieu of social security number, campus ID as a form of government issued photographic identification, and may omit home address.

B. Approvals

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

C. Management

- a. For private post-secondary schools:
 - (1) Organizational chart showing owners and all full and part-time employees, independent contractors, volunteers, and any other individuals who participate in massage program operations, including but not limited to management, staff, faculty members, advisory boards, and administrative personnel.

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

D. Transcripts

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

E. Enrollment Agreement

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

F. Course Catalog

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

G. Curriculum

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

H. Faculty

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

I. Facility

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

(4) All areas utilized for student massage clinic.

J. Advertising

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

5. Requirements for Approval.

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

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

A. Administration

- a. Continuously maintain all eligibility requirements for approval or accreditation by the organization(s) listed in Business and Professions Code section 4601 that the school is accredited or approved by, and for approval by CAMTC.
- b. Include CAMTC School Approval Code (once approved) in any and all massage program advertising and marketing materials, including but not limited to website, business cards, brochures, print advertisements, and online banners. The school may indicate that it is "CAMTC approved" or "approved by CAMTC," but may not state or imply that the school or its educational programs are endorsed or recommended by CAMTC, or that approval indicates the school exceeds minimum standards.
- c. Post any and all approvals and accreditations, including from CAMTC, on the school premises in an area easily visible to the public.
- d. Continuously maintain the exact same owner(s) and ownership structure matching CAMTC records, which shall match the records of all other agencies that have approved or accredited the school pursuant to Business and Professions Code section 4601.
- e. Operate; advertise; issue certificates, diplomas, degrees, and/or transcripts; and conduct all other school business under the exact school name matching CAMTC records, which shall match the records of all other agencies that have approved or accredited the school pursuant to Business and Professions Code section 4601.
- f. Teach all classes and conduct business only at CAMTC approved locations matching CAMTC records, which shall match the records of all other agencies that have approved or accredited the school pursuant to Business and Professions Code section 4601.

- (1) Occasional, site-specific classes, including but not limited to First Aid/CPR Certification, cadaver labs, sports massage events, health and professional expos, career fairs, and spa tours accounting for no more than 50 total hours and specifically provided for in the curriculum, complete with detailed learning objectives, assignments, and assessments, may be taught at an appropriate off-site location under direct supervision of a qualified instructor. Instructors must sign off on appropriate documentation attesting to the total number of acceptable clock hours completed by each student and students shall only receive credit for the actual clock hours for which they engaged in massage activities and activities related to massage. Under no circumstances shall students receive credit for travel time, idle, non-educational, or unsupervised activity. CAMTC reserves the right, in its sole discretion, to not accept off-campus hours.
- g. Changes of owner(s) and/or ownership structure, operating under a different school name, teaching and/or conducting business at a different or additional address, and/or changes in program name or content may only occur after the school first obtains an approval letter from the appropriate agencies that have approved or accredited the school pursuant to Business and Professions Code section 4601, submits the appropriate application for change to CAMTC, and CAMTC approves such application. (Please note that BPPE currently only requires approval for a change of location if the move is more than 10 miles from the original location; however, CAMTC requires approval for any change of location.)
- h. The school is responsible for the conduct of all owners, full and part-time employees, independent contractors, volunteers, and any other individuals who participate in school operations, including but not limited to management, staff, faculty members, advisory boards, and administrative personnel. CAMTC may deny approval or take disciplinary action against a school if an owner, full or part-time employee, independent contractor, volunteer, or any other individual who participates in school operations, including but not limited to management, staff, faculty members, advisory boards, and administrative personnel, engages in unprofessional conduct while engaged in school activities.
- i. The school must report to CAMTC, within 15 days of receiving notice, all legal actions, arrests, police reports, and complaints against professional conduct, involving the school; school personnel including owners, full and part-time employees, independent contractors, volunteers, and any other individuals who participate in school operations, including but not limited to management, staff, faculty members, advisory boards, and administrative personnel; and/or students or graduates engaged in school or massage related activities.

B. Transcripts

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

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

requirements met by transfer hours; reason(s) for transfer; and attached copy of transcript(s) from other school(s). Transfer hours may not make up more than 50% of the 500 hours required for certification.

- (1) CAMTC will consider up to 125 hours of equivalent anatomy and physiology, health and hygiene, and/or business completed at a college or university of the state higher education system, as defined in Section 100850 of the Education Code, as meeting the definition of a CAMTC approved school.
 - (2) CAMTC reserves the right, in its sole discretion, to not accept any or all transfer hours.
- h. Schools shall take necessary precautions to avoid the creation and/or reproduction of fraudulent transcripts. Fraudulent transcripts, whether from within or without the school, may lead to suspension or revocation of school approval, among other consequences.
 - i. Any changes in transcript format, authorized signers, and/or security features may only occur after the corresponding application for change has been submitted to and approved by CAMTC.
 - j. The school shall have clearly defined written policies that it follows for accurately and securely keeping and maintaining student files and transcript information, including but not limited to enrollment agreements, payment ledgers, attendance rosters, coursework, and grades.
 - k. Transcript information shall be securely kept permanently. If a school closes, it shall designate a custodian of records for that school and notify CAMTC of the name, address, email address, and telephone number of its designated custodian of records 30 days before the date of the school's closure.

C. Enrollment Agreement

- a. Enrollment agreements and massage program addendums, if any, from private post-secondary schools shall, at minimum, contain the following information:
 - (1) School name, address, additional addresses where classes will be held, telephone number, and website.
 - (2) Student's full legal name, date of birth, address, email, telephone number, and signature.
 - (3) Copy of a current valid government issued photographic identification.
 - (4) Title of massage program and total scheduled number of supervised hours received upon completion.

- (5) Program schedule with start date and scheduled completion date.
 - (6) All scheduled charges and fees including, as applicable: tuition, registration fee, equipment, lab supplies, textbooks, educational materials, uniforms, charges paid to an entity other than the school as required by the program, and any other charge or fee.
 - (7) Scheduled payment terms.
 - (8) Clearly visible disclosure statement: "Attendance and/or graduation from a California Massage Therapy Council approved school does not guarantee certification by CAMTC. Applicants for certification shall meet all requirements as listed in California Business and Professions Code sections 4600 et. seq."
 - (9) Statement directing students to CAMTC for unanswered questions and for filing a complaint: "A student or any member of the public with questions that have not been satisfactorily answered by the school or who would like to file a complaint about this school may contact the California Massage Therapy Council at: One Capitol Mall, Suite 800, Sacramento, CA 95814, www.camtc.org, phone (916) 669-5336, or fax (916) 669-5337."
- b. Enrollment agreements from public colleges or universities of the California state higher education system, as defined in section 100850 of the Education Code, and public schools accredited by an agency recognized by the United States Department of Education shall meet or exceed standards as determined by governing laws and regulations.

D. Course Catalog

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

- a. School name, address, additional addresses where classes will be held, telephone number, website, and CAMTC School Approval Code (once approved).
- b. Date printed/revised.
- c. Title of massage program(s) and total number of scheduled supervised hours received upon completion.
- d. Program prerequisites, including but not limited to admission requirements, previous training, and language comprehension skills.
- e. Completion and graduation requirements, including but not limited to clock hours to attend, assignments to complete, and assessments to pass.
- f. Transfer credit policy.

- g. Attendance and leave of absence policies, including but not limited to:
 - (1) Notice that applicants for CAMTC certification shall have attended 500 supervised hours total with 100 of those hours satisfying CAMTC specified subjects.
 - (2) For 500-hour programs, how students make up missed hours and, for programs longer than 500 hours, percentage of hours students can be absent and how they make up any additional hours.
 - (3) Length, terms, and allowances for leaves of absence.
- h. Hygiene, dress code, and draping policies.
- i. If the school admits foreign or ESL students, the catalog shall contain language proficiency information, including the level of English language proficiency required of students and the kind of documentation of proficiency that will be accepted; and whether English language services are provided and, if so, the nature of the service and its cost. The catalog shall also identify whether any instruction will occur in a language other than English and, if so, identify the other language(s) instruction will be provided in, the level of English proficiency required, and the kind of documentation of proficiency that will be accepted.
- j. Publication of CAMTC's Law related to unfair business practices as related to massage:
 - (1) Pursuant to California Business and Professions Code section 4611, It is an unfair business practice for a person to do any of the following:
 - (a) To hold himself or herself out or to use the title of "certified massage therapist" or "certified massage practitioner," or any other term, such as "licensed," "certified," "CMT," or "CMP," in any manner whatsoever that implies or suggests that the person is certified as a massage therapist or massage practitioner, unless that person currently holds an active and valid certificate issued by the California Massage Therapy Council.
 - (b) To falsely state or advertise or put out any sign or card or other device, or to falsely represent to the public through any print or electronic media, that he or she or any other individual is licensed, certified, or registered by a governmental agency as a massage therapist or massage practitioner.
- k. Clearly visible disclosure statement: "Attendance and/or graduation from a California Massage Therapy Council approved school does not guarantee certification by CAMTC. Applicants for certification shall meet all requirements as listed in California Business and Professions Code section 4600 et. seq."
- l. Statement directing students to CAMTC for unanswered questions and for filing a complaint: "A student or any member of the public with questions that have not been satisfactorily answered by the school or who would like to file a complaint about this school may contact the California Massage Therapy Council at One Capitol Mall, Suite

E. Curriculum

All 500 hours of education must be provided under active and direct supervision of qualified instructors.

- a. Provide a minimum of at least 100 supervised clock hours (or credit unit equivalent) addressing the following subjects:
 - (1) A minimum of 64 hours of Anatomy & Physiology, including but not limited to orientation to the human body; integumentary, skeletal, fascial, muscular, nervous, cardiovascular, and other body systems; and kinesiology.
 - (2) A minimum of 13 hours of Contraindications, including but not limited to endangerment areas, contraindications, and medications and massage.
 - (3) A minimum of 5 hours of Health & Hygiene, including but not limited to understanding disease, therapist hygiene, infection control, and standard precautions.
 - (4) A minimum of 18 hours of Business & Ethics, including but not limited to obtaining and maintaining credentials, adhering to laws and regulations, ethical principles, standards of ethical practice, and compliance with the Law applicable to CAMTC certified massage professionals.
- b. Provide a minimum of 400 additional and appropriately weighted supervised clock hours in subjects substantially related to the massage profession, including but not limited to additional hours for topics required above, massage theory and principles, professional practices, therapeutic relationship, assessment and documentation, massage and bodywork application, palpation and movement, and career development. A minimum of 250 hours shall be in the supervised instruction of hands-on massage; California Business and Professions Code section 4601(e) defines massage as "the scientific manipulation of the soft tissues." CAMTC reserves the right, in its sole discretion, to determine whether curriculum is substantially related to massage or not.
- c. Student clinic hours may count for no more than 75 of the required 500 supervised clock hours and shall demonstrate educational purpose by meeting the following conditions:
 - (1) Operate at all times under active and direct supervision of qualified instructors and on school premises.
 - (2) Maintain detailed lesson plans, learning objectives, policies and procedures, attendance records, and grade requirements.

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

(7) Required assessments and assignments for successful completion.

- f. Maintain current daily lesson plans for each course that support syllabi. Daily lesson plans should include, at minimum: educational objectives; instructor resources; required or suggested readings; required or suggested assignments; and assessments with assessment criteria, if any, for each class.
- g. Maintain policies for creating, reviewing, and updating curriculum.

F. Faculty

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

- (d) Refrain from financial transactions with students, including but not limited to payments, loans, advances, donations, contributions, deposits, or monetary gifts, except for lawful collection and transfer of funds as required by regular school business.
- (e) Refrain from violating federal, state, and local laws and/or CAMTC rules and regulations, including but not limited to the reasons for denial or discipline/revocation as stated in CAMTC's Procedures for Denial of Certification or Discipline/Revocation.
- b. Maintain policies and procedures for hiring, training, evaluating (including student and management evaluations of faculty), and disciplining faculty.
- c. Maintain policies and procedures, minutes, and attendance records for regular massage program staff and faculty meetings and/or trainings.
- d. For private post-secondary schools, student-teacher ratios for practical (hands-on) classes may not exceed 25 total students to 1 teacher. For public colleges or universities of the California state higher education system, as defined in Section 100850 of the Education Code, and public schools accredited by an agency recognized by the United States Department of Education student-teacher ratios shall meet or exceed standards as determined by governing laws and regulations.

G. Facility

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

H. Student/Graduate Passage Rates on CAMTC Approved Exams

Beginning with graduate passage rates on CAMTC approved exams for calendar year 2021, an approved school's graduate passage rates on CAMTC approved exams shall equal or exceed the required passage rates for the previous calendar year or CAMTC may place the program on probationary status and/or may require the school to appear before CAMTC to present a plan for remediation.

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

disciplinary action against the school.

I. Site Visits

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

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

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

- a. Failing to meet or maintain the requirements for approval set forth herein or in CAMTC's Procedures for Un-Approval of Schools, which includes but is not limited to the following:
 - (1) Selling or offering to sell transcripts, or providing or offering to provide transcripts, without requiring attendance, or full attendance, at the school;
 - (2) Failure to require students to attend all of the classes listed on the transcript;
 - (3) Failure to require students to attend all of the hours listed on the transcript;
 - (4) Engaging in fraudulent practices, including but not limited to, the creation of false documents to aid or abet students seeking CAMTC certification, aiding or abetting students to use false documents and/or to present false testimony in CAMTC hearings, aiding or abetting students in engaging in fraudulent practices with respect to CAMTC hearings, making false claims, or otherwise engaging in fraudulent practices;
 - (5) Denial, suspension, revocation, or otherwise being acted against by the National Certification Board for Therapeutic Massage and Bodywork, including but not limited to, denial, suspension, or revocation of assigned school code;
 - (6) Failure to create, record, or maintain accurate records, including but not limited to student attendance records and student transcripts;
 - (7) Failure to identify transfer credit from other institutions (including name of other institution(s), hours transferred, and class requirements met by transfer credit) on transcripts;
 - (8) A finding by a local law enforcement agency, a state or local agency, or a private certifying, permitting, or accreditation agency related to massage, that a school has engaged in any of the conduct identified in this section 6;

(9) Failure to meet the requirements for an approved school as defined in Business and Professions Code section 4601(a).

- b. Engaging in or has engaged in unprofessional business practices or an owner, faculty member, or other member of the school's staff (including but not limited to a visiting instructor, independent contractor, administrative staff, or volunteer) has engaged in or is engaging in unprofessional business practices;
- c. Procuring or attempting to procure school approval by fraud, misrepresentation, or mistake or an owner, faculty member, or other member of the school's staff (including but not limited to a visiting instructor, independent contractor, administrative staff, or volunteer) has procured or attempted to procure school approval by fraud, misrepresentation, or mistake;
- d. Violating or attempting to violate or has violated, directly or indirectly, or assisting in or abetting the violation of, or conspiring to violate, or has assisted in or abetted the violation of, or conspired to violate, any provision of the Massage Therapy Act or any rule, regulation, policy, or procedure adopted by CAMTC by the actions of the school or an owner, faculty member, or other member of the school's staff (including but not limited to a visiting instructor, independent contractor, administrative staff, or volunteer);
- e. Conviction of an owner, faculty member, or other member of the school's staff (including but not limited to a visiting instructor, independent contractor, administrative staff, or volunteer) of any felony, misdemeanor, infraction, or municipal code violation, or being held liable in an administrative or civil action for an act that is substantially related to the qualifications, functions, or duties of a CAMTC certificate holder or CAMTC approved school. A record of the conviction or other judgment or liability shall be conclusive evidence of the crime or liability;
- f. Committing any fraudulent, dishonest, or corrupt act that is substantially related to the qualifications, functions, or duties of a CAMTC certificate holder or CAMTC approved school or an owner, faculty member, or other member of the school's staff (including but not limited to a visiting instructor, independent contractor, administrative staff, or volunteer) commits or has committed any fraudulent, dishonest, or corrupt act that is substantially related to the qualifications, functions, or duties of a CAMTC certificate holder or CAMTC approved school;
- g. An owner, faculty member, or other member of the school's staff (including but not limited to a visiting instructor, independent contractor, administrative staff, or volunteer) commits or has committed any act punishable as a sexually related crime or is or has been required to register pursuant to the Sex Offender Registration Act (Chapter 5.5 (commencing with Section 290) of Title 9 of Part 1 of the Penal Code), or is or has been required to register as a sex offender in another state, or commits or has committed an act that is a violation of human trafficking laws or a violation of the education code or a violation of the Bureau of Private Postsecondary Education's rules, regulations, policies, or procedures;

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

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

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

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

submitted transcripts from the school if the school has applied for CAMTC school approval; ii) if the school is a CAMTC approved school, the school shall be placed under investigation and the Procedures identified in section 7.c.2. of this document shall be followed and iii) in all cases Council staff shall forward the matter to the Division Director, or an ESD employee designated by the Division Director to receive such information, and the procedures set forth below shall be followed:

- (a) The ESD shall be responsible for reviewing and making proposed determinations regarding denials, suspensions, revocations, and other discipline against a school that has applied for CAMTC approval or is a CAMTC approved school. All proposed decisions shall be made by a minimum of two employees of the ESD. The ESD shall ensure that the ESD employees making proposed denial, revocation, suspension, and disciplinary decisions do not have a conflict of interest relative to the affected school.
- (b) If after reviewing the matter, the ESD determines that proposed action should be taken, the school shall be provided at least 15 days prior notice of the proposed action and the reasons therefore. Notice shall be given to the school by any method reasonably calculated to provide actual notice. Any notice given by mail must be given by first-class mail or mail with delivery confirmation sent to the last known address of the school shown in CAMTC's records.
- (c) Schools shall be given an opportunity to be heard, either orally by telephonic conference or in writing, at least five (5) days before the effective date of the proposed action against the school. Schools must request an oral telephonic conference or consideration of a written statement in writing (email is sufficient), and pay the appropriate hearing fee, a minimum of 21 days before the date scheduled for their matter to be considered in order for their request to be timely. Failure to request an oral hearing or consideration of a written statement and pay the required hearing fee in a timely manner shall result in the proposed action against the school becoming final and effective on the date noted in the letter, unless appealed as provided herein. Any documentary evidence to be considered by the Hearing Officers must be received by CAMTC a minimum of 21 days before the hearing/consideration date in order for it to be considered. The telephonic hearing shall be held, or the written statement considered, by a minimum of two Hearing Officers, who shall be employees of CAMTC, who together are authorized to determine whether the proposed action against the school should occur. The ESD shall ensure that the Hearing Officers making final denial, revocation, suspension, and disciplinary decisions do not have a conflict of interest relative to the affected school. The decision of the Hearing Officers shall be final as of the date noted in the Final Decision Letter, unless appealed as provided herein. The fee for an oral telephone conference shall be \$1,800.00 and the fee for consideration of a written statement shall be \$1,400.00.
- (d) For Applications for School Approval received on or after January 1, 2020, within one year from the date that CAMTC notifies a school of its proposed

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

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

Appeals

(1) Requests to appeal a denial or disciplinary decision must be: made in writing (email is sufficient) by sending the request to the address or email address noted in the proposed denial or disciplinary letter; made within 30 days of the effective date of the denial or imposition of discipline; must identify in writing the basis for the appeal; must specify whether an oral presentation before the Board (not to exceed 20 minutes) is requested or whether written consideration of a written statement is requested; and must include all documents to be considered.

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

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

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

- (d) Notice of a final decision shall be given by any method reasonably calculated to provide actual notice. Any notice given by mail must be given

by first-class mail or mail with delivery confirmation sent to the last known address of the school shown in CAMTC's records.

- (e) Any action in superior court challenging CAMTC's action against a school, including a claim alleging defective notice, shall be commenced within 90 days after the effective date of the imposition of the denial, suspension, revocation, or other discipline.
- (f) A school whose application for CAMTC approval is denied or whose CAMTC school approval is revoked pursuant to these procedures for selling or offering to sell transcripts, failing to require students to attend all of the classes listed on the transcript, failure to require students to attend the school for all of the hours listed on the transcript, or engaging in fraudulent practices, shall not be allowed to re-apply for CAMTC school approval for a period of five years from the effective date of the denial or revocation. All other schools whose application for CAMTC approval is denied or whose CAMTC school approval is revoked shall not be allowed to re-apply for CAMTC school approval for a period of two years from the effective date of the denial or revocation.

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

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

c. Procedures Related to Students.

- 1. CAMTC will hold all complete individual application packets from students who apply to CAMTC for certification on or after July 1, 2016 with education from school(s) whose application(s) for CAMTC school approval have been received on or before December 31, 2018, but for whom a final decision has not been rendered as to school approval.
 - (a) If the school ultimately receives CAMTC school approval, the hold on the students' applications for certification will be lifted and the applications will be processed in accordance with CAMTC's standard procedures.
 - (b) If the school is ultimately denied CAMTC school approval, a 90-day grace period from the effective date of denial will be provided for acceptance of individual certification applications. During this 90-day grace period, the school's students who apply for certification, and all of those whose applications were previously held, will be required to provide additional proof of adequate education (beyond merely a transcript from the subject school) in order to prove their education. Students whose applications are received after the 90-day grace period has expired will be notified that, unless they have also supplied evidence of completion of required hours of massage education from one or more CAMTC approved schools, their applications

are incomplete and that they cannot use education from the school for certification purposes.

(1) An additional grace period for acceptance of individual certification applications will be instituted from January 1, 2019 through March 31, 2019 for schools whose application(s) for school approval have been denied effective January 1, 2017 through December 31, 2018. During this additional grace period, the schools' students who apply for certification, and any applications that are currently being held, will be required to provide additional proof of adequate education (beyond merely a transcript from the subject school) in order to prove their education. Students whose applications are received after the additional grace period has expired will be notified that, unless they have also supplied evidence of completion of required hours of massage education from one or more CAMTC approved schools, their applications are incomplete and that they cannot use education from one of the schools in this category for certification purposes.

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

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

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

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

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

- (c) If the school ultimately has its approval revoked, suspended, re-approval denied, or is otherwise disciplined, a 90-day grace period from the effective date of denial or discipline will be provided for individual certification applications received during this time. During this 90-day grace period, the school's students who apply for certification, and all of those whose applications were previously held, will be required to provide additional proof of adequate education (beyond merely a transcript from the subject school) in order to prove their education. Students whose applications are received after the 90-day grace period has expired will be notified that, unless they have also supplied evidence of completion of required hours of massage education from one or more CAMTC approved schools, their applications are incomplete and that they cannot use education from the school for certification purposes.
3. For schools whose initial applications for CAMTC school approval are received on or after January 1, 2019, students may only use education from the school for certification purposes if the school is ultimately granted CAMTC school approval. Students who have attended schools whose initial applications for CAMTC school approval are received on or after January 1, 2019 and are denied CAMTC school approval may not use education from the school for certification purposes.



CALIFORNIA MASSAGE THERAPY COUNCIL

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December 10, 2020

TO: BOARD OF DIRECTORS, CALIFORNIA MASSAGE THERAPY COUNCIL
FROM: JOE BOB SMITH, DIRECTOR, EDUCATIONAL STANDARDS DIVISION
RE: REASONS FOR PROPOSED AMENDMENTS TO POLICIES AND
PROCEDURES FOR APPROVAL OF SCHOOLS

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

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

See attached:

1. Policies and Procedures for Approval of Schools adopted on November 6, 2019, effective January 1, 2020 (specifically section 3.A.a.(4))

A short description of why the policy should be changed.

Under current policy, education from schools that closed prior to July 1, 2016, is evaluated on a case by case basis to ensure that the education meets the standards for education provided at a CAMTC Approved School. This policy is scheduled to change on January 1, 2021. Starting on this date additional requirements will be imposed for acceptance of these hours. The Board has previously extended the current policy a couple of times, most recently on May 29, 2019. If no changes are made, beginning on January 1, 2021, applicants with education from a school or schools that closed prior to July 1, 2016, and whose custodian of records was not a CAMTC approved school, will still have the education reviewed on a case by case basis and will additionally be required to either: 1) provide proof of current and continuous permitting for massage for compensation, OR 2) take and pass an education hearing.

The current process is working well. As was the case in May 2019, there does not appear to be many instances where fraud is occurring in relation to these transcripts from closed schools, and were CAMTC to believe that fraud was occurring, CAMTC already has the legal authority to require just those students to take and pass education hearings.

Adding an additional requirement on January 1, 2021, to either show proof of current and continuous permitting, or take and pass an education hearing, adds unnecessarily to the operational complexity of processing these applications, increases the volume of education hearings needed, and increases the time and expense it takes to potentially certify students with good education from closed schools. Staff is therefore recommending that the above identified requirements set to be imposed on January 1, 2021, be completely lifted.

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

Not applicable.

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

May prevent additional operating expenses for CAMTC since additional education hearings will not be needed. It will also prevent an increase in costs for applicants from closed schools as they will not need to pay for education hearings.

Potential pros and cons if the new policy is adopted:

Pros – Removes education hearing requirement for applicants from closed schools resulting in quicker and less expensive certification for this group of individuals.

Cons – None.

The impact on current certificate holders and applicants.

No impact on certificate holders. Will allow applicants to be certified in a quicker and less costly manner.

A suggested date for the change to be implemented.

Effective immediately.



Strategic Priorities 2021

Approved October 1, 2020

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. **Local Government:** Contact all city and county elected officials to offer assistance to update their ordinances to reflect current state law.
3. **Protection public health and safety:** Prevent infectious disease transmission by furthering the collaboration and coordination with State, county, and city health officers, code enforcement and law enforcement.
4. **Survey:** Conduct a survey of CAMTC certificate holders and approved schools to determine if there is a practice, policy, and/or procedure the Board should implement or revise to better serve their needs as Certificate holders and schools.



December 4, 2020

To: CAMTC Board of Directors

From: Ahmos Netanel, CEO

Subject: Employees benefits – 403(b) Plan

In 2020, California Massage Therapy Council adopted a 403(b) Plan for the benefit of employees. The Board meeting held in February 20, 2020 approved an employer contribution up to \$80,000 to be made to the 403(b) Plan for the benefit of the employees.

This contribution can be made as either a matching contribution for the employee that are making deferrals or as an employer non-elective contribution. Due to COVID-19, some employees may not have been able to contribute to the plan and so the Chair and the Vice Chair decided to make a non-elective contribution to the Plan so that all employees may benefit.

The \$80,000 amount has been approved to be accrued on the 2020 books of CAMTC. The final amount will be determined after the final payroll for 12/31/2020. An updated census is being worked on to get a closer estimate for final approval.



December 6, 2020

PROPOSED PRELIMINARY BUDGET 2021

Presented by Ahmos Netanel, CEO

CAMTC is a relatively young organization that has been constantly adjusting to perpetually changing realities and operates in a highly dynamic industry ecosystem. The Board has always been keenly aware of the impact these factors have on the organization's revenues and expenses and has chosen to take an agile approach to the development of the budget, consisting of a two-step protocol as follows:

1. Initial introduction and a preliminary budget approval at the November Board meeting.
2. A final updated budget and approval at the first Board meeting of the year.

This approach has always served the organization well and has played an important role in CAMTC's fiscal viability. The Covid-19 pandemic makes such an approach even more critical.

The tremendous uncertainty of the impact of the pandemic on the massage industry in California necessitates a budget that provides the ability to swiftly respond to unpredictable challenges.

I recommend that the Board continue this protocol for the 2021 budget for the following four reasons:

1. Cash flow projections in the budget presented in the first Board meeting of 2021 will be based on actual 2021 starting cash, not projected figures.
2. Key assumptions will be more accurately recalibrated.
3. The Board will be better able to evaluate the 2021 budget in comparison to the actual financial results of 2020 and not just 2020 projected numbers.
4. The unpredictability of the actual impact of COVID -19 on the state of the profession in 2021.

The projected 2020 actuals are based on a rough estimate. There are no guarantees that these projections will turn out to be accurate. For the purpose of this preliminary budget, we calculated projected revenue from new applications based on 350 new applications per month (2020 budget was based on 600 new applications per month). Projected revenue from recertification is based on the expectation that 20% of eligible certificate holders will elect not to reapply. The ending cash balance takes into account funding from pandemic-related loans. Cash at the end of 2021 equals five and a half months of annual operating expenses (Board goal has been three months).

CA Massage Therapy Council
Proposed Preliminary 2021 Budget
10/1/2020

	2019 Actual	2020 Budget	Projected 2020	Preliminary 2021 Budget	% Difference Projected 2020 vs. Preliminary 2021
4000 · REVENUE					
4100 · Certification Fees - Individual					
4110 · New Certification Fees - CY	1,142,353	1,089,000	633,368	762,300	120%
4115 · New Certification Fees - PY	56,747	101,184	91,796	90,750	99%
4120 · Recertification Fees - CY	3,870,375	4,295,590	3,897,649	3,712,536	95%
4125 · Recertification Fees - PY	285,802	341,436	337,169	372,221	110%
4130 · Recertification Late Fees	117,165	116,000	43,572	44,000	101%
4135 · Limited Recertification Fees	9,675	0	52,320	0	0%
4140 · Limited Recert Late Fees	9,540	2,000	7,128	0	0%
Total 4100 · Certification Fees - Individual	5,491,657	5,945,210	5,063,003	4,981,807	98%
4200 · Hearing Fees - Individuals	61,778	77,000	38,784	39,000	101%
4300 · APPLICATION FEES - SCHOOLS					
4310 · New Application Fees - CY	12,090	13,725	16,578	10,830	65%
4315 · New Application Fees - PY	1,635	1,688	1,224	1,473	120%
4320 · Reapplication Fees - CY	26,790	16,110	12,888	187,605	1,456%
4325 · Reapplication Fees - PY	5,400	6,080	7,128	6,660	93%
Total 4300 · APPLICATION FEES - SCHOOLS	45,915	37,603	37,818	206,568	546%
4400 · Background Check Fees - School	8,200	6,560	5,510	1,988	36%
4500 · Hearing Fees - Schools	2,070	7,470	0	1,800	100%
4800 · Interest & Other Income	33,157	30,000	24,594	26,000	106%
4900 · Reprints/State Verification/Other Fees	247,726	247,000	181,698	182,000	100%
Total 4000 · REVENUE	5,890,503	6,350,843	5,351,407	5,439,163	102%
Expense					
5000 · Salaries					
5010 · Sr. Management	377,759	517,255	535,687	517,255	97%
5020 · Management	217,126	224,758	167,617	175,333	105%
5030 · Outreach Director	78,806	82,849	85,373	82,849	97%
5040 · Field Investigations	209,608	251,956	233,390	251,956	108%
5050 · School Inspectors	133,988	139,547	133,550	139,547	104%
5060 · Hearing Officers	38,703	13,723	17,806	13,723	77%
5070 · Legal In-House	351,483	293,681	303,721	293,681	97%
5080 · Paralegals	442,727	484,112	448,512	484,112	108%
Total 5000 · Salaries	1,850,200	2,007,881	1,925,656	1,958,456	102%
5100 · Payroll Taxes	150,614	160,600	74,460	77,439	104%
5200 · Benefits	186,394	226,932	234,684	226,932	97%
5300 · Workers' Compensation Insurance	17,943	18,100	13,000	18,100	139%
5400 · Payroll Services	10,219	12,400	10,800	12,400	115%
6110 · Travel	101,180	102,000	33,295	33,000	99%
6120 · Meetings	42,810	44,300	24,440	24,000	98%

CA Massage Therapy Council
Proposed Preliminary 2021 Budget
10/1/2020

	2019 Actual	2020 Budget	Projected 2020	Preliminary 2021 Budget	% Difference Projected 2020 vs. Preliminary 2021
6140 · Cell Phones/Land Lines/Fax	28,692	29,000	29,988	29,000	97%
6160 · Communications & Outreach	188,821	216,000	188,228	186,000	99%
6170 · Office Supplies	24,248	25,000	4,380	4,000	91%
6180 · Office Furniture/Equipment	0	1,000	0	500	100%
6190 · Rent	27,372	28,000	27,860	28,000	101%
6200 · Printing/Copying	43,517	66,000	46,003	46,000	100%
6230 · Postage/Mailing	18,391	19,500	8,302	8,000	96%
6240 · Dues/Subscriptions/Licenses	44,712	45,000	36,748	37,000	101%
6250 · Insurance-D&O/E&O/GL	43,293	56,000	51,647	52,000	101%
6260 · Banking/Credit Card Fees	110,440	111,000	112,236	111,000	99%
6270 · On/Off-Site Storage	4,627	4,700	4,626	4,600	99%
6290 · Certification/Mat's/Print/Mail	138,170	117,000	56,650	57,000	101%
6300 · Database Development	14,183	217,000	163,890	215,000	131%
6310 · Database Maintenance	72,058	86,500	97,901	86,500	88%
6320 · Conference Calls	7,606	8,500	8,639	8,500	98%
6340 · Legal	551,484	555,000	551,498	551,000	100%
6350 · Court Record Fees	131	500	145	200	138%
6370 · Staff Training	0	10,000	1,602	2,000	125%
6410 · School Background Checks	6,450	6,560	3,985	1,988	50%
6430 · Application Processing	1,852,829	1,754,000	1,638,074	1,500,000	92%
6450 · Accounting/Tax/Audit	37,990	38,000	10,368	20,000	193%
7900 · Depreciation Expense	53,772	2,760	42,532	11,895	28%
8999 · Miscellaneous Contingencies	12,206	186,000	83,563	347,892	416%
Total Expense	5,640,352	6,155,233	5,485,202	5,658,402	103%
	250,152	195,610	-133,794	-219,239	164%
Starting Cash, 1/1/2021				2,805,000	
Cash Received				5,449,588	
Cash Expended				5,646,507	
Ending Cash, 12/31/2021				2,608,081	



December 5, 2020

To: CAMTC Board of Directors

From: Ahmos Netanel, CEO

Subject: Career opportunity outreach

Background

On June 27, 2013 the Board established a Career Opportunity Program to inform certificate holders about work opportunities. That program was in response to the numerous inquiries from massage business owners who were interested in recruiting certified professionals to work at their establishments, as well as certificate holders who were asking staff about work opportunities.

In order to protect the privacy of all certificate holders, the program entailed businesses submitting mailings for approval, and paying for all costs associated with such mailings. Certificate holders were given an opportunity to opt out from receiving such announcements. At no point were businesses provided with the actual lists of certificate holders or any personal certificate holder information. CAMTC does not sell or rent mailing lists.

It is common to be asked by the Legislature as part of the Sunset review about workforce development. Below is CAMTC's response from the 2013 sunset review document:

"Section 8 – Workforce Development and Job Creation

52. What actions has the CAMTC taken in terms of workforce development?

CAMTC has developed a system that allows employers to send employment offers to CAMTC certificate holders in a specific geographic area without CAMTC releasing the personal information of its certificate holders to those potential employers. Upon request, CAMTC sends out postcards with employment offers. These are fully paid for by the employer after CAMTC review and approval of the content. Certificate holders are offered the opportunity to opt out of receiving these mailings. The employer can choose one or more targeted zip codes to receive these postcards."

After running the program for few years, the program was suspended because of various implementation efficiency issues. However, over the past several months CAMTC's senior staff were asked by numerous massage businesses to reinstitute the program in order to get the word out about new job openings.

Recommendation for a new program

We are pleased that at this point CAMTC has the necessary bandwidth to again implement a work opportunity outreach program – this time via email. It is my opinion that such an outreach initiative will serve certificate holders, massage businesses and schools. Email distribution will allow a streamlined method for certificate holders to opt out and will eliminate all the cost associated with printing and mailing.

To cover staff's time, the following service fee structure is recommended:

\$95 Set-up fee

\$295 per thousand or part thereof

*Minimum order 8000 email addresses

For Selected Zip Codes

\$19 surcharge per thousand

Charges by automated email marketing service (such as Mailchimp) will be passed without markup to the business.

Staff recommends that the Board authorize staff to implement this program until December 31, 2021. Staff will report back to the Board within one year.



December 6, 2020

To: CAMTC Board of Directors
From: Ahmos Netanel, CEO
Subject: CEO report

Update on CAMTC's response to COVID-19

As tens of millions of Californians in various regions of state are placed under a stay-at-home order beginning December 6, a growing number of counties are requiring non-medical massage to close all operations. CAMTC is proactively monitoring health officers' orders in all areas of the state and continues to inform certificate holders, schools and the public on the implications of these developments on the massage profession. Since the last Board meeting, CAMTC has continued its initiatives to anticipate and respond to internal and external COVID-19 challenges. In addition to our efforts to meet or exceed the Board's expectations, CAMTC continues to serve and support a vast and diverse group of stakeholders. The organization has been well prepared to effectively respond to numerous issues related to the pandemic.

The continuous confusion and misinformation related to the impact of the pandemic on the profession in general and on our certificate holders in particular can be disorienting. CAMTC has been researching, monitoring and disseminating important accurate information whenever possible. Since the beginning of the pandemic CAMTC has issued 45 bulletins. Attached (page 353) are the public announcements CAMTC has issued since October.

While CAMTC does not regulate massage establishments, the facilitation of open constructive discussions with business owners is paramount to public protection. Senior staff has been engaging almost daily in communications with various massage business groups and individual establishment owners.

Collaboration with other entities

CAMTC understands the importance of building relationships with other organizations and agencies. In addition to the many entities, we have collaborated with over the years, we have been in discussions with the following organizations and state Board over the past six months:

1. **Integrative Health Policy Consortium (IHPC):** IHPC was created following the very successful *National Policy Dialogue to Advance Integrated Health Care: Finding Common Ground (NPD)*. The NPD, held at Georgetown University Medical School in Fall 2001, was a groundbreaking meeting called to stimulate communication and focus action on the future of integrated health care and its important role in addressing the nation's healthcare crisis. NPD participants represented over 50 stakeholder groups with an interest in or commitment to the advancement of integrated health care. They included individuals who have served in national policy positions, including formal and informal roles advising diverse federal agencies and members of Congress from both parties. NPD also included leaders in the conventional, complementary and alternative health care professions, as well as payers and industry leaders. IHPC was created at the conclusion of the NPD to ensure that the policy agenda endorsed at the NPD would be carried out. IHPC was incorporated as a nonprofit corporation in 2003. The National Policy Dialogue itself was convened in response to requests from key legislators to create a group that could speak to Congress with a voice of consensus, avoiding public and divisive interdisciplinary disagreements on policy. IHPC is that consensus voice on the hill. It is interdisciplinary and non-partisan. In April, when CAMTC learned about COVID-19 related national legislation IHPC was proposing to Congress, senior staff engaged the leadership of IHPC and collaborated on proposed language that would include CAMTC's certificate holders. Even though that proposed legislation was dropped, we are continuing an open dialog with IHPC.
2. **Alliance for Massage Therapy Education (AFMTE):** AFMTE is a member-based nonprofit organization seeking to elevate the standards in therapeutic massage and bodywork education. CAMTC became a member of AFMTE in April this year. CAMTC's Chairman, Jeff Forman Ph.D. was asked to serve as the Chairman of the Annual Educational Conference Committee.
3. **The California Acupuncture Board:** In early October, the Executive Officer of the Acupuncture Board wrote me to set up a call to discuss how our organizations can work together to address enforcement matters where our domains overlap to improve public protection. We agreed to explore the formulation of an MOU and are looking forward to furthering our collaboration.
4. **Nuad Thai and Spa Association of America:** Since its inception, CAMTC has received an overwhelmingly welcoming reception from the Thai community. That close collaboration has proven to be critical during the pandemic. CAMTC has been working closely with the Thai community to provide factual information in order to clear much of the confusion many Thai speaking professionals were grappling with. Attached (page 362) see a letter of appreciation CAMTC received in October.

5. **California Police Chiefs Association (CPCA):** CAMTC and CPCA are about to enter our fourth year of strategic partnership. Plans are being worked on for additional collaboration in 2021. I will be speaking at CPCA's Board's meeting on December 11, 2020 and will be joined by Rick McElroy, CAMTC's Director of Law Enforcement Relations.
6. **South Bay Coalition to End Human Trafficking (SBCEHT):** CAMTC and SBCEHT are in discussions to continue our partnership in 2021. In January this year CAMTC hosted SBCEHT's human trafficking conference. For 2021 CAMTC may host a workshop focusing on illicit massage establishments or present an award to a law enforcement agency.

FY 2020 Coalition Membership



Sexual harassment prevention training

Pursuant to California State law all CAMTC's employees are taking sexual harassment and abusive conduct prevention training. All employees are required to complete the training before January 1, 2021. We are utilizing the trainings from the [California Department of Fair Employment and Housing](#) (DFEH), which satisfy California's legal training requirements pursuant to Gov't Code 12950.1. See the attached fact sheet (page 363) for more information.

CAMTC Performance Measures

Performance Measures attached (page 365) are CAMTC's Disciplinary Performance Metrics for the last four quarters.

Financial Viability

The pandemic and the regulatory restrictions imposed on the massage profession in California have had an adverse impact on CAMTC's revenues. To mitigate this reality, we deployed multiple initiatives to including reduction in expenses and carefully managing liquidity. As of October 31, 2020, cash position was \$2,970,156 which represents more than 6.5 times current year monthly operating expenses. CAMTC's Bank Account Summary is attached (page 370).

Strategic Priorities - 2020 Update

Sunset Review

See the memo and document on page 9 of this board packet.

Human Trafficking

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 prior to the next Board meeting. CAMTC's contribution to the fight against human trafficking is recognized often. The December 4, 2020 report from the County of Santa Clara - Human Trafficking Commission stated:

*"During the weeks and months following shelter-in-place orders, District Attorney investigators assigned to LEIHT continued building collaborative partnerships with local, state, and federal agencies to combat human trafficking. DA investigators initiated investigations with the FBI, U.S. Department of State, Alcohol Beverage Control (ABC), **California Massage Therapy Council (CAMTC)**, San Jose Police Department Human Trafficking Task Force, and various city police departments within the county. **Earlier this year, the District Attorney's Office signed an MOU with CAMTC to administratively address the proliferation of illicit massage businesses in the county. As a result of this MOU, a pilot program was launched to utilize code enforcement and police resources to identify bad actors and exploited victims. While COVID-19 slowed the execution of this pilot program, this collaborative will yield successful strategies in other cities and unincorporated areas of the county.**"* (bold added). See the attached report on page 371.

Local Government

We are planning on sending this month a letter to all city and county managers to remind them that CAMTC is continuing to offer them assistance in updating their ordinances to reflect current state law.

CAMTC's bulletins - 10/14/20 -12/05/20

12/05/2020 Notice on new Regional Stay at Home Order

CAMTC COVID-19 Bulletin #45

Dear CAMTC Certificate Holders:

On December 3, 2020, the Governor announced a new policy related to ICU capacity by Region. This is an ever-changing situation, and CAMTC wanted to update you now that the details of the new Regional Stay at Home Order have been publicly shared.

The California Department of Public Health (CDPH) issued a new Regional Stay at Home Order on December 3, 2020, that goes into effect on December 5, 2020. This new policy differs from current State policy as it is based on Region, not County. This new Regional Stay at Home Order REPLACES the Blueprint for a Safer Economy tiers for those counties in the Region(s) where it applies. The Regional Stay at home Order can be found here:

<https://www.gov.ca.gov/wp-content/uploads/2020/12/12.3.20-Stay-at-Home-Order-ICU-Scenario.pdf>

So far, no Region has been designated as one where this new policy will go into effect. However, CDPH has stated that it will evaluate the adult ICU capacity for each Region, and will post on covid19.ca.gov when a Region has reached ICU capacity of less than 15%. The terms of the Regional Stay at Home Order will then take effect 24 hours after CDPH makes this assessment. Once a "Region" is subject to this new Order, it will no longer be part of the county tiers currently identified in the State's Blueprint for a Safer Economy, and individuals in the Region must instead follow the terms of the Regional Stay at Home Order. The Regional Order shall remain in effect for at least three weeks from the effective date of the Order.

The relevant terms (for massage providers) of the Regional Stay at Home Order include, but are not limited to, the following:

All gatherings with members of other households are prohibited in the Region unless expressly allowed by the Order;

All individuals living in the Region shall stay at home except as necessary to conduct activities associated with the operation, maintenance, or usage of critical infrastructure;

Critical Infrastructure sectors may operate, but must modify operations pursuant to applicable sector guidance;

Note: Critical infrastructure includes healthcare;

Critical infrastructure retailers and retailers may operate indoors at no more than 20% capacity, and must follow State Guidance for retailers; and

After termination of the terms of the Order for a Region, the counties in that Region will then be assigned to a tier in the State's Blueprint for a Safer Economy and those rules will apply.

Since healthcare is a part of "critical infrastructure," this means that massage may still operate indoors, with modifications pursuant to State Guidance, if it is provided pursuant to a referral from a physician or a chiropractor in a Region where the Regional Stay at Home Order applies.

For all other counties that are not subject to the Regional Stay at Home Order, massage may continue to occur indoors, with modifications, as long as the county does not prohibit it.

Please note that some counties have issued local orders closing personal care services even though the new Regional Stay at Home Order does not apply to their county yet. In these counties, while massage as a personal care service is closed, it may still be performed pursuant to a referral from a physician or chiropractor unless expressly prohibited by the county.

Please see information related to the coming closures in the following counties:

Alameda County - personal care services to close on December 7, 2020. <https://covid-19.acgov.org/reopening.page?>

City of Berkeley - personal care services to close on December 7, 2020. <https://www.cityofberkeley.info/covid-19/>

Contra Costa County - personal care services to close at 10pm on December 6, 2020. <https://www.coronavirus.cchealth.org/health-orders>

Marin County - personal care services to close at noon on December 8, 2020. <https://coronavirus.marinhhs.org/covid-19-status-update-12042020>

San Francisco County - personal care services suspended on December 6, 2020. <https://www.sfdph.org/dph/alerts/coronavirus.asp>

Santa Clara County - personal care services to close at 10pm on December 6, 2020. <https://www.sccgov.org/sites/covid19/Pages/mandatory-directives-stay-at-home.aspx>

For the most up to date information on the status of massage in your county, please visit CAMTC's Interactive County Massage Reopening Map, which may be found here: <https://www.camtc.org/county-massage-reopening-map/>

Take Care and Stay Healthy!

Team CAMTC

12/03/2020 Statement regarding 12/3/20 Governor's Announcement
CAMTC COVID-19 Bulletin #44

Dear CAMTC Certificate Holders:

CAMTC is aware of the Governor's announcement today, December 3, 2020, regarding potential new restrictions related to regions of the State and ICU capacity. Information on this new policy may be found here:

<https://covid19.ca.gov/stay-home-except-for-essential-needs/>

Please know that we are closely monitoring the situation. While this new policy imposes stricter requirements if certain conditions are met, the exact details of this new policy have not yet been made public and the State has not announced that any region has reached the tipping point requiring that these stricter restrictions be imposed. Currently, massage remains open indoors, with modifications, in all counties and regions in California. As the situation unfolds, we will be sure to share updated information with you.

Take Care and Stay Healthy!

Team CAMTC

11/20/2020 LA County Coronavirus Briefing for This Holiday Week
CAMTC COVID-19 Bulletin #43

Dear CAMTC Certificate Holders:

The Los Angeles County Department of Public Health is having a tele-briefing for Personal Care Services this Tuesday, November 24, 2020 at 3:00 p.m. to 4:00 p.m. CAMTC's CEO, Ahmos Netanel, will 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



319 North Figueroa Street, Room 806 • Los Angeles, CA 90012 • (213) 240-8144 • media@ph.lacounty.gov
PublicHealth.LACounty.gov • [Facebook.com/LAPublicHealth](https://facebook.com/LAPublicHealth) • [Twitter.com/LAPublicHealth](https://twitter.com/LAPublicHealth)

INVITE ONLY

Coronavirus Update:

Telebriefing for Personal Care Services

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

COVID-19 transmission is alarmingly high in L.A. County and surging at a dangerous pace. The time to act is now so we don't see more people dying from COVID-19, and our health care system seriously stressed in the following weeks. This holiday week, it is critically important that everyone follow public health safety measures that provide protection from COVID-19 and minimizes its spread. Public Health will conduct a telebriefing to update you on the latest COVID-19 response, discuss the new safeguards and restrictions and answer your questions and listen to your feedback. Right now, the kindest thing we can do for our family, friends and neighbors is to protect each other from potentially becoming infected with COVID-19.

WHEN: Tuesday, November 24, 2020
Time: 3:00 – 4:00 p.m. (PDT)

WHERE: Telephone Call-in: **844-867-6163**
Access Code: **2789020**

*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

Liza Frias, Director
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*

11/18/2020 CAMTC's County Massage Map is Current
CAMTC COVID-19 Bulletin #42

Dear CAMTC Certificate Holders,

CAMTC's County Massage Reopening Map is up-to-date and can be accessed at <https://www.camtc.org/county-massage-reopening-map/>. As CAMTC announced four weeks ago, on October 20, 2020, the State changed the rules for massage therapy and what is allowed under each tier in the State's Blueprint for a Safer Economy.

As of October 20, 2020, the State has been allowing massage therapy to take place indoors, with modifications, in ALL four tiers, even the purple, "Widespread" tier at:

https://www.cdph.ca.gov/Programs/CID/DCDC/CDPH%20Document%20Library/COVID-19/Dimmer-Framework-September_2020.pdf

You can confirm this information and check the State's status of your county by going here and picking "massage therapy studios" from the drop-down list at <https://covid19.ca.gov/safer-economy/#track-data>.

Please note, as always, counties have the authority to impose stricter requirements than the State, so please be sure to check with your county about what they authorize.

Take Care and Stay Healthy!

Team CAMTC

10/27/2020 Massage Therapist Invite — LA County Briefing

CAMTC COVID-19 Bulletin #41

Dear CAMTC Certificate Holders:

The Los Angeles County Department of Public Health is having a tele-briefing for Personal Care Services this Friday, October 30, 2020 at 11:00 a.m. to 12:00 p.m. CAMTC's CEO, Ahmos Netanel, will 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 Personal Care Services Public Health Officials Provide Update on Novel Coronavirus (COVID-19)

Public Health will conduct a telebriefing to update you on the latest COVID-19 response, discuss the State's recovery road map and updated Tier Framework that classifies Each California County based on its daily case rate, positivity rate and health equity metric. We will also have ample time to answer your questions and listen to your feedback. During this telebriefing we will discuss the new Health Officer Order that went into effect last week and the new sectors that are allowed to re-open.

WHEN: Friday, October 30, 2020
Time: 11:00a.m. – 12:00 p.m. (PDT)

WHERE: Telephone Call-in: **877-226-8164**
Access Code: **1023123**

*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
Environmental Health

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.*

10/23/2020 Statewide Milestone — LA County Reopening Massage
CAMTC COVID-19 Bulletin #40

Dear CAMTC Certificate Holders:

Today an important milestone was reached. With LA County's announcement that massage may now take place indoors with modifications, massage is now allowed to occur indoors with modifications in EVERY county in California!

Please check CAMTC's County Massage Reopening Map for links to online information in your county.

<https://www.camtc.org/county-massage-reopening-map/>

Take Care and Stay Healthy!

Team CAMTC

10/21/2020 Massage Reopens — New Guidance & Updated County
Map

CAMTC COVID-19 Bulletin #39

Dear CAMTC Certificate Holders:

On October 20, 2020, the State changed its Blueprint for a Safer Economy Activity and Business Tiers, which can be found here:

https://www.cdph.ca.gov/Programs/CID/DCDC/CDPH%20Document%20Library/COVID-19/Dimmer-Framework-September_2020.pdf

These changes allow massage to operate indoors, with modifications, no matter what tier a county is placed into. However, counties may impose stricter restrictions than the State, therefore make sure to check with your county for their local restrictions on massage operations.

CAMTC's County Massage Reopening Map can also be found here:

<https://www.camtc.org/county-massage-reopening-map/>

The State also released an updated Guidance for Personal Care Services document, which may be found here:

<https://files.covid19.ca.gov/pdf/guidance-expanded-personal-care-services--en.pdf>

Take care and stay healthy!

Team CAMTC

10/14/2020 County Massage Reopening Map — Wednesday Weekly Updates

CAMTC COVID-19 Bulletin #38

Dear CAMTC Certificate Holders:

CAMTC's County Massage Reopening Map was just updated!

Our County Massage Reopening Map is generally updated no later than Wednesday every week, as the State updates its Blueprint for a Safer Economy with each county's status every Tuesday. So make it a weekly habit to check CAMTC's County Massage Reopening Map every Wednesday.

Click here for the most up-to-date massage reopening status information:

<https://www.camtc.org/county-massage-reopening-map/>

Take care and stay healthy!

Team CAMTC

10/09/2020 Counties Reopening & Medical Massage

CAMTC COVID-19 Bulletin #37

Dear CAMTC Certificate Holders:

Did you know that as of today, 42 counties in California allow massage to occur indoors, with modifications? In the other 16 counties massage can still take place outdoors, with modifications. Please see CAMTC's interactive County Massage Reopening Map to view see the status of your county, and other useful information specifically related to massage, at:

<https://www.camtc.org/county-massage-reopening-map/>

Additionally, in all counties in California medical massage may take place indoors, unless prohibited by the county. Medical massage has been defined

by the State as massage performed pursuant to a referral from a Physician or Chiropractor.

Recently the California Department of Public Health, Essential Services Inquiries clarified the definition of medical massage by stating the following: "Medical Massage is massage that is done based on a referral from a doctor or chiropractor. Medical Massage can be done indoors as it is considered essential as healthcare and therefore not under personal services. There is no requirement that it be in a medical office, only that it be done based on a referral from a doctor or chiropractor."

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

We hope you find this new information useful.

Take Care and Stay Healthy!

Team CAMTC



Doc.# 02/2020

October 28, 2020

Ahmos Netanel, Chief Executive Officer
California Massage Therapy Council (CAMTC)
One Capitol Mall, Suite 320
Sacramento, CA 95814

Dear Mr.Ahmos,

Nuad Thai and Spa Association of America was founded in December 2016 as a nonprofit organization under IRS, Section 501 C3, with approximately 250-plus members including over 1,000 Thai massage establishments in the U.S. with a majority in California. The Association's website is www.nuadthaiandspausa.org.

Our mission is to represent Thai massage establishments and Thai massage therapists, to educate and make sure that they are in compliance with the laws and Health Department orders. We are grateful for your leadership and your frequent updates are very helpful to our members during the Covid-19 pandemic.

We appreciate CAMTC's Board and its officers who understand this difficult time during Covid-19 shutdown which has been adversely affecting our members' businesses and the therapists as a whole.

Please rest assured that our goals are to adhere to the laws and regulations to protect the health and safety of the public and our clients at all times. However, I also believe that the best way to gain voluntary compliance is to educate and reach out to those who do not know or fully understand the laws due to language barrier.

As a newly elected president,I would love to work with CAMTC to do outreach at anytime. I look forward to meeting with you and working together harmoniously to achieve our goals together.

Sincerely yours,

Saengthong Saengkaew

President

DFEH



THE DEPARTMENT OF FAIR EMPLOYMENT AND HOUSING
THE MISSION OF THE DEPARTMENT OF FAIR EMPLOYMENT AND HOUSING IS TO PROTECT THE PEOPLE OF CALIFORNIA FROM UNLAWFUL DISCRIMINATION IN EMPLOYMENT, HOUSING AND PUBLIC ACCOMMODATIONS, AND FROM THE PERPETRATION OF ACTS OF HATE VIOLENCE AND HUMAN TRAFFICKING.

CALIFORNIA LAW PROHIBITS WORKPLACE DISCRIMINATION & HARASSMENT

The California Department of Fair Employment and Housing (DFEH) enforces laws that protect you from illegal discrimination and harassment in employment based on your actual or perceived:

- ANCESTRY
- AGE (40 and above)
- COLOR
- DISABILITY (physical, mental, HIV and AIDS)
- GENETIC INFORMATION
- GENDER IDENTITY, GENDER EXPRESSION
- MARITAL STATUS
- MEDICAL CONDITION (genetic characteristics, cancer or a record or history of cancer)
- MILITARY OR VETERAN STATUS
- NATIONAL ORIGIN (includes language use and possession of a driver's license issued to persons unable to prove their presence in the United States is authorized under federal law)
- RACE (including, but not limited to, hair texture and protective hairstyles. Protective hairstyles includes, but is not limited to, such hairstyles as braids, locks, and twists)
- RELIGION (includes religious dress and grooming practices)
- SEX/GENDER (includes pregnancy, childbirth, breastfeeding and/or related medical conditions)
- SEXUAL ORIENTATION

CALIFORNIA LAW PROHIBITS WORKPLACE DISCRIMINATION & HARASSMENT



DFEH



THE CALIFORNIA FAIR EMPLOYMENT AND HOUSING ACT (GOVERNMENT CODE SECTIONS 12900 THROUGH 12996) AND ITS IMPLEMENTING REGULATIONS (CALIFORNIA CODE OF REGULATIONS, TITLE 2, SECTIONS 11000 THROUGH 11141):

- 1.** Prohibit harassment of employees, applicants, unpaid interns, volunteers, and independent contractors by any persons and require employers to take all reasonable steps to prevent harassment. This includes a prohibition against sexual harassment, gender harassment, harassment based on pregnancy, childbirth, breastfeeding and/or related medical conditions, as well as harassment based on all other characteristics listed above.
- 2.** Require that all employers provide information to each of their employees on the nature, illegality, and legal remedies that apply to sexual harassment. Employers may either develop their own publications, which must meet standards set forth in California Government Code section 12950, or use material from DFEH.
- 3.** Require employers with 5 or more employees and all public entities to provide training for all employees regarding the prevention of sexual harassment, including harassment based on gender identity, gender expression, and sexual orientation.
- 4.** Prohibit employers from limiting or prohibiting the use of any language in any workplace unless justified by business necessity. The employer must notify employees of the language restriction and consequences for violation. Also prohibits employers from discriminating against an applicant or employee because they possess a driver's license issued to a person who is unable to prove that their presence in the United States is authorized under federal law.
- 5.** Require employers to reasonably accommodate an employee, unpaid intern, or job applicant's religious beliefs and practices, including the wearing or carrying of religious clothing, jewelry or artifacts, and hair styles, facial hair, or body hair, which are part of an individual's observance of their religious beliefs.
- 6.** Require employers to reasonably accommodate employees or job applicants with disabilities to enable them to perform the essential functions of a job.
- 7.** Permit job applicants, unpaid interns, volunteers, and employees to file complaints with DFEH against an employer, employment agency, or labor union that fails to grant equal employment as required by law.
- 8.** Prohibit discrimination against any job applicant, unpaid intern, or employee in hiring, promotions, assignments, termination, or any term, condition, or privilege of employment.
- 9.** Require employers, employment agencies, and unions to preserve applications, personnel records, and employment referral records for a minimum of two years.
- 10.** Require employers to provide leaves of up to four months to employees disabled because of pregnancy, childbirth, or a related medical condition.
- 11.** Require an employer to provide reasonable accommodations requested by an employee, on the advice of their health care provider, related to their pregnancy, childbirth, or a related medical condition.

12. Require employers of 20 or more persons to allow eligible employees to take up to 12 weeks leave in a 12-month period for the birth of a child or the placement of a child for adoption or foster care; also require employers of 50 or more persons to allow eligible employees to take up to 12 weeks leave in a 12-month period for an employee's own serious health condition or to care for a parent, spouse, or child with a serious health condition.

13. Require employment agencies to serve all applicants equally, refuse discriminatory job orders, and prohibit employers and employment agencies from making discriminatory pre-hiring inquiries or publishing help-wanted advertisements that express a discriminatory hiring preference.

14. Prohibit unions from discriminating in member admissions or dispatching members to jobs.

15. Prohibit retaliation against a person who opposes, reports, or assists another person to oppose unlawful discrimination.

FILING A COMPLAINT

The law provides for remedies for individuals who experience prohibited discrimination or harassment in the workplace. These remedies include hiring, front pay, back pay, promotion, reinstatement, cease-and-desist orders, expert witness fees, reasonable attorney's fees and costs, punitive damages, and emotional distress damages.

Job applicants, unpaid interns, and employees: If you believe you have experienced discrimination or harassment you may file a complaint with DFEH. Independent contractors and volunteers: If you believe you have been harassed, you may file a complaint with DFEH.

Complaints must be filed within three years* of the last act of discrimination/harassment. For victims who are under the age of eighteen, not later than three years after the last act of discrimination/harassment or one year after the victim's eighteenth birthday, whichever is later.

To schedule an appointment, contact the Communication Center below.

If you have a disability that requires a reasonable accommodation, the DFEH can assist you by scribing your intake by phone or, for individuals who are Deaf or Hard of Hearing or have speech disabilities, through the California Relay Service (711), or you can contact us below.

DFEH is committed to providing access to our materials in an alternative format as a reasonable accommodation for people with disabilities when requested.

Government Code section 12950 and California Code of Regulations, title 2, section 11013, require all employers to post this document. It must be conspicuously posted in hiring offices, on employee bulletin boards, in employment agency waiting rooms, union halls, and other places employees gather. Any employer whose workforce at any facility or establishment consists of more than 10% of non-English speaking persons must also post this notice in the appropriate language or languages.

CONTACT US

Toll Free: (800) 884-1684
TTY: (800) 700-2320
contact.center@dfeh.ca.gov
www.dfeh.ca.gov

* Effective 1/1/2020.

PERFORMANCE METRICS – 1st, 2nd, & 3rd 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.

THIRD QUARTER 2020: 30 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.

THIRD QUARTER 2020: 9 complaints against certificate holders received on average per month.

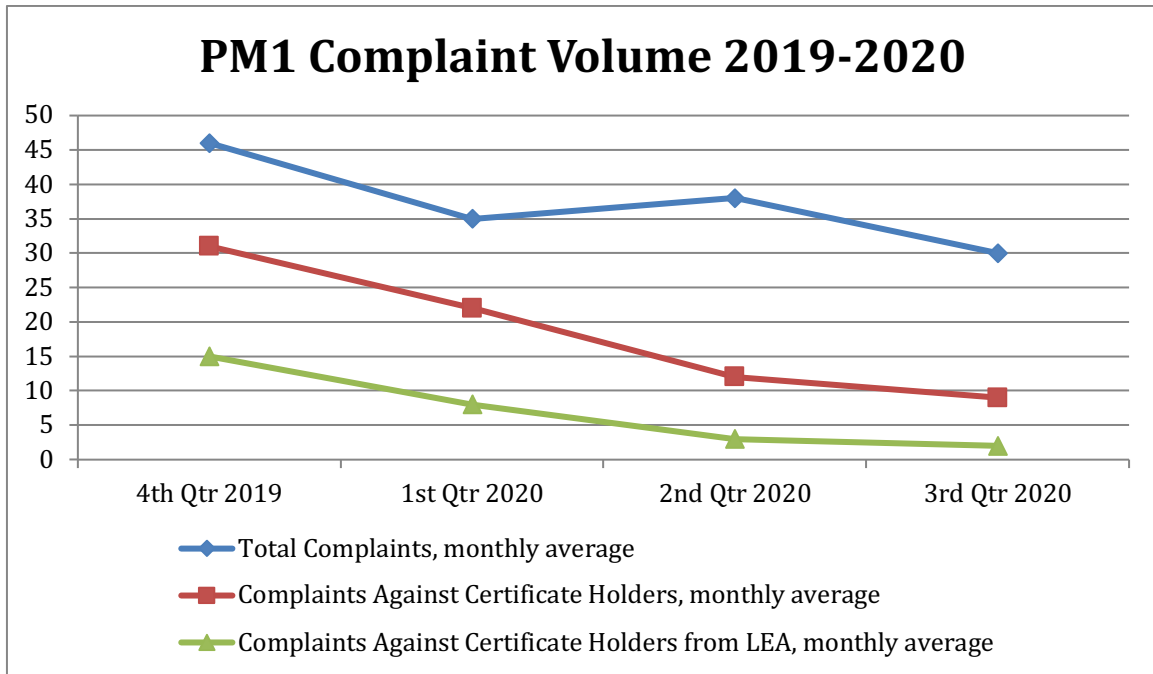
PM 1.2 – VOLUME – CERTIFICATE HOLDERS – COMPLAINTS FROM LAW ENFORCEMENT

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.

THIRD QUARTER 2020: 2 complaints from LEA received against certificate holders on average per month.



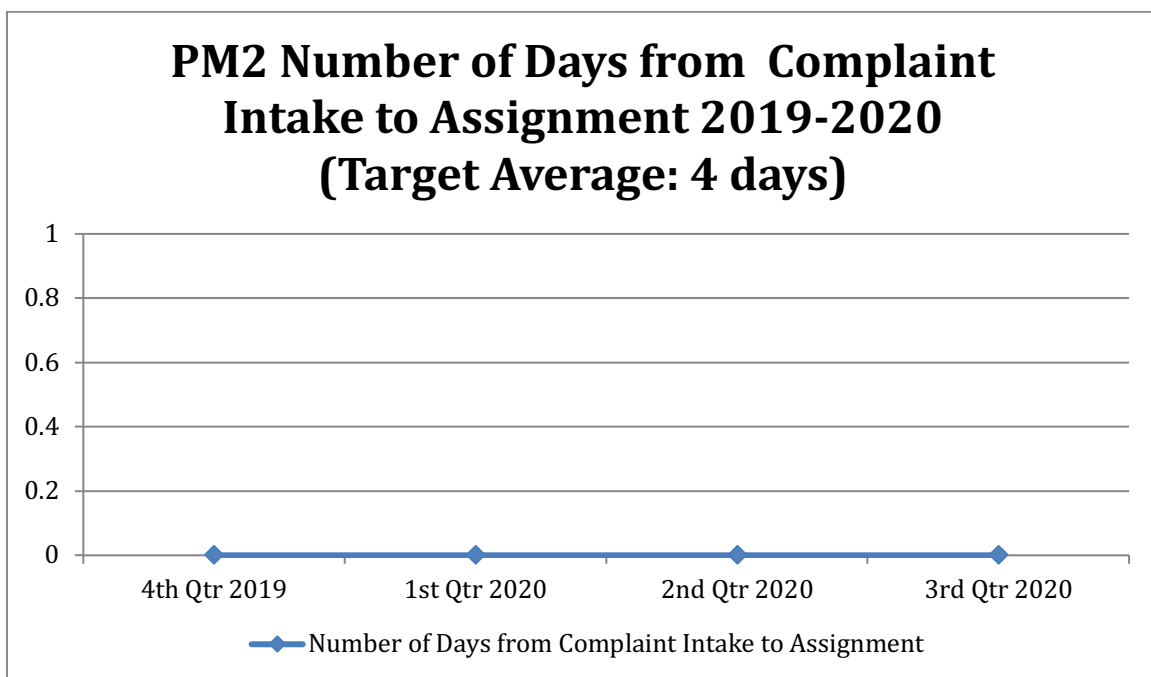
PM2 – INTAKE – ALL COMPLAINTS

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.

THIRD QUARTER 2020: 0 days to assignment.



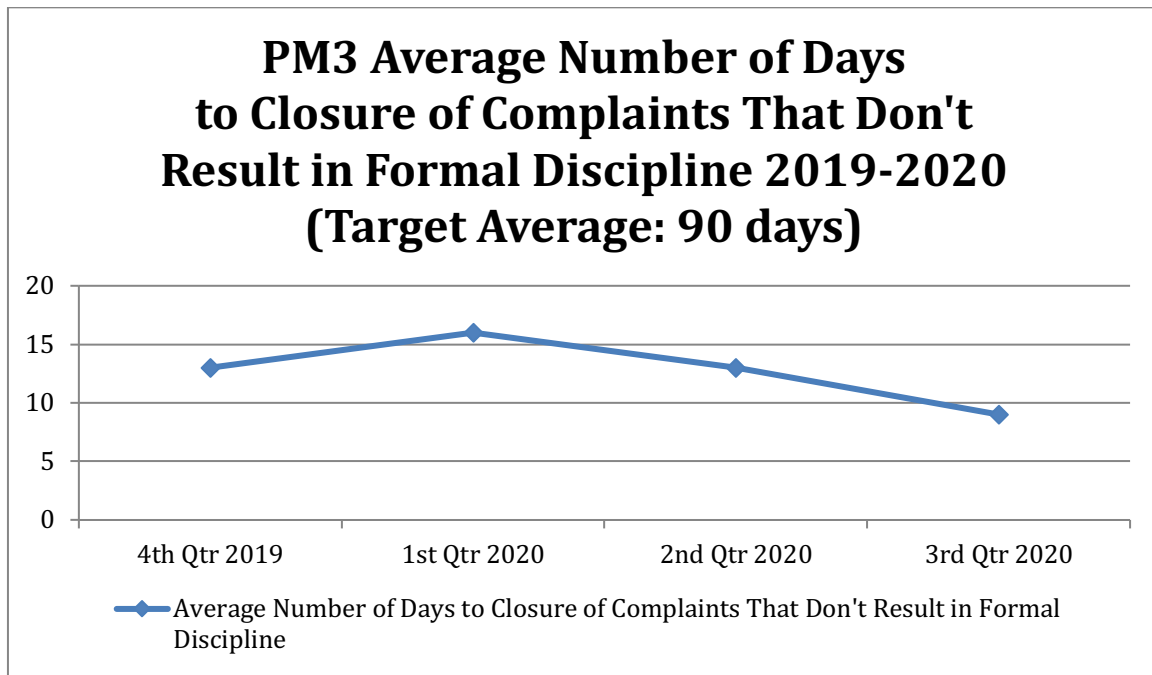
PM3 – INTAKE AND INVESTIGATION

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.

THIRD QUARTER 2020 (90 complaints resolved): 9 days is the average number of days to closure.



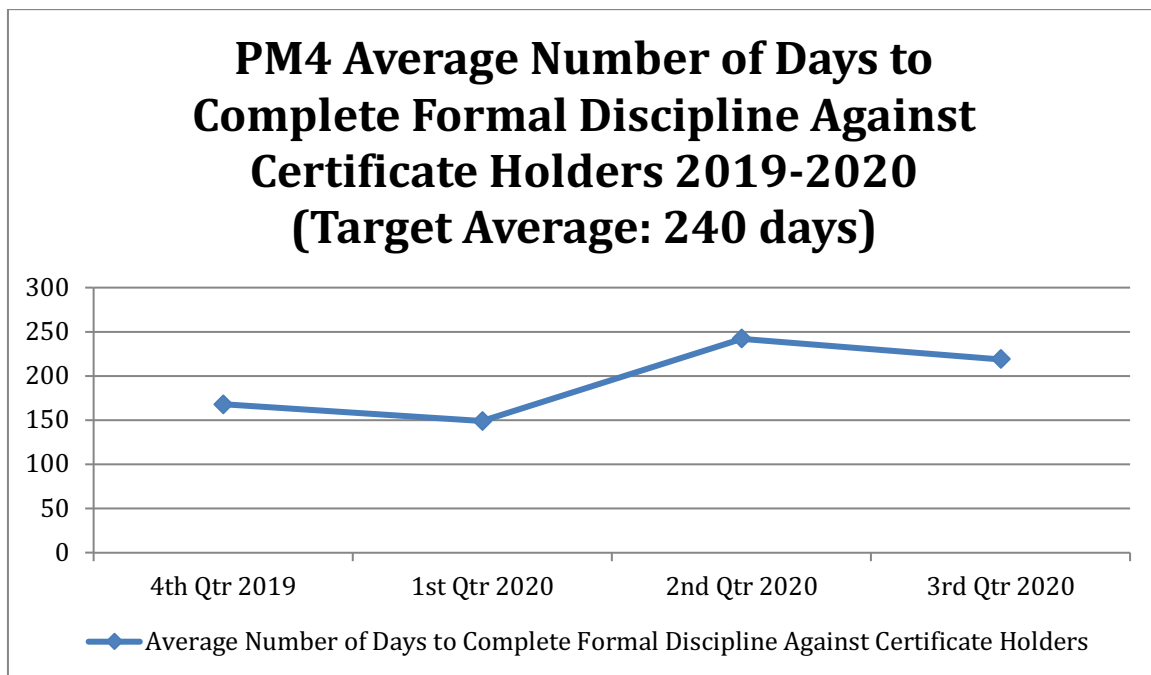
PM4 – FORMAL DISCIPLINE AGAINST CERTIFICATE HOLDERS

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.

THIRD QUARTER 2020 (103 actions): 219 days is the average number of days from intake to final date of formal discipline.



CAMTC Bank Account Summary
As of 10/31/2020

	Bank	Type	Term	Maturity Date	Rate	Value	% of Portfolio	Valuation Date
1	Umpqua Bank	Checking	NA	NA	0.000%	400,412.12	13.5%	10/31/2020
2	Synchrony	CD	12 Mos	11/10/2020	1.487%	274,747.53	9.3%	10/31/2020
3	State Farm Bank	CD	36 Mos	11/26/2020	1.440%	272,335.00	9.2%	10/9/2020
4	Centennial Bank/Giant Bank	CD	36 Mos	11/26/2020	1.550%	250,000.00	8.4%	10/31/2020
5	EH National Bank	CD	24 Mos	12/5/2020	1.120%	267,348.24	9.0%	12/31/2019
6	First Internet Bank of Indiana	CD	24 Mos	12/8/2020	1.900%	250,615.75	8.4%	10/31/2020
7	Golden State Bank	MM	NA	NA	1.500%	3,141.74	0.1%	10/31/2020
8	Umpqua Bank - CDARS 01-032620	CDARS	1 mo	8/13/2020	0.010%	501,526.95	16.9%	10/31/2020
9	Umpqua Bank - CDARS 02-061120	CDARS	1 mo	8/6/2020	0.010%	750,028.80	25.3%	10/31/2020

2,970,156.13



Prosecution and L.E.I.H.T Task Force Updates

Presenter

DDA Patrick John Vanier

Accomplishments Investigations

2019/2020 – 1 year review

- **People v. Andre Furtado**
 - *Prolific trafficker: in over 15 years he victimized 5 women*
 - *Engaged in a pattern of witness intimidation*
 - *2 month jury trial, 5 felony convictions, & facing life in prison*
- **Demand Reduction – Operation Reclaim & Rebuild**
- **DA Investigators Collaboration –**
 - *California Massage Therapy Council*
 - *Labor HT Investigations with Alcohol Beverage Control & San Jose Police*
 - *Operation Risky Business – Milpitas Police, FBI, & State Department*
 - *8 brothels discovered*
 - *Over million dollars in assets seized*
 - *20 defendants charged – exploitation, money laundering, and fraud.*

County of Santa Clara

Office of the District Attorney and Office of the Sheriff



MEMORANDUM

DATE: November 20, 2020
 TO: Human Trafficking Commission
 FROM: District Attorney's Office/Sheriff's Office/L.E.I.H.T. Task Force
 RE: Progress Memorandum

While the COVID-19 pandemic brought significant challenges for the LEIHT Task Force this year, the mission of investigating and prosecuting human trafficking offenders, identifying survivors, and connecting victims with critical services continued to operate at the highest of levels. While personnel resources were stretched, task force investigators responded to calls of human exploitation, proactively targeted exploiters, recovered vulnerable victims, and collaborated with local, state, and federal agencies and community-based service providers. As essential workers, the assigned human exploitation prosecutors appeared in court to ensure traffickers were not released from custody, and successfully advanced cases through the criminal justice system.

1. Accomplishments and Successes –

A. Prosecution -

In the last year, the Santa Clara County District Attorney's Office Human Exploitation Unit prosecuted **eighty (80) defendants** from investigations conducted by police agencies in the county. Of the eighty (80) individuals, **thirty (30) were convicted** of human trafficking/exploitation crimes (e.g. commercial sex and labor trafficking, pimping and pander, labor/wage theft, and various fraud conduct) with a conviction rate of **ninety-seven percent (97%)**. **Eight (8) convicted** defendants were the result of **four (4) jury trials**. Currently, **forty-nine (49) defendants are pending prosecution** at various stages in the court process.

In 2019, the District Attorney's Office, Victim Services Unit (VSU) was awarded a grant to fund a designated Victim Advocate (VA) solely dedicated to serving survivors of human trafficking. The goals of the grant included increase access to services and promoting trauma-informed care for survivors to aid in navigating the criminal justice system. With respect to all cases prosecuted in the last year, **eighty-three (83) victims were offered advocate support services** and **sixty-five (65) survivors accepted direct and ongoing support services** from VA and partnering agencies.

B. Investigation -

Among the statistical accomplishments mentioned above, LEIHT Task Force Sheriff detectives arrested prolific sex trafficker Andre Furtado who was subsequently prosecuted and tried before

a jury in the midst of COVID-19. Mr. Furtado's history of violently abusing and exploiting women stretched over fifteen years. During that time, he became proficient at escaping punishment from the justice system through severe manipulation and threats to his victims. The reporting victim in the current case suffering from extreme trauma bonds, denied advocate support services and, under the direction and control of Mr. Furtado, attempted to sabotage the prosecution. After two months of trial, Mr. Furtado did not escape accountability and was ultimately convicted of human trafficking causing great bodily injury, kidnapping, domestic violence, pimping and pandering, and failing to register as a sex offender. Mr. Furtado now faces an **85 year to life sentence** as a result of the task force partnership between the Sheriff and DA's offices. This is one of the largest sentences to date for human trafficking in the County of Santa Clara.

In January of this year, the LEIHT Task Force contributed to the statewide initiative of *Operation Reclaim and Rebuild* by organizing a two-day demand reduction and victim recovery operation. The undercover sting investigations netted fourteen (14) sex buyers, four (4) registered sex offenders, identified five (5) prostituted persons, who were offered services, and arrested one (1) person for felony pimping. This reflects an ongoing commitment of holding buyers accountable in the predatory role they play while at the same time not criminalizing potential survivors.

During the weeks and months following shelter-in-place orders, District Attorney investigators assigned to LEIHT continued building collaborative partnerships with local, state, and federal agencies to combat human trafficking. DA investigators initiated investigations with the FBI, U.S. Department of State, Alcohol Beverage Control (ABC), **California Massage Therapy Council (CAMTC)**, San Jose Police Department Human Trafficking Task Force, and various city police departments within the county. Earlier this year, the District Attorney's Office signed an MOU with CAMTC to administratively address the proliferation of illicit massage businesses in the county. As a result of this MOU, a pilot program was launched to utilize code enforcement and police resources to identify bad actors and exploited victims. While COVID-19 slowed the execution of this pilot program, this collaborative will yield successful strategies in other cities and unincorporated areas of the county.

Another example of partnership building during this turbulent time occurred when DA investigators and San Jose Police Department assisted agents with the California Department of Alcohol Beverage Control who identified labor traffickers exploiting employees in several South County retail liquor stores. The nine month investigation resulted in the discovery of two business owners using threats of deportation to falsely imprison an employee, forced to live in inhuman conditions of a storeroom, and work more than 15 hours a day, seven days a week without pay. With the trafficking victim moved to a safe location and more exploited victims identified, the comprehensive service provider apparatus of Santa Clara County has been activated to provide immigration, workplace rights, and case management assistance to those impacted. This case represents the ultimate goal in collaboration from the inception of the investigation all the way through to survivor recovery and exploiter accountability.

Over the last year, DA investigators also worked with Milpitas Police Department, FBI and the State Department to dismantle an organization operating a network of brothels in San Jose, Milpitas and South San Francisco. Investigators uncovered more than **eight separate brothels**, recovered seven victims, commenced forfeiture litigation on more than **one million dollars in**

assets, and developed evidence to **charge twenty (20) individuals for felony crimes** that included human exploitation, money laundering, real estate/mortgage fraud, and tax invasion. As LEIHT investigators and prosecutors continue to prioritize interagency law enforcement cooperation, MOUs acknowledging a commitment to eradicate human exploitation will be encouraged to formalize the partnerships commenced this past year.

C. Protocol and Trainings -

Spearheaded by the District Attorney's Office and the South Bay Coalition to End Human Trafficking, a working group of law enforcement representatives, county agencies, and service providers was convened over the last year to revise the Law Enforcement Human Trafficking Protocol. The previous iteration of the protocol was adopted by the Santa Clara County Police Chief's Association in 2016. The new protocol provides a comprehensive blueprint for police to prioritize recovery of adult labor or sex trafficking victims and CSEC. Incorporating direct feedback from the field and streamlining the process for law enforcement, it will facilitate more identifications and active investigations of human trafficking. This protocol is unique in encompassing all forms of trafficking with a victim-centered, trauma-informed lens, focusing on collaboration and advocacy, serving as a model for other counties throughout the state. In addition to revising the protocol, DA human trafficking prosecutors and investigators have conducted more than a dozen trainings for attorneys, police, service providers, and community members throughout the state.

2. Challenges and Needs –

A. Difficulty in Sex Trafficking Cases Related to Power Dynamics Embedded in Trafficking Requires a Prevention Approach and Enhanced Training to Obtain Corroborating Evidence

As anecdotally reported by experienced investigators, prosecutors and advocates, human trafficking crimes are among the most difficult cases to pursue in the criminal justice system. Since these cases are primarily built on the testimony of survivors, successful results largely depend on ensuring these necessary witnesses cooperate for court proceedings. The power dynamic exhibited by exploiters over their victims often impact these factors for successful outcomes. As Mr. Furtado, the trafficker described earlier in this memorandum so coldly stated after learning that his victim informed on him to officers, "that bitch will do whatever I tell her to do, in a matter of time." As his case moved through the judicial process, Mr. Furtado's crude prediction was correct.

In general, most commercial sex traffickers are narcissistic and predatory in nature. While monetary greed appears to be a common motivating factor, most trafficking offenders also seem driven by a primal need to exert power and control to manipulate their victims. Prosecutors and investigators see these tendencies continue long after the trafficker's arrest. There is no remorse or desire for rehabilitation. This power dynamic is used to undermine the judicial process whether the trafficker is in or out-of-custody. By tapping into the victims' desire for love and affection, known as Romeo pimping, threats of physical harm, referred to as violent pimping, or a combination of both, routinely cause victims to remain loyal to their exploiter as the case is pending. This undue influence usually results in the victim failing to appear as a witness for evidentiary proceedings or, in the alternative, appearing and recanting earlier statements made to investigators.

As experts unpack the “why” behind the trafficker’s control, the dependence and loyalty shown by victims to their trafficker can often be traced back to the litany of vulnerabilities targeted for recruitment and grooming. Lured into prostitution as a result of drug dependency or mental health issues, or isolated as a runaway foster youth, or suffering from physical and/or sexual abuse at home, traffickers exploit one or more of these vulnerabilities. Whether recovered as CSEC, transitional aged youths or adults, most victims have histories of trafficking, exploitation and abuse as minors. It is in communities where youth are most at risk to become CSEC that county experts should begin to address the genesis for human trafficking. Often, the vulnerabilities a youth faces are the same faced by their parents or guardians.

B. Labor Trafficking Cases Require Extensive Time and Resources

The amount of time required to investigate a labor trafficking case is significantly greater than that of a sex trafficking case. Similar to consumer rights cases, labor trafficking relies heavily on financial documents/evidence which takes time to investigate fully and identify causal connections. In addition, the showing of deprivation of liberty in labor trafficking cases is often subtle. While the recent Gilroy case had a clear showing of depraved conditions and force, that is often not the case and psychological coercive factors are reliant upon victim disclosure. This again prompts support from service providers. Santa Clara service providers are well equipped to serve all survivors of trafficking, but see significant gaps in housing for survivors, particularly adult males and families.

3. Goals and Recommendations –

To best address the challenges associated with investigating and prosecuting human trafficking cases, the LEIHT Task Force recommends the following:

- o **Continued funding for existing efforts to support a collaborative model in combating trafficking.**

As more individuals are being marginalized due to COVID-19, law enforcement will rely heavily on those agencies working with vulnerable communities to help identify and connect victims to the justice system.

- o **Expand ongoing and yearly county resources with the South Bay Coalition to End Human Trafficking and the point agency Community Solution to develop a targeted prevention approach to sex trafficking that is multi-dimensional and comprehensive.**

While a number of agencies focus on intersectional prevention (i.e., domestic violence and sexual assault), they often do not include substantive and sustainable approaches to address youth education and victim prevention on human trafficking. It is now more important than ever for law enforcement and the LEIHT Task Force to play an active role in communities regarding human trafficking prevention, online safety, and identification of exploitation.

Support should also be provided to student’s families where the same vulnerabilities may present. Often parents have histories of abuse or trauma that is carried onto the next generation.

- **Ensure that data collection and information sharing to further evidence-based practices are used across agencies.**

The focal point of such an effort is to bring existing partnerships within the county together with survivors to study data trends, patterns, and susceptibilities for victims and make recommendations for intervention and prevention strategies. This may include educational outreach initiatives targeting communities most at risk. Despite state mandates, there is no dedicated funding for educational curriculum to focus on trafficking in the county, or ensure schools are equipped to identify and report human trafficking.

- **Ensure dedicated funding to a collaborative that can provide strategic recommendations for labor trafficking investigations.**

Labor trafficking requires extensive partnership across government agencies, attorneys and community-based organizations. Moreover, to ensure identification and law enforcement referrals, there must be a committed space for agencies to forge partnerships and develop strategies. This may be through an existing collaborative relationship through the South Bay Coalition to End Human Trafficking and other key county stakeholders. Dedicated funding to ensure these groups can provide recommendations to meet the needs of survivors of labor trafficking in the way of direct services (i.e. housing), and outreach and awareness (i.e. Know Your Rights workshops).

Treasurer's Report, September 30, 2020

Board Meeting: December 10, 2020

Applications Received and Re-Certifications Billed

Perhaps surprisingly, data on therapist certifications through September 30, 2020 show no meaningful differences from the comparable pre Covid-19 periods of the two preceding years. The figures on New Applications and Recertifications through September 30, 2020 do not appear to differ substantially from what might have been expected if the Covid-19 impact had not occurred.

Whether the number of Active Certificate Holders remains at the current level is likely to depend on such factors as government policies and how confident the public is in returning to pre-virus massage patterns.

The Number of Certificate Holders

The number of Active Certificate Holders is a meaningful measure of CAMTC's current functioning. Prior to the COVID-19 shutdown, one might have expected a reduction in the number of Certificate Holders because the tight job market offered alternate opportunities. During this period of the virus shutdown and gradual re-opening, one might have expected further drops in the numbers of Certificate Holders because, again, these people may have sought other occupations.

Neither of these concerns appear to be reflected in the number of Active Certificate Holders on September 30, 2020. At 50,224, the number differs little from 2019 (50,662) and 2018 (50,035). Although there has been year-to-year variation over time, the number of Certificate Holders continues to remain fairly constant. A big question, of course, is what will happen in the coming months as clients decide whether it is safe to return.

The following table shows the number of certificate holders on September 30 for the last three years

September 30	NUMBER OF CERTIFICATE HOLDERS
2020	50,224
2019	50,662
2018	50,035

New Applications and Re-Certifications

Two thousand five hundred and sixteen (2,516) New Applications were received through September 30, 2020. This was a large drop from the high of 4,687 in the comparable period in 2019, but well above 2018 and still in line with recent years. Perhaps one of the few impacts of the COVID-19 closures that we see in the 2020 data is that new Applications hit a low in April and recovered only partially to pre-April levels.

New Applications, 2020	
January	437
February	349
March	361
April	154
May	228
June	225
July	218
August	234
September	310
Total	2516

Recertifications Billed, at 20,767, were up substantially from 2019 and not too distant from the high 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 87% of the total activity. While there is no reason that such a pattern should exist, over the last three years, the number of New Applications Received and Recertifications Billed varied inversely, resulting in the reduction of year-to-year variation in the number of certified therapists.

Through Sept 30	New Applications Received	Re-Certifications Billed	Total	Re-Certifications as a % of Total
2020	3,155	20,767	23,922	87%
2019	5,870	16,270	22,140	73%
2018	1,799	21,425	23,224	92%

Through September, 2020, 81% of the Recertifications Billed were paid; below the levels achieved in 2018 and 2019, but still, in my judgment, an acceptable percentage.

Through Sept 30	Recertifications Billed	Recertifications Paid	% Billed That Are Paid
2020	20,767	16,885	81%
2019	16,270	15,598	96%
2018	21,425	18,694	87%

Processing Time

The average number of days required to process and approve documents (assuming no background or education issues) was 10 days in 2020, a meaningful reduction from the 14 days in 2019 and 17 days in 2018.

What It All Might Mean

The number of Active Certificate Holders has held up well during the pandemic.

This may be a time when CAMTC can play an important role in its mission of protecting and advocating for the public by communicating and advising consumers that safe massages are available.

What actions the industry and government take should be watched closely because of its impact on the category.

Financial Statements

Statement of Functional Activities (Income Statement)

Overview Revenue, Expenses, and Net Income Relative to Budget and Prior Year

Revenue was down 8% from the comparable year-ago period while Expenses fell by only 5%. The net effect was a decline of 68% in Net Income from a year-ago.

Both actual Revenue and Expense through July 31 were below Budget. Revenue, at \$4,100,984, was 14% below the budgeted amount, and expenses were 13% below budget. In contrast to 2019, where Net Income exceeded the budgeted amount, in 2020 Net income was just 51% of Budget. Thus, although the number of Active Certificate Holders remained at previous levels, management's expected growth was not achieved.

SUMMARY OF FUNCTIONAL ACTIVITIES

January 1 Through September 30

2020

2019

	Actual	Budget	Actual	Budget	Change in Actual from 2019
Total Revenue	\$4,100,984	\$4,763,132	\$4,476,108	\$4,441,681	-8%
Total Expenses	\$4,026,695	\$4,616,425	\$4,243,197	\$4,289,343	-5%
Net Income	\$74,289	\$146,708	\$232,911	\$152,338	-68%

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 14% below Budget. Most, 88%, 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, to the extent that these educated forecasts were not met may mean the pandemic has had some effect.

Re-Certifications – CY (Current Year) accounts for 73% of Total Revenue year-to-date, with *New Certification Fees – CY* adding an additional 11%. These two sources, together, comprise 84% of Revenue

Past Year Re-Certification Fees, accounts for an additional 6%; no other source exceeded 2%.

REVENUE, THROUGH SEPTEMBER 30, 2020

	Actual	% of Total	Actual as a % of Budget
CERTIFICATION FEES			
New Certification Fees - CY	\$459,633	11.21%	56%
New Certification Fees - PY	\$68,673	1.67%	90%
Re-Certifications - CY	\$2,998,129	73.11%	93%
Re-Certifications - PY	\$250,345	6.10%	98%
Recertification Late Fees	\$62,590	1.53%	72%
Limited Recertification Fees	\$42,000	1.02%	NA
Limited Recert Late Fees	\$6,300	0.15%	420%
TOTAL CERTIFICATION FEES - INDIVIDUAL	\$3,887,670	94.80%	87%
		0.00%	
Hearing Fees - Individuals	\$29,480	0.72%	51%
School Application Fees -	\$28,590	0.70%	101%
School Background Check Fees	\$3,690	0.09%	75%
School Hearing Fees	\$0	0.00%	0%
Interest and Other Income	\$18,329	0.45%	81%
Miscellaneous Fees	\$133,225	3.25%	72%
TOTAL REVENUE	\$4,100,984	100.00%	86%

Expense Detail

Expenses were 13% below Budget.

CAMTC accounts for expenses in 37 categories. Fifteen (15) of those 37 accounts make up 92% of both actual and budgeted expenses through September 30. 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 within four percentage points of the budgeted amounts.

Application Processing, accounting for 32% of the total, is clearly the major expense category, followed by Senior Management and Legal, both at 10%, then by Paralegals, 8%, and Legal in House, 6%. Legal-related activity accounts for 24% of all expenses.

EXPENSES THROUGH SEPTEMBER 30, 2020

Account	Amount	% of Total	Actual as a % of Budget
Senior Management	\$404,170	10%	104%
Management	\$128,580	3%	76%
Outreach Director	\$64,029	2%	103%
Field Investigators	\$161,993	4%	86%
School Inspectors	\$100,369	2%	96%
Legal In-house	\$229,295	6%	104%
Paralegals	\$312,205	8%	86%
Payroll Taxes	\$60,808	2%	50%
Benefits	\$175,937	4%	103%
Communications & Outreach	\$148,851	4%	92%
Banking/credit Card Fees	\$85,361	2%	103%
Certification/Mats/Print/Mail	\$44,378	1%	51%
Database Development	\$68,938	2%	42%
Legal	\$419,665	10%	101%
Application Processing	\$1,305,829	32%	99%
Total of Above Expenses	\$3,710,408	92%	92%
TOTAL EXPENSES	\$4,026,695	100%	87%

Statement of Financial Position (Balance Sheet)

Overview

CAMTC is in a solid financial position and, in spite of the pandemic, is in a generally comparable situation to what 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 34% from September 30, 2019 to \$3,395,393. Cash on hand, \$3,395,393 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 101% to \$1,651,960. There has been a substantial increase in accounts payable. However, the major component, 37%, of the liabilities is deferred income from pre-payments by therapists.
- Equity, at \$1,894,586, is slightly (3%) above a year ago.

BALANCE SHEET, September 30			
	2020		2019
Assets			
Checking/Savings	\$3,395,393		\$2,445,046
Fixed	\$80,188		\$150,558
Other Assets	\$70,965		\$58,749
Total Assets	\$3,546,546		\$2,654,353
Liabilities			
Current	\$1,066,733		\$727,472
Long term	\$585,227		\$93,317
Total Liabilities	\$1,651,960		\$820,790
Equity	\$1,894,586		\$1,833,563
Total Liabilities and Equity	\$3,546,546		\$2,654,353

Conclusions

- Despite the virus-related closures and uncertainties of the past several months, CAMTC is in a healthy financial position and should be able to sustain any near-term adversities.

- The findings present a somewhat mixed picture of the effects of COVID-19 on the number of Active Certificate Holders. On the positive side, the number of such therapists have not declined and CAMTC continues to have a strong balance sheet. However, Revenue has not met the budget forecasts. On balance, the weight of evidence suggests that the category is holding up fairly well. The concerns are whether, given the ongoing publicity about the virus' continuing presence, consumers will be willing to get massages and therapists will continue to have work.

Respectfully submitted by
Michael Marylander,
Treasurer
November 30, 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, Human Trafficking and IT

Report for Board Meeting December 10, 2020

Local Massage Regulations:

As expected, fewer new or amended massage ordinances have been introduced since the pandemic impacted government activities at all levels. Nevertheless, a number of ordinance updates are still in process. After well over a year of back and forth discussions and reviews the city of Sacramento has expects the current draft to be introduced although no date has been set for first reading before the city council. The city is proposing a dual system in which they will issue local massage permits to those who are not certified. Although each draft has improved, I am concerned that there may be several loopholes that have not been addressed.

Livermore has passed a new ordinance that requires certification. My opinion is that it is one of the best ordinances and will be one of my top Model Ordinances to share upon request. The ordinance narrows exemptions for those providing massage in health provider offices and athletic clubs to prevent abuse. It also exempts sole providers from needing establishment permits, based on a provision I shared from Milpitas. This complies with the provision in the Massage Therapy Act, Business and Professions Code section 4603.1 "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.*" Should CAMTC suspend or revoke the certification of a sole provider, the business would effectively close, removing the need for an establishment or conditional use permit by simplifying the process to close business.

Rick McElroy and I frequently refer and collaborate on projects. We have been participating in monthly calls with Campbell Police department to close the illicit establishments in town as part of a partnership with the county of Santa Clara.

Human Trafficking

Meetings of Human Trafficking taskforces, coalitions and collaboratives have continued on zoom and other platforms. The San Francisco Collaborative Against Human Trafficking (SFCALT) held their annual conference October 9th entirely online. Although no presentations were specific to massage these offer good networking despite being virtual. With January being National Slavery & Human Trafficking Prevention Month there will be events throughout the state to raise awareness. The South Bay Coalition to End Human Trafficking (SBCEHT) is considering focused trainings each week, with one pertaining to illicit massage establishments.

As economic impacts of the pandemic are expected to result in cuts to police budgets and both vice and human trafficking units Rick and I have discussed with several law enforcement and

human trafficking experts the possibility of addressing illicit massage as a healthcare issue. One of the most active internet listservs is HEAL Trafficking whose stated purpose is to discuss issues at the intersection of public health and human trafficking. However, without clear data demonstrating negative effects specifically of illicit massage and human trafficking on the health of the community, it will be a challenge to get much traction.

In fact, quite a few illicit establishments were reported as open during COVID-19 shut-downs. In 2004 or so San Francisco moved regulation of massage from the police to the Department of Public Health with the intent of treating it as a health issue. Actually, this move was initiated by the Bay Area Sex Worker Advocacy Network (BAYSWAN), who were trying to protect sex workers, including those working in illicit massage establishments from being treated as criminals. The ordinance did not work well as illicit establishments proliferated and the city had no authority to hold either the workers or owners responsible. Several revisions have attempted to address this although the resulting zoning and fees remain quite burdensome to the legitimate profession in San Francisco.

My concern is that the more illicit massage businesses cause the public to demand action the more local governments consider imposing high fees and onerous land use restrictions that stifle the legitimate profession.

The Little Hoover Institute released their final report [Labor Trafficking: Strategies to Help Victims and Bring Traffickers to Justice](#), the agency's third and final report stemming from a year-long investigation into the state's response to labor trafficking. Between 2016 and 2019, more than 14,000 human trafficking survivors received help from the state, including more than 3,000 who were classified as being exploited for their labor. (The remainder were exploited for sex.). There is much evidence of labor violations including those rising to labor trafficking, with or without sex trafficking, within the massage industry. This year Alameda DA prosecuted several such cases. Recommendations of Little Hoover include:

- Recommendation 1: Several state agencies are positioned to pursue labor trafficking investigations. The Department of Industrial Relations would be well positioned to serve at the forefront of combatting labor trafficking crimes, but currently lacks the mandate to do so. Other organizations, such as the Employment Development Department and the Franchise Tax Board, also could contribute to labor trafficking investigations.
- Recommendation 2: California should empower state agencies to investigate labor trafficking crimes.
- Recommendation 3: California should standardize coordination among federal, state, and local agencies around labor trafficking.
- Recommendation 4: California should track labor trafficking enforcement activities and study outcomes to identify best practices.
- Recommendation 5: California should enhance labor trafficking training opportunities for law enforcement and court personnel.

Since verifying sex trafficking in massage is rare, increasing resources to identify and address labor violations, including trafficking is likely to reach and support more victims, since individuals show a greater willingness to discuss wage information than whether the individual is forced or coerced into providing sexual services.



To: The CAMTC Board of Directors
From: Jon Walters, Director of Operations

Operations Report

December 10, 2020

Overview

Since the last board meeting in October and throughout 2020, the California Massage Therapy Council's (CAMTC) Operations division has continued to fulfill its primary objectives.

The team remains distributed, while also following appropriate protection protocols when performing essential services. Consistently changing local, state, federal and global conditions related to work and health guidelines, social dynamics, and the pandemic continue to require fluid and responsive communication, evaluation, decision-making and execution. Most primary workflows change from month-to-month in terms of process design and improvement. The team continues to propose, practice, fine-tune (and sometimes discard) methods of observing, focusing, reviewing, developing and executing – often adjusting based on results. This pattern has helped them to adapt to the constant stream of change for the last nine months with diligence and attention.

Physical Services

As part of the shelter-in-place protocols, physical services remain restricted. All are encouraged to utilize secure digital methods of communication and information sharing for the fastest response and service capability during the pandemic.

At the last board meeting the Director reported that certificate and ID card generation had resumed, and the team has made significant progress since then in that area. At the time of writing, recertification certificates approved through 11/16/2020 have been printed, as well as new certificates approved through 10/30/2020.

New Applications & Certificates

In October 2020, the median number of days to process new applications with no background or education issues was 12 days (see attached chart; goal = 45-day median or less).

Recertifications

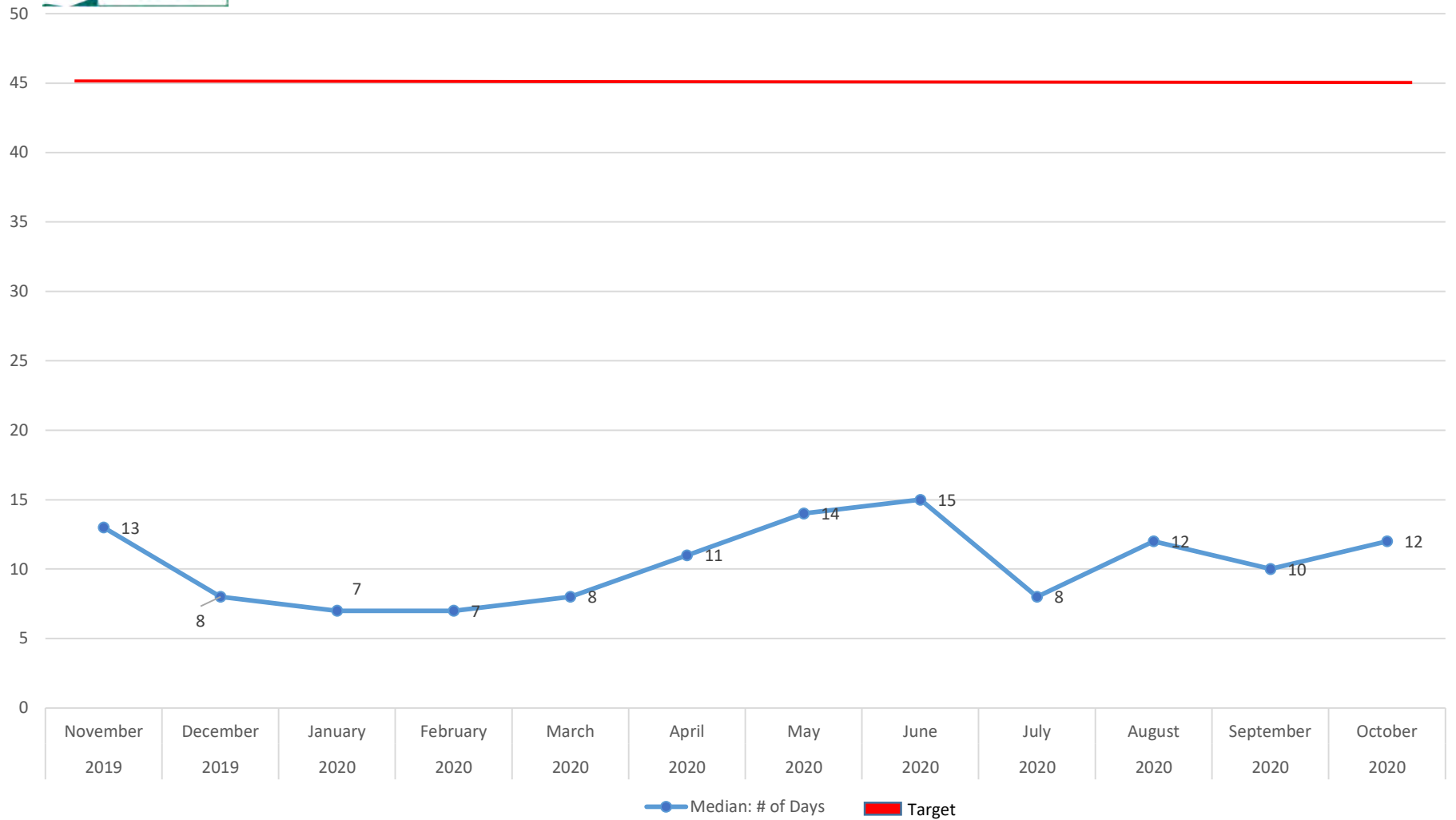
The median number of days to approve eligible recertification applications with no background issues in October 2020 was 6 days (see attached chart; goal = 25-day median or less).

Customer Service Phone Calls

Even though the front-line workforce handling incoming calls was reduced in late July by 17%, the average wait time to answer by a live agent in October 2020 was 32 seconds, and 38 seconds in November (see attached chart; goal = 90 second average or less).



CAMTC Median Processing Time - New Applications with No Background or Education Issues



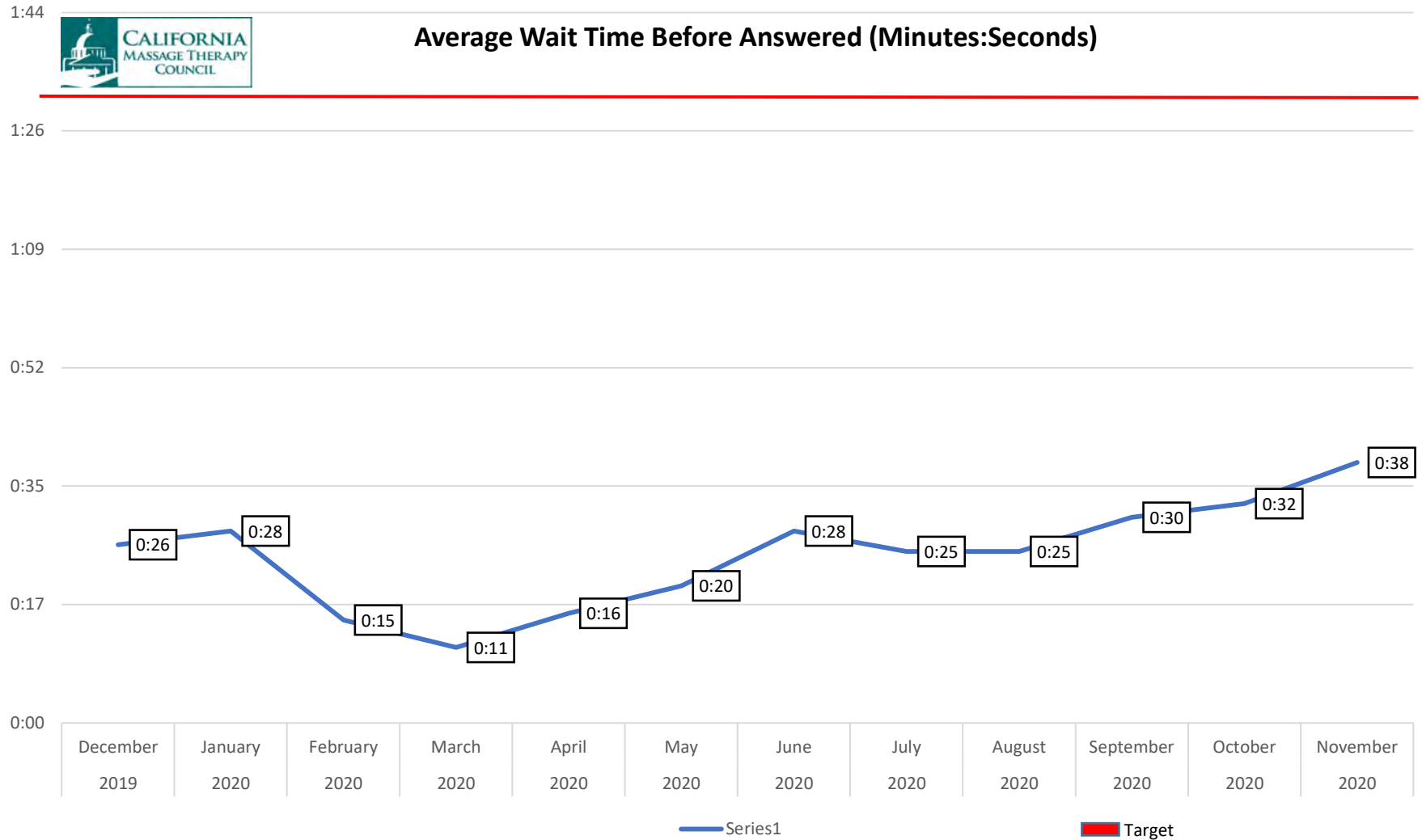


CAMTC Median Processing Time - Recertification Applications with No Background Issues





Average Wait Time Before Answered (Minutes:Seconds)





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 – December 10, 2020

School Statues Update

Schools continue to trudge along as the pandemic continues and increased restrictions return. There have been no major changes since the October board meeting.

CAMTC continues to have 73 approved campuses, plus 6 provisionally approved campuses, though two campuses have informed CAMTC that they are teaching out their massage programs. Several other schools are on hiatus and it is unknown whether they will return or not.

ESD currently spends the majority of its time and resources on three activities:

1. Working with schools and approving curriculum changes as schools continue to adapt to the ongoing situation.
2. Making virtual site visits to schools (ESD has virtually visited approximately 21 campuses since the October board meeting).
3. Reviewing applicant education from out-of-state schools, multiple schools, and closed schools.

Generally, the Board's temporary policy for interactive distance learning ("IDL") adopted in July has worked relatively well. The main concern voiced by a number of schools is the uncertainty created by the expiration date. ESD has submitted a recommendation to the Board to rectify this matter. For further insight on the current IDL status, please see the Interactive Distance Learning Preliminary Report also submitted.

School Outreach

Monthly Schools Conference Calls: The October and November conference calls continued to see the sort of high participation we've experienced since the pandemic began. In addition to providing a regular open forum for schools to have their CAMTC questions answered, these calls also allow schools to share information and resources for getting through these times. It's great to witness this camaraderie among our schools.

Schools Newsletter: On October 30th, CAMTC published School Newsletter Vol. 4, Issue 2 (attached) and emailed to all schools. These regular newsletters are published a few weeks after board meetings, meaning the last newsletter was published in April. These newsletters

reiterate the information communicated on the monthly calls and are archived on the CAMTC website for easy reference.

Looking Forward

- **When and How the Pandemic Will End?** As the pandemic continues, ESD continues to monitor how schools and CAMTC must adapt to face new challenges. These include continuing to teach through distance learning and then transitioning back to the classroom as life returns to “normal.”
- **Virtual Site Visits:** Virtual site visits will continue so long as schools are offering distance learning.
- **Re-Approvals:** Looking farther down the road, approximately half of approved schools will come up for re-approval on July 1, 2022. Schools may apply for re-approval 6-12 months in advance. Thus, we anticipate 35-40 applications for re-approval to start coming in as early as July 1, 2021, and the rest throughout the remainder of 2021. ESD is preparing now for that process.



- STATEWIDE MILESTONE -

Massage Reopening

As of October 23, 2020 an important milestone was reached. With LA County's announcement that massage may now take place indoors with modifications, **massage is now allowed to occur indoors with modifications in EVERY county in California!** Please check CAMTC's interactive County Massage Reopening Map at

www.camtc.org/county-massage-reopening-map/

for links to online information in your county. Please note that the reopening of massage therapy and massage establishments does not necessarily include massage schools. To see if your school can operate, and with what modifications, consult your local county health department.

County Massage Reopening Map



PASSAGE OF EXAM REQUIREMENT POSTPONED UNTIL JANUARY 1, 2022



On September 29, 2020, the Governor signed into Law SB 1474. Among other things, this Law extends the suspension of the exam requirement for CAMTC Certification for an additional year.

This means that passage of an approved exam for CAMTC Certification is not required until January 1, 2022.



TEMPORARY POLICY TO ACCEPT INTERACTIVE DISTANCE LEARNING (IDL) HOURS



On July 27, 2020, the CAMTC Board of Directors adopted a Temporary Policy to Accept Interactive Distance Learning (IDL) Hours. This temporary policy, among other things:

- Allows CAMTC to accept synchronous distance learning hours for hands-on practice
- Requires a minimum of 75 in-person hands-on hours
- Requires all schools utilizing IDL to submit a monthly report
- Requires schools to provide written notice to IDL students and obtain a signed acknowledgement

If your school is using or plans to use IDL, you must familiarize yourself with these documents located here: www.camtc.org/schools/school-owners-administrators/

REMINDER TO STUDENTS ABOUT COMPLETE APPLICATIONS

Schools should remind students to wait and submit their applications for certification only after they have completed the 500 hours of required education from an approved program. While students may begin filling out the CAMTC Application in advance, they should not submit until everything is complete. CAMTC does not process incomplete applications, so submitting early does not speed up the process. In fact, submitting an application prematurely often leads to delays. And it sometimes results in the application being purged before it can be processed.



DIRECTOR'S UPDATE

BY JOE BOB SMITH

Welcome to our first CAMTC School Newsletter since April 2020. To say a lot has happened since then would be an understatement. COVID-19 has taken a horrific toll on our society, including massage therapists, massage schools, and the massage profession as a whole.

To keep up with pandemic-related changes affecting CAMTC and Approved Schools, we invite you to dial in to our CAMTC Monthly Schools Calls. While we hope you find these newsletters informative, publishing times follow Board meetings and are therefore less frequent and current than the monthly calls. Together, we can get through this.



The Monthly Schools Call occurs the 1st Wednesday of every month at 2pm. The next call is November 4th, 2020. Calls are open to the public, but participation is prioritized for school owners and administrators. Please email your school-related questions in advance to jbsmith@camtc.org.

To participate in the upcoming conference call, simply call the phone number below and, when prompted, enter the passcode below followed by the # sign:

Phone number: 877-366-0711

Passcode: 82373574 #



BOARD MEETING UPDATE

On October 1, 2020, the Board held a hybrid in-person, teleconference Board meeting. During this meeting, the Board assigned staff to develop a preliminary report exploring whether or not CAMTC should permanently accept some distance learning hours. The next Board Meeting is scheduled for December 10, 2020.



????????? QUESTION OF THE MONTH ?????????? WHERE TO FIND SCHOOL APPLICATIONS



Find Applications for School Re-Approval and Change of Staff on our website at www.camtc.org/schools/school-owners-administrators/.

To receive an Application for School Approval of new schools or other change applications, please email Joe Bob Smith at jbsmith@camtc.org.

As a reminder, schools must inform CAMTC of all changes affecting their massage program including, but not limited to, changes to ownership, officers, school name, school address, BPPE approval, curriculum, instructors, and administrators.



**CAMTC
WINDOW DECALS**

Get Your Approved School Window Decal

Show your CAMTC Approved School pride with an approved school window decal from CAMTC! CAMTC will provide one to your school free of charge. Email: jbsmith@camtc.org.

These window decals cling to the window without leaving any sticky residue, and can be moved if needed. Great way to announce to your students and public that your school is a CAMTC Approved School!

WE'RE HERE TO HELP

For School Questions or Comments, Joe Bob Smith,
CAMTC Director of Educational Standards Division,
can be reached at:

jbsmith@camtc.org

Missed a CAMTC School Newsletter?

Digital versions of all previous CAMTC School Newsletters can always be found at:
www.camtc.org/information-about-camtc/publications/ and scroll down.

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.

www.camtc.org

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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 December 10, 2020

Law Enforcement Relations Training for Law Enforcement

I have been receiving verbal, but tentative requests for training from several police departments/code enforcement units after the New Year- COVID-19 permitting. I am conducting some one-on-one short, in-person trainings in response to our code enforcement training film submitted to CASEO in September.

Los Angeles Police Department Being Defunded 150 Million Dollars by Mayor Garcetti and Getting LAPD on Board

Los Angeles Mayor Garcetti is planning to defund 150 million dollars from LAPD's existing budget. This will require cutting back several specialized units and disbanding many more. The affected officers will return to patrol duties/detective assignments at one of the 22 divisions. While I have made some inroads with Detective Eric Armstrong who works my old division, Detective Support and Vice Division (DSVD), unfortunately that division is being disbanded (due to de-funding) and it looks like I will lose my contact. Special Counsel Alison Siegel subsequently sent some additional information to the city attorney, Carlos De LaGuerra, after our first teleconference. I sent him a recent email asking about our progress and we are still awaiting his response.

Zoom Meetings From September, 2020 to Present

During this period, I have attended 20+ Zoom meetings with Beverly May and multiple conference calls. Most of the meetings continue to be human trafficking driven, with a few Zoom meetings with police departments as well as other massage related issues. Also, I attended an introductory webinar presented by Zoom on how to set up and run Zoom meetings for future teaching possibilities if COVID-19 persists.

Monitoring Every County (plus 3 cities) In The State for CAMTC's Interactive County Status Map.

In June I signed up to receive alerts from all counties and three cities in California regarding massage closures. I monitor the alerts 24/7 and forward this information to Ahmos and Roberta for updates on CAMTC's Interactive County Massage Map.



Outreach Report

December 10, 2020

To: CAMTC Board of Directors

From: Roberta Rolnick, CAMTC Outreach Director

Upcoming & Recent Events

CACEO October 2020

CAMTC was the Diamond Sponsor this year for the California Association of Code Enforcement Officers (CACEO). It was a virtual event that allowed for on-demand trainings, virtual booths 24/7 and live Zoom keynote speakers. The CACEO 2020 Annual Seminar for the month of October was well received. In fact, it was extended for a 2nd month through November for the virtual trainings and presentations. Our virtual booth had 94 unique visitors and 158 total visits. Ahmos Netanel's stellar video titled 'Public Protection and the Five Pillars' was about 5 minutes at the start of the 'Live Event'. Rick McElroy and Kellie Rodrigues are CAMTC celebrities!! 'Making Massage Safe and Legal In Your Community' was one of three video presentations, which is a first for CAMTC.

Upcoming Events for 2021

April 2021 — CPCA Virtual Symposium

Fall of 2021 — WLLE Symposium in person at Santa Clara

October 2021 — CACEO Annual Seminar

Schools Outreach

In collaboration with Joe Bob, we published the October 2020 CAMTC School Newsletter. It informs CAMTC Approved Schools of any actions that the Board takes, and other relevant news. The CAMTC Monthly School Calls have increased with updates and Q&As. eBlasts are sent out immediately, as a critical support to CAMTC Approved Schools and staff.

Law Enforcement Outreach

Mainly I worked with Alison Siegel and Rick McElroy to keep our CAMTC County Massage Reopening Map current with information about the status of each 58 counties. Thank you both Alison and Rick.

The Map's specific info at <https://www.camtc.org/county-massage-reopening-map/> includes the Governor's statewide orders, county public health orders, the State's official guidelines for massage and massage businesses, as well as county contact info for general COVID-19 concerns.

Governmental Affairs

Created outreach in collaboration with the California Police Chiefs Association (CPCA). CAMTC had a full-page advertisement in their printed magazine. They also listed CAMTC as Strategic Partners to Protect Public, with details. Our outreach can be seen in the graphics section.

Beverly May coordinated with me about CAMTC's Sponsorship of the 2020 Conference for the South Bay Coalition to End Human Trafficking (SBCEHT). See the graphic posters below.

Website

Worked with Jon Walters to create a Late Fee Forgiveness Program to save up to \$180. Details are on our website at <https://www.camtc.org/late-fee-forgiveness> and also mailed as a postcard to 5000+ CAMTC Certificate Holders. Thanks Jon! See the postcard is in the graphic section below.

The CAMTC Website Analytics 2-page report is shown in the graphics section below. For instance, statistics of our County Massage Reopening Map shows that the Map had 60,223 pageviews in September and 58,747 pageviews in October. In November the pageviews decreased as all 58 counties had then opened for massage therapy and massage businesses. Additionally, the Analytics show the pageview comparisons of 2019 and 2020 with 10 main webpages, excluding January 2019 as we only had partial data and of course December 2020 has no data.

Also see the samples of the types of eBlasts and COVID-19 Bulletins in the graphics below, that are regularly published on CAMTC's homepage. Nine Bulletins were published so far, since our most recent Board Meeting.

11/20/2020 LA County Coronavirus Briefing for This Holiday Week
CAMTC COVID-19 Bulletin #43

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 Personal Care Services

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

COVID-19 transmission is alarmingly high in L.A. County and surging at a dangerous pace. The time to act is now so we don't see more people dying from COVID-19, and our health care system seriously stressed in the following weeks. This holiday week, it is critically important that everyone follow public health safety measures that provide protection from COVID-19 and minimizes its spread. Public Health will conduct a telebriefing to update you on the latest COVID-19 response, discuss the new safeguards and restrictions and answer your questions and listen to your feedback. Right now, the kindest thing we can do for our family, friends and neighbors is to protect each other from potentially becoming infected with COVID-19.

WHEN: Tuesday, November 24, 2020
Time: 3:00 – 4:00 p.m. (PDT)

WHERE: Telephone Call-in: **844-867-6163**
Access Code: **2789020**

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

Liza Frias, Director
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.*

From: California Massage Therapy Council donotreply@camtc.org
Subject: Statewide Milestone — LA County Reopening Massage
Date: October 23, 2020 at 7:15 PM
To: rrolnick@camtc.org

Dear CAMTC Certificate Holders:

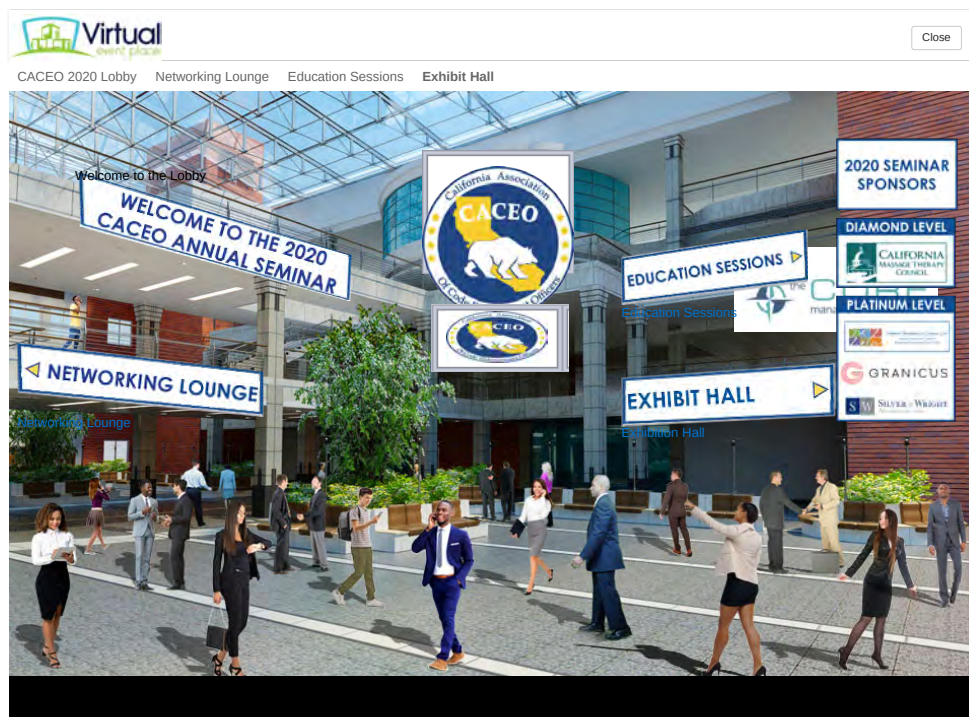
Today an important milestone was reached. With LA County's announcement that massage may now take place indoors with modifications, massage is now allowed to occur indoors with modifications in EVERY county in California!

Please check CAMTC's County Massage Reopening Map for links to online information in your county.

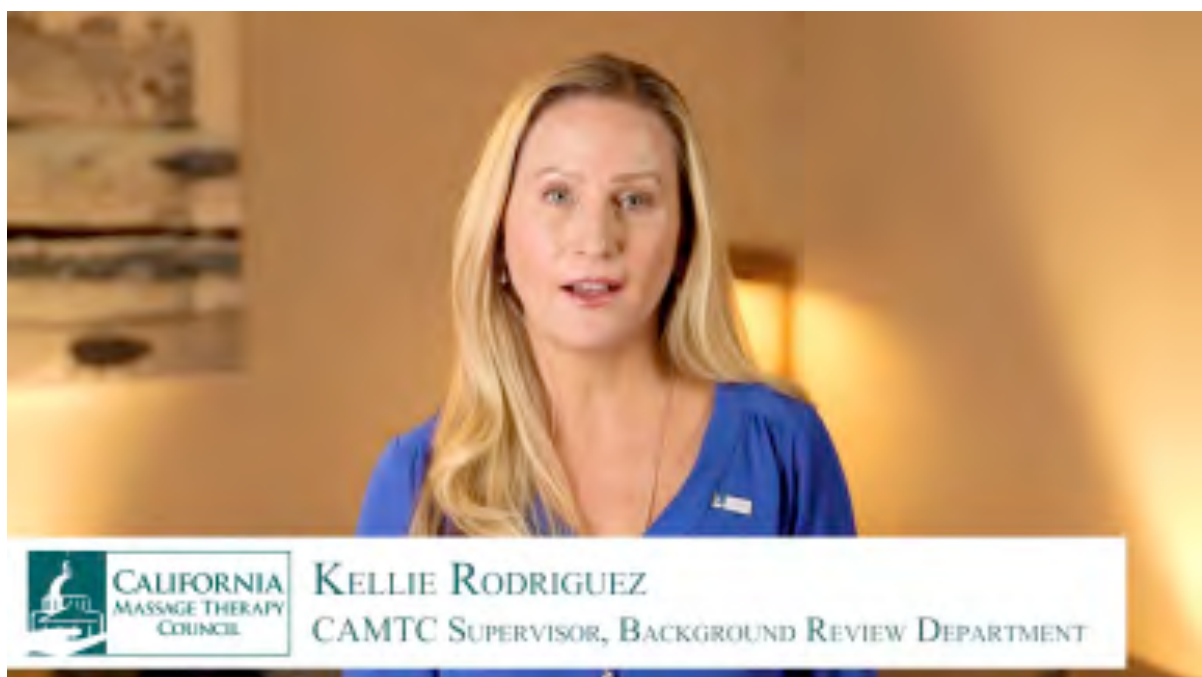
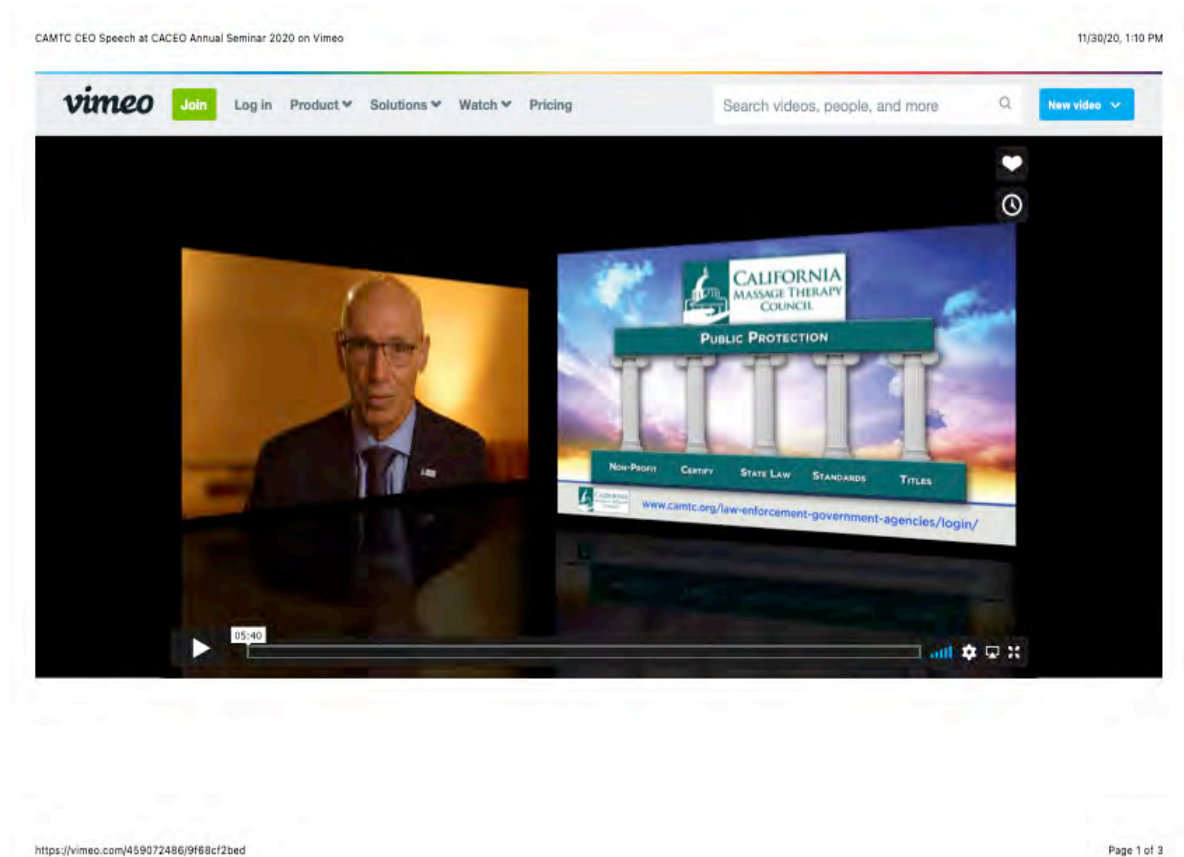
<https://www.camtc.org/county-massage-reopening-map/>

Take Care and Stay Healthy!

Team CAMTC



CAMTC VIDEO PRESENTATIONS



CAMTC VIRTUAL BOOTH



From: CACEO info@caceo.us
Subject: We Want To Hear From You!
Date: October 28, 2020 at 1:04 PM
To: rrobinick@camtc.org

C



2020 CACEO Annual Seminar October 2020

All Education Sessions Have Been Extended

You asked and we answered! With ample education sessions, we wanted to make sure you had plenty of time to watch them all. Our education sessions have been extended to **November 19, 2020**. All sessions will be available in our virtual event place platform!

Thank You For Attending This Year's Seminar

We're grateful to all of our sponsors, exhibitors, but most importantly our attendees for making this year's seminar a great one! In order to make next year's conference even better, please provide us with some feedback on our short survey below.

[Take Our Short Survey](#)



California Massage Therapy Council® 1615 Capitol Mall Sacramento, CA 95814
Phone: 916-469-5338
Web: <https://media.hr.com/vap/CACEO/CAMTC Intro Video CACEO 2020.mp4>

Overview Data Contacts Information Media Content Trade Show [Subscribe](#) [Feedback](#)

Statistic for CACEO 2020 / Exhibit Hall / California Massage Therapy Council

Year:

Room / Content:

[Select](#)

Overview 2020

Month	Unique visitors	Total Hits	Details
October	87	145	Details
November	7	13	Details

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Do Not Sell My Data

Virtual Event Place's BHAG (Big Hairy Audacious Goal) is:

By 2040, we will impact 50% of the global workforce by empowering HR professionals in their careers, maximizing human potential.

We believe that in order for HR Professionals to have a maximum impact on human potential, they need to have the proper tools and solutions to get the job done. As such, one of Virtual Event Place's company initiatives is to connect **HR professionals** with the latest and greatest solutions from **HR Solution Providers**. In doing so, Virtual Event Place may share your personal data with our valued sponsors.

In order for Virtual Event Place to no longer share your personal information with third-parties, you will no longer comply with the [Terms of Agreement](#) of our website, which will result in the **deletion of your account with Virtual Event Place**.



WINTER 2020

CALIFORNIA POLICE CHIEF

Serving as the voice of and resource of choice for California's municipal Police Chiefs



How 2020 Changed Policing Forever



**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



PARTNER DIRECTORY

California Police Chiefs Association

California Police Chiefs Association members value the close relationship we have with our strategic, preferred and circle partners. The CPCA provides this quarterly update to highlight advancements and programs which help California law enforcement agencies do their jobs more efficiently and effectively. Thank you to all our partners for their continued support of the membership and collaboration with our law enforcement communities.



California Massage Therapy Council (CAMTC)

camtc.org/cPCA-strategic-partners

Rick McElroy, CAMTC Director of Law Enforcement Relations,
805-390-0397, rmcelroy@camtc.org

FREE 2-Hour Training in your area within California. Schedule NOW for new trainings in 2021.

We implement the provisions of the California Massage Therapy Act. Policing massage businesses that operate as a subterfuge for prostitution can be a real challenge. CAMTC provides critical support to law and code enforcement agencies and local governments in efforts to curtail illicit massage establishments. Know the signs of illicit massage businesses (IBMs) and adapt the strategies to make massage Safe and Legal in your communities. Our collaborative effort to target illicit massage parlors and stop the negative impact they have in our local communities is THE most striking benefit of the strategic partnership between CPCA and CAMTC to protect the public.



CORDICO

cordico.com

Brady Pilster, Vice President, 801-390-3834, brady.pilster@cordico.com

Cordico, the leader in officer wellness, is the exclusive technology partner of Dr. Kevin Gilmartin. CordicoShield Wellness Apps are used by law enforcement agencies throughout California as 24/7, confidential, easy to use, high-quality proactive Officer Wellness solutions. Fully customized for your agency, CordicoShield Apps provide in-hand officer wellness resources, anonymous self-assessments, access to peer support, vetted law enforcement therapists, one-touch calling, and on-demand tools targeting Critical Incidents, Emotional Survival for Law Enforcement, Family Support, Physical Fitness, Suicide Risk, and much more. Available for all of your personnel, spouses, significant others, and retirees.



FirstNet Built with AT&T

firstnet.com

Mike Bostic, Director, Policy and Strategy, 562-618-4523, mb573g@att.com

FirstNet, Built with AT&T, is the only network built with and for first responders – when and where they need it most. We are accountable to keeping your lines of communication open with dedicated mission critical solutions that will modernize public safety. FirstNet is designed to fit your unique and evolving communications needs and the needs of those working to support your vital efforts. It grew out of a 9/11 Commission recommendation calling for improved communications for U.S. first responders. Because reliable communication is essential to your job – and your safety.



**SAN FRANCISCO COLLABORATIVE AGAINST HUMAN TRAFFICKING
2020 CONFERENCE
CO-HOSTED BY MICROSOFT**



**HEALING AND COPING IN TIMES OF CRISIS:
ANTI-HUMAN TRAFFICKING SYMPOSIUM**



THANK YOU TO OUR SPONSORS



Friday, October 9, 2020 8:30 AM - 4:15 PM - VIA Microsoft Teams

Conference Highlights

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 sessions you plan to attend.*

Keynotes:

Hon. Judge Robert Lung, 18th Judicial District Court of Colorado
Cyntoia Brown-Long, Autor, Speaker and Advocate for Criminal Justice
Reform and Victims of Trafficking

Featured Speakers & Moderators

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, San Francisco
District Attorney's Office
Carissa Phelps, JD/MBA, CEO and Founder of Runaway Girl, Inc.
Savannah Sanders, Author, Trainer and Consultant
Melissa Ryan, CEO of Card Strategies
Lori Cohen, Executive Director of ECPAT-USA

Presenting Agencies:

San Francisco Superior Court, FBI, US Attorney's Office,
Homeland Security Investigations, San Francisco Police
Department, Immigrant Legal Resource Center, San Francisco
District Attorney's Office, Justice at Last, San Francisco
SafeHouse, Arm of Care, Right Wing Watch, 1st Fruits Arts
Project, Runaway Girls, Inc. and Southern Poverty Law Center

Registration

\$45 - General Admission

Free admission for students & survivors at info@sfscaht.org

Upon registration, participants will receive a
link to attend the conference via Microsoft Teams

**REGISTER AND FIND MORE INFORMATION AT:
[HTTPS://HEALING-AND-COPING-IN-TIMES-OF-CRISIS-SFCAHT2020.EVENTBRITE.COM](https://healing-and-coping-in-times-of-crisis-sfscaht2020.eventbrite.com)**

From: SCAHT info@scaht.org
Subject: ✨ Cyntoia Brown-Long to speak at the 2020 Conference of SCAHT ✨
Date: September 29, 2020 at 5:04 PM
To: Roberta rolnick@camtc.org

S

SCAHT - News + Events

[View this email in your browser](#)

SAN FRANCISCO COLLABORATIVE
AGAINST HUMAN TRAFFICKING



co-hosted by
Microsoft



2020 SCAHT 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 :

Keynotes:



Scroll down
as needed.

Search



County Massage Reopening Map



County Massage Reopening Updates

Massage is not allowed to
reopen

Massage allowed only outdoors
with modifications pursuant to city
and county approval

Massage is open indoors with
modifications pursuant to city and
county approval

This information relies upon multiple sources
and can change rapidly. Although we hope the
map and details are helpful to you, we also
recommend that you validate the current
situation in your area by checking with your
county health department. Click on your county
for more information and links.

Click on map or **Select** from the
menu below to view
county-specific information.

Select County for COVID-19 Website

As of October 20, 2020, the State allows massage
therapy to take place indoors, with modifications,
in ALL four tiers identified in the Blueprint for a
Safer Economy, even the purple, "Widespread" tier
at:

[https://www.cdph.ca.gov/Programs/CID/DCDC/CDPH%20Document%20Library/
COVID-19/Dimmer-Framework-September_2020.pdf](https://www.cdph.ca.gov/Programs/CID/DCDC/CDPH%20Document%20Library/COVID-19/Dimmer-Framework-September_2020.pdf)

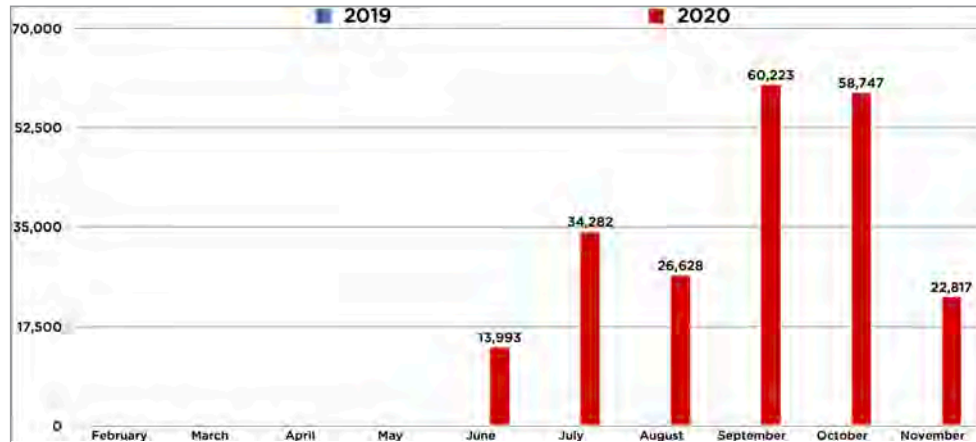
You can confirm this information by checking the
State's status for your county by going to the
following link and picking "massage therapy
studios" from the drop down list:

<https://covid19.ca.gov/safer-economy/#track-data>

CAMTC Website Analytics

County Massage Reopening Map Pageviews

2020 Pageviews Semi-Annual
Months of February to August



CAMTC Website Analytics

Total Website Pageviews

2019 and 2020 Comparison All Webpages Annual
Months of January to December
Note: Partial data for Jan. 2019 and no data for Dec. 2020.





- STATEWIDE MILESTONE - Massage Reopening

As of October 23, 2020 an important milestone was reached. With LA County's announcement that massage may now take place indoors with modifications, **massage is now allowed to occur indoors with modifications in EVERY county in California!** Please check CAMTC's interactive County Massage Reopening Map at

www.camtc.org/county-massage-reopening-map/

for links to online information in your county. Please note that the reopening of massage therapy and massage establishments does not necessarily include massage schools. To see if your school can operate, and with what modifications, consult your local county health department.



PASSAGE OF EXAM REQUIREMENT POSTPONED UNTIL JANUARY 1, 2022



On September 29, 2020, the Governor signed into Law SB 1474. Among other things, this Law extends the suspension of the exam requirement for CAMTC Certification for an additional year.

This means that passage of an approved exam for CAMTC Certification is not required until January 1, 2022.



TEMPORARY POLICY TO ACCEPT INTERACTIVE DISTANCE LEARNING (IDL) HOURS



On July 27, 2020, the CAMTC Board of Directors adopted a Temporary Policy to Accept Interactive Distance Learning (IDL) Hours. This temporary policy, among other things:

- Allows CAMTC to accept synchronous distance learning hours for hands-on practice
- Requires a minimum of 75 in-person hands-on hours
- Requires all schools utilizing IDL to submit a monthly report
- Requires schools to provide written notice to IDL students and obtain a signed acknowledgement

If your school is using or plans to use IDL, you must familiarize yourself with these documents located here: www.camtc.org/schools/school-owners-administrators/

REMINDER TO STUDENTS ABOUT COMPLETE APPLICATIONS

Schools should remind students to wait and submit their applications for certification only after they have completed the 500 hours of required education from an approved program. While students may begin filling out the CAMTC Application in advance, they should not submit until everything is complete. CAMTC does not process incomplete applications, so submitting early does not speed up the process. In fact, submitting an application prematurely often leads to delays. And it sometimes results in the application being purged before it can be processed.

CAMTC SCHOOL NEWSLETTER

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DIRECTOR'S UPDATE

BY JOE BOB SMITH

Welcome to our first CAMTC School Newsletter since April 2020. To say a lot has happened since then would be an understatement. COVID-19 has taken a horrific toll on our society, including massage therapists, massage schools, and the massage profession as a whole.

To keep up with pandemic-related changes affecting CAMTC and Approved Schools, we invite you to dial in to our CAMTC Monthly Schools Calls. While we hope you find these newsletters informative, publishing times follow Board meetings and are therefore less frequent and current than the monthly calls. Together, we can get through this.



The Monthly Schools Call occurs the 1st Wednesday of every month at 2pm. The next call is November 4th, 2020. Calls are open to the public, but participation is prioritized for school owners and administrators. Please email your school-related questions in advance to jbsmith@camtc.org.

To participate in the upcoming conference call, simply call the phone number below and, when prompted, enter the passcode below followed by the # sign:

Phone number: 877-366-0711

Passcode: 82373574 #



BOARD MEETING UPDATE

On October 1, 2020, the Board held a hybrid in-person, teleconference Board meeting. During this meeting, the Board assigned staff to develop a preliminary report exploring whether or not CAMTC should permanently accept some distance learning hours. The next Board Meeting is scheduled for December 10, 2020.

Visit www.camtc.org/information-about-camtc/meetings/#2020 for information about future and past meetings.

CAMTC SCHOOL NEWSLETTER

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???????? QUESTION OF THE MONTH ???????? WHERE TO FIND SCHOOL APPLICATIONS



Find Applications for School Re-Approval and Change of Staff on our website at www.camtc.org/schools/school-owners-administrators/. To receive an Application for School Approval of new schools or other change applications, please email Joe Bob Smith at jbsmith@camtc.org.

As a reminder, schools must inform CAMTC of all changes affecting their massage program including, but not limited to, changes to ownership, officers, school name, school address, BPPE approval, curriculum, instructors, and administrators.



Get Your Approved School Window Decal

Show your CAMTC Approved School pride with an approved school window decal from CAMTC! CAMTC will provide one to your school free of charge. Email: jbsmith@camtc.org.

These window decals cling to the window without leaving any sticky residue, and can be moved if needed. Great way to announce to your students and public that your school is a CAMTC Approved School!

WE'RE HERE TO HELP

For School Questions or Comments, Joe Bob Smith,
CAMTC Director of Educational Standards Division,
can be reached at:

jbsmith@camtc.org

Missed a CAMTC School Newsletter?

Digital versions of all previous CAMTC School Newsletters can always be found at:
www.camtc.org/information-about-camtc/publications/ and scroll down.

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.

www.camtc.org



CALIFORNIA MASSAGE THERAPY COUNCIL

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

Proposed Board Meetings Schedule for 2021

- April 15
- June 9
- September 29 & 30
- December 2

Proposed New CAMTC Logo

12/10/20



APPENDIX A
ADDENDUM TO CEO REPORT ATTACHMENT
ON PAGE 353

12/06/2020 **Regional Stay at Home Order**

CAMTC COVID-19 Bulletin #46

Dear CAMTC Certificate Holder:

The State's new Regional Stay at Home Order goes into effect on Sunday, December 6, 2020, at 11:59 pm for counties in the San Joaquin Valley and Southern California Regions. These regions have reached less than 15% ICU availability, therefore personal care services, such as massage in non-healthcare settings, will be required to shut down.

Please note that according to the California Department of Public Health (CDPH), Essential Services Inquiries, "Medical Massage is massage that is done based on a referral from a doctor or chiropractor. Medical Massage can be done indoors as it is considered essential as healthcare and therefore not under personal services. There is no requirement that it be in a medical office, only that it be done based on a referral from a doctor or chiropractor." Therefore, according to the CDPH, massage may still be provided, indoors with modifications, in the Regions subject to the Regional Stay at Home Order, if it is provided based on a referral from a physician or chiropractor, and the county/city allows it. As the counties have the right to impose stricter requirements than the State, please check with your local county for their requirements.

The Regional Stay at Home Order applies to the following counties (San Joaquin Valley and Southern California Regions):

- Calaveras
- Fresno
- Kern
- Kings
- Madera
- Mariposa
- Merced
- San Benito
- San Joaquin
- Stanislaus
- Tulare

- Tuolumne
- Imperial
- Inyo
- Los Angeles
- Mono
- Orange
- Riverside
- San Bernardino
- San Diego
- San Luis Obispo
- Santa Barbara
- Ventura

Additionally, the following counties have instituted their own local orders which require personal care services, such as massage in non-healthcare settings, to close in the next few days:

- Alameda
- Contra Costa
- Marin
- San Francisco
- Santa Clara

Please visit CAMTC's Interactive County Massage Reopening Map <https://www.camtc.org/county-massage-reopening-map/> for the most up to date information.

Take Care and Stay Healthy!

Team CAMTC



California Massage Therapy Council
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www.camtc.org