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One Capitol Mall, Suite 320 | Sacramento, CA 95814
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Sent and Posted: Monday March 16, 2015

NOTICE OF PUBLIC MEETING

Thursday, March 26, 2015 - 9:30 a.m.
The Concourse Hotel at LAX
6225 W Century Blvd,
Los Angeles, CA 90045
Laguna Room

AGENDA

1. Call to order and establish quorum
2. Chair's Comments
3. Seating of Board members
4. Elections of officers
5. Approval of minutes from December 11, 2014 and February 17, 2015 meetings
6. Proposed amendments of policies and procedures for approving schools
7. Proposed amendments of recertification protocol
8. Amendments to Employee Handbook
9. Amendment to 2015 strategic priorities
10. 2015 budget
11. Closed session with CAMTC legal counsel pursuant to California government code section 11126(e)
12. Massage school presentations
13. Closed Session with CAMTC legal counsel pursuant to California government code section 11126(e)

14. Chief Executive Officer's report
15. Treasurer's report
16. Director of Governmental Affairs and Special Projects' report
17. Director of PSD's report
18. Director of ESD's report
19. Reevaluation of CAMTC's recognized exams
20. FSMTB presentation
21. Recertification issues
22. AMG operations update
23. Board meetings and locations
24. Explanation and detailed plans related to the new strategic priorities for 2015
25. Public comment for Items not on the Agenda
26. IT system upgrade – update
27. Closed Session regarding the appointment, employment, evaluation of performance, or dismissal of an employee pursuant to California Government Code Section 11126(a)
28. Return to open session and announce action taken in closed session, if any, under item 27
29. Future agenda items and scheduling of 2015 meetings
30. Adjourn

All agenda items are subject to discussion and possible action. 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 Sheryl LaFlamme at (916) 669-5336 or One Capitol Mall, Suite 320 Sacramento CA 95814 or via email at camtc@amgroup.us. 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>

From: Chris McKenzie <mckenzie@cacities.org>
Subject: RE: Letter to League of Cities re board appointment
Date: March 16, 2015 2:31:16 PM PDT
To: 'Ahmos Netanel' <anetanel@camtc.org>
Cc: "AMiller@SouthPasadenaCA.gov" <AMiller@SouthPasadenaCA.gov>, "Koreen Kelleher" <kkelleher@cacities.org>, Dan Carrigg <CarriggD@cacities.org>

Dear Ahmos,

I am responding to your February 26, 2015 letter regarding the League's appointee to the California Massage Therapy Council's Board of Directors for interim term running from March 2015 until September 16, 2015. Please be advised that we have asked Police Chief Arthur Miller, South Pasadena, to serve this term and he has kindly agreed.

In an effort to become more acquainted with the activities of the Council, I also have asked League Assistant General Counsel Koreen Kelleher to attend the Board meetings and to help advise Chief Miller and me on how the League can make the most of this important opportunity. I would appreciate it if your office would send the meeting notices and agenda packets to Koreen and me as well.

Many thanks,

Chris McKenzie
Executive Director
League of California Cities
916-658-8275



March 10, 2015

California Massage Therapy Council
One Capitol Mall, Suite 320
Sacramento, CA 95814

Dear Ms. Sheryl LaFlamme,

The California Massage Schools Association, Inc. (CAMSA) is pleased to re-appoint Dr. Ben Drillings as its representative for the CAMTC Board.

CAMSA confirms that it remains qualified under CAMTC's requirements to have a seat on the CAMTC Board of Directors.

CAMSA is a statewide association of private postsecondary schools and has incorporated prior to January 1, 2010.

CAMSA's members schools contain more than a thousand graduates from massage therapy programs in each of the previous three years.

As an officer of the corporation, I am attesting to the foregoing qualification and will allow CAMTC to audit CAMSA's books relative to the qualifications.

This letter is signed under penalty of perjury under the laws of the state of California.

Sincerely,

A handwritten signature in cursive script, appearing to read "Lilah Drillings", followed by a period.

Lilah Drillings
California Massage Schools Association

From: Kiana Buss [mailto:kbuss@counties.org]

Sent: Friday, March 06, 2015 10:33 AM

To: Sheryl LaFlamme

Subject: CAMTC Appointment

Hi Sheryl –

I'm emailing in follow-up to a letter send to Vito Chiesa, President of the California State Association of Counties (CSAC), requesting a reappointment or new appointment to CAMTC. This email serves as our written confirmation that CSAC would like to reappoint Mr. Guy Fuson as the county representative to the Council.

Please let me know if you need anything further.

Thanks, Kiana

Kiana Buss

Legislative Representative

Housing, Land Use, & Transportation Policy

California State Association of Counties

1100 K Street, Suite 101

Sacramento, CA 95814

Phone: (916) 327-7500 ext. 566

Fax: (916) 321-5061

kbuss@counties.org

See: [Web](#) / [Facebook](#) / [Twitter](#) / [The County Voice](#)



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February 27, 2015

Ahmos Netanel
CAMTC
One Capitol Mall, Suite 320
Sacramento, CA 95814

Re: Re-appointment of Jean Robinson and Marcy Schaubeck

Dear Ahmos:

ABMP is pleased to re-appoint Jean Robinson and Marcy Schaubeck to serve as ABMP's representatives to the California Massage Therapy Council for the term from March, 2015 through September 15, 2015.

Regarding ABMP's eligibility as an appointing entity—enclosed is a copy of ABMP's current Code of Ethics. ABMP's California membership was 12,127 at the end of January.

By my signature below, I declare under penalty of perjury the foregoing qualifications are truthful.

Please be in touch should you require anything further from me.

Sincerely,

Les Sweeney, BCTMB
President



POLICIES AND PROCEDURES FOR APPROVAL OF SCHOOLS

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

1. Eligibility for approval.

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

- A. The school offers a 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.
- C. The school and/or massage program is not currently un-approved by CAMTC.
- D. The school and corresponding massage program(s) shall also meet at least one of the following requirements:
 - a. Approved by the California Bureau for Private Postsecondary Education (BPPE).
 - b. Approved by the California Department of Consumer Affairs.
 - c. Accredited by the Accrediting Commission for Senior Colleges and Universities or the Accrediting Commission for Community and Junior Colleges of the

Western Association of Schools and Colleges and that is one of the following:

- (1) A public school.
 - (2) A school incorporated and lawfully operating as a nonprofit public benefit corporation pursuant to Part 2 (commencing with Section 5110) of Division 2 of Title 1 of the Corporations Code, and that is not managed by any entity for profit.
 - (3) A for-profit school.
 - (4) A school that does not meet all of the criteria in subparagraph (2) that is incorporated and lawfully operating as a nonprofit public benefit corporation pursuant to Part 2 (commencing with Section 5110) of Division 2 of Title 1 of the Corporations Code, that has been in continuous operation since April 15, 1997, and that is not managed by any entity for profit.
- d. A college or university of the state higher education system, as defined in Section 100850 of the Education Code.
 - e. A school requiring equal or greater training than what is required pursuant to this chapter and is recognized by the corresponding agency in another state or accredited by an agency recognized by the United States Department of Education.

2. Approval Process.

- A. Complete the application packet entirely and submit all requested documents.
- B. Pay the application fee of \$750. If approved, this non-refundable 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 CAMTC's Procedures for Un-Approval of Schools.
- C. Host a scheduled site visit from a CAMTC representative(s) who will verify information submitted in the application packet and compliance with requirements for approval set forth herein.
- D. Within 90 days of the site visit, CAMTC will send a letter to the school notifying it of CAMTC's decision to approve the school, propose to un-approve the school, propose to otherwise act against the school in accordance with CAMTC's Procedures for Un-Approval of Schools, or notify the school that corrective action is needed in accordance with the procedures set forth herein.

- a. 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. Within 90 days of the school's deadline to provide proof that it has taken the specific corrective action requested pursuant to this section, CAMTC will send a letter to the school notifying it of CAMTC's proposed decision to approve the school, un-approve the school, or otherwise act against the school in accordance with CAMTC's Procedures for Un-Approval of Schools.

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 from schools approved by CAMTC pursuant to these procedures.
- 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 un-approval, 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 of 2 years starting on July 1, 2016. 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 after July 1, 2016, will have an effective date of 2 years starting on the date of approval.

4. Application Packet.

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

- A. Application

- a. The application shall be completed in its entirety, typed, signed, dated, and accompanied by a non-refundable application fee of \$750.00 (application fee waived for public colleges or universities of the California state higher education system, as defined in Section 100850 of the Education Code).

B. Approvals

- a. Documented proof of current approval or accreditation by an agency listed in Business and Professions Code section 4601(a). Schools with more than one approval or accreditation shall submit proof of all.
- b. Schools shall submit the most recent 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) 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.
 - (4) 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:
 - (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. Submit instructor qualification forms (included with application) for all massage program faculty, including but not limited to visiting teachers, volunteers, and all those who will be teaching on a full or part-time or temporary basis.
- c. Policies and procedures for hiring, training, evaluating (including student evaluations), and disciplining faculty.
- d. Massage program staff and faculty meeting and/or training policy, minutes, and attendance records within the last 12 months.
- e. Student-teacher ratio policy and ratios for all current classes.

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 program within the last 6 months.

5. Requirements for Approval.

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

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

A. Administration

- a. Continuously maintain all eligibility requirements for approval or accreditation by the organization(s) listed in Business and Professions Code section 4601 that the school is accredited or approved by, and for approval by CAMTC.
 - b. Include CAMTC School Approval Code (once approved) in any and all massage program advertising and marketing materials, including but not limited to website, business cards, brochures, print advertisements, and online banners. The school may indicate that it is "CAMTC approved" or "approved by CAMTC," but may not state or imply that the school or its educational programs are endorsed or recommended by CAMTC, or that approval indicates the school exceeds minimum standards.
 - c. Post any and all approvals and accreditations, including from CAMTC, on the school premises in an area easily visible to the public.
 - d. Continuously maintain the exact same owner(s) and ownership structure matching CAMTC records, which shall match the records of all other agencies that have approved or accredited the school pursuant to Business and Professions Code section 4601.
 - e. Operate; advertise; issue certificates, diplomas, degrees, and/or transcripts; and conduct all other school business under the exact school name matching CAMTC records, which shall match the records of all other agencies that have approved or accredited the school pursuant to Business and Professions Code section 4601.
 - f. Teach all classes and conduct business only at campus and CAMTC approved satellite location addresses matching CAMTC records, which shall match the records of all other agencies that have approved or accredited the school pursuant to Business and Professions Code section 4601.
- (1) Occasional, site-specific classes, including but not limited to First Aid/CPR Certification, cadaver labs, sports massage events, health and professional expos, career fairs, and spa tours accounting for no more than 50 total hours and specifically provided for in the curriculum, complete with detailed learning objectives, assignments, and assessments, may be taught at an appropriate off-site location under direct supervision of a qualified instructor. Instructors must sign off on appropriate documentation attesting to the total number of acceptable clock hours completed by each student and students shall only receive credit for the actual clock hours for which they engaged in massage activities and activities related to massage. Under no circumstances shall students receive credit for travel time, idle, non-educational, or unsupervised activity. CAMTC reserves the right, in its sole discretion, to not accept off-

campus hours.

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

B. Transcripts

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

- (4) Date student started program and date student graduated or, for programs longer than 500 hours, completed CAMTC requirements, if applicable.
- (5) Breakdown of courses completed with total number of supervised clock hours attended and passing grades for each course. Courses shall match those listed in the provided syllabi and program hour requirement worksheet (included with application).
- (6) Total number of supervised clock hours attended for massage program.
- (7) At least one authorized signature with printed name, title, and date.
- (8) Official school seal affixed, embossed, or otherwise attached to transcript.
- (9) Sufficient security measures that uniquely identify the school's transcripts.
- b. Transcripts from public colleges or universities of the California state higher education system, as defined in Section 100850 of the Education Code, shall meet or exceed standards as determined by governing laws and regulations.
- c. Only sealed transcripts sent directly from the school 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. CAMTC reserves the right, in its sole discretion, to not accept transfer hours.
- h. Schools shall take necessary precautions to avoid the creation and/or reproduction of fraudulent transcripts. Fraudulent transcripts, whether from within or without the school, may lead to suspension or revocation of school approval, among other consequences.

- i. Any changes in transcript format, authorized signers, and/or security features may only occur after the corresponding application for change has been submitted to and approved by CAMTC.
- j. The school shall have clearly defined written policies that it follows for accurately and securely keeping and maintaining student files and transcript information, including but not limited to enrollment agreements, payment ledgers, attendance rosters, coursework, and grades.
- k. Transcript information shall be securely kept permanently. If a school closes, it shall designate a custodian of records for that school and notify CAMTC of the name, address, email address, and telephone number of its designated custodian of records 30 days before the date of the school's closure.

C. Student/Graduate Eligibility List

- a. Transmit the names of all CAMTC eligible students or graduates to CAMTC within 30 days of their eligibility, if applicable, using the Massage School Eligibility List template.
- b. Eligibility is defined as successfully completing a minimum of 500 hours of supervised massage instruction (with a minimum of 100 hours of instruction addressing anatomy and physiology, contraindications, health and hygiene, and business and ethics or as further specified by CAMTC) that satisfies the school's coursework and appropriate school assessment of student knowledge and skills.
- c. Applications and accompanying transcripts submitted for certification will be reviewed against these lists. Discrepancies or omissions may result in applicant delays, school investigation, and/or disciplinary actions against the school.
- d. Students who do not achieve eligibility at a single CAMTC approved school may not be included on any school's list and may have to independently prove their own eligibility to CAMTC.

D. Enrollment Agreement

- a. Enrollment agreements and massage program addendums, if any, from private post-secondary schools shall, at minimum, contain the following information:
 - (1) School name, address, additional addresses where classes will be held, telephone number, and website.

- (2) Student's full legal name, date of birth, address, email, telephone number, and signature.
- (3) Copy of a current valid government issued photographic identification.
- (4) Title of massage program and total scheduled number of supervised hours received upon completion.
- (5) Program schedule with start date and scheduled completion date.
- (6) All scheduled charges and fees including, as applicable: tuition, registration fee, equipment, lab supplies, textbooks, educational materials, uniforms, charges paid to an entity other than the school as required by the program, and any other charge or fee.
- (7) Scheduled payment terms.
- (8) Clearly visible disclosure statement: "Attendance and/or graduation from a California Massage Therapy Council approved school does not guarantee certification by CAMTC. Applicants for certification shall meet all requirements as listed in California Business and Professions Code sections 4600 et. seq."
- (9) Statement directing students to CAMTC for unanswered questions and for filing a complaint: "A student or any member of the public with questions that have not been satisfactorily answered by the school or who would like to file a complaint about this school may contact the California Massage Therapy Council at: One Capitol Mall, Suite 320, 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, shall meet or exceed standards as determined by governing laws and regulations.

E. Course Catalog

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

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

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

valid certificate issued by the California Massage Therapy Council.

- (b) To falsely state or advertise or put out any sign or card or other device, or to falsely represent to the public through any print or electronic media, that he or she or any other individual is licensed, certified, or registered by a governmental agency as a massage therapist or massage practitioner.
- k. Clearly visible disclosure statement: "Attendance and/or graduation from a California Massage Therapy Council approved school does not guarantee certification by CAMTC. Applicants for certification shall meet all requirements as listed in California Business and Professions Code section 4600 et. seq."
- l. Statement directing students to CAMTC for unanswered questions and for filing a complaint: "A student or any member of the public with questions that have not been satisfactorily answered by the school or who would like to file a complaint about this school may contact the California Massage Therapy Council at One Capitol Mall, Suite 320, Sacramento, CA 95814, www.camtc.org, phone (916) 669-5336, or fax (916) 669-5337."

F. Curriculum

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

- a. Provide a minimum of at least 100 supervised clock hours (or credit unit equivalent) addressing the following subjects:
 - (1) A minimum of 64 hours of Anatomy & Physiology, including but not limited to orientation to the human body; integumentary, skeletal, fascial, muscular, nervous, cardiovascular, and other body systems; and kinesiology.
 - (2) A minimum of 13 hours of Contraindications, including but not limited to endangerment areas, contraindications, and medications and massage.
 - (3) A minimum of 5 hours of Health & Hygiene, including but not limited to understanding disease, therapist hygiene, infection control, and standard precautions.
 - (4) A minimum of 18 hours of Business & Ethics, including but not limited to obtaining and maintaining credentials, adhering to laws and regulations, ethical principles, standards of ethical practice, and compliance with the Law applicable to CAMTC certified massage professionals.
- b. Provide a minimum of 400 additional and appropriately weighted supervised clock hours in subjects substantially related to the massage profession, including

but not limited to additional hours for topics required above, massage theory and principles, professional practices, therapeutic relationship, assessment and documentation, massage and bodywork application, palpation and movement, and career development. CAMTC reserves the right, in its sole discretion, to determine whether curriculum is substantially related to massage or not.

- c. Student clinic hours may count for no more than 75 of the required 500 supervised clock hours and shall demonstrate educational purpose by meeting the following conditions:
 - (1) Operate at all times under 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. 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.
- e. Maintain policies for creating, reviewing, and updating curriculum.

G. Faculty

- a. Qualified instructors are responsible for the delivery of all 500 supervised clock hours (or credit unit equivalent). CAMTC reserves the right in its sole discretion to determine whether an instructor is qualified or not. Requirements for qualified instructors include but are not limited to:
 - (1) Complete and submit the instructor qualification form, including supporting documents.
 - (2) Hold a current CAMTC certification, other allied health license with advanced training in soft tissue modalities, or possess documented higher education applicable to the specific subject(s) taught.
 - (3) Have at least 2 years of documented professional experience applicable to the specific subject(s) taught.
 - (4) Instruct only in those subjects in which qualified through documented education, certification, and professional experience, and not instruct techniques or procedures that require specialized training, licensure, or experience for which they are not qualified.

(5) Behave within principles of acceptable, ethical, and professional behavior, including but not limited to:

- (a) Truthfully and completely administer, record, and represent duties, including but not limited to attendance records, curriculum delivery, and student assessments.
 - (b) Refrain from soliciting, encouraging, or consummating romantic, sexual, or otherwise inappropriate relationships with current students on or off school premises by written, electronic, verbal, or physical means.
 - (c) Refrain from possessing, consuming, furnishing, allowing, or working under the influence of alcohol or illegal or unauthorized drugs during professional activities, including but not limited to being on school premises or at school-sponsored events involving students.
 - (d) Refrain from financial transactions with students, including but not limited to payments, loans, advances, donations, contributions, deposits, or monetary gifts, except for lawful collection and transfer of funds as required by regular school business.
 - (e) Refrain from violating federal, state, and local laws and/or CAMTC rules and regulations, including but not limited to the reasons for denial or discipline/revocation as stated in CAMTC's Procedures for Denial of Certification or Discipline/Revocation.
- b. Maintain policies and procedures for hiring, training, evaluating (including student evaluations), and disciplining faculty.
 - c. Maintain policies and procedures, minutes, and attendance records for regular massage program staff and faculty meetings and/or trainings.
 - d. For private post-secondary schools, student-teacher ratios for practical (hands-on) classes may not exceed 25 total students to 1 teacher. For public colleges or universities of the California state higher education system, as defined in Section 100850 of the Education Code, student-teacher ratios shall meet or exceed standards as determined by governing laws and regulations.

H. Facility

- a. Appropriate in size and design for the number of students.
- b. Sufficient reference materials and other resources to support educational objectives.

- c. Instructional aids and equipment consistent with the educational content, format, and teaching methodology of each course.

I. Student/Graduate Passage Rates on CAMTC Approved Exams

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

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

J. Site Visits

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

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

Schools may be denied approval or may have their school approval revoked, suspended, or otherwise acted against 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;
- b. ~~or for E~~ngaging 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;
- 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;
- 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;
 - 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 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) by CAMTC, by a state or territory of the United States, by any other government agency, or by a 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.

If CAMTC decides to deny approval or revoke approval or otherwise act against a school in relation to its approval status, it will do so in accordance with the procedures set forth in CAMTC's Procedures for Un-Approval of Schools.



CALIFORNIA MASSAGE THERAPY COUNCIL

One Capitol Mall, Suite 320 | Sacramento, CA 95814
tel 916.669.5336 fax 916.444.7462 www.camtc.org

Date: 3/19/2015
To: Board of Directors
From: Staff
Re: Recommendation to amend recertification protocol

An executive summary of the proposed recertification process was presented to the Board of Directors during the January 18, 2011 Board meeting. The Board adopted the recertification process as outlined in the executive summary.

In September 2012, staff conducted a test in which an additional hardcopy mailing was sent to 120 certificate holders who were 120 days past expiration. At the conclusion of this test, 70 of those expired certificate holders responded by applying for recertification and paying the late fee. This additional mailing was a helpful reminder for the busy massage professionals.

The 2011 protocol required that a \$75 late fee would be charged to those who applied for recertification after their expiration date. Staff felt the fee structure was too punitive since it required a 50% penalty for an individual who was one day late. Staff recommended a graduated late fee scale that was approved by the Board on September 13, 2013. The scale is as follows:

Day of expiration -10 days after expiration - \$25
11-29 days after expiration - \$40
30-180 days after expiration - \$90

It is the responsibility of the certificate holder to submit a fully completed application for recertification and to ensure that it is received by CAMTC before the expiration date listed on their certificate and ID card. Reminder notifications are sent as a courtesy only; CAMTC cannot guarantee the receipt of an email or mail reminder to the certificate holder.

Our current reminder schedule is as follows:

6 weeks prior to expiration – Email and hardcopy notification regarding recertification
14 days before expiration - email reminder
Immediately after expiration - hardcopy reminder
30 days after expiration - email reminder
60 days after expiration - email reminder

90 days after expiration - email reminder
120 days after expiration - email and hardcopy reminder
150 days after expiration - final email reminder
180 days after expiration – must start application process from the beginning

Since the start of the recertification process in 2011, CAMTC has increasingly added announcements (posted, emailed or mailed) notifying certificate holders of their responsibilities in the recertification process. At the start of the recertification process, this information was only added to the mailed and emailed reminders letters. As staff continued to process recertification, it became apparent that CAMTC needed to add this information to the recertification landing page on the CAMTC website as well. In November 2012, additional detailed information was added to the website.

Staff has continued to alert certificate holders of their responsibilities. In April 2013 a reminder notification of “certificate holder responsibilities” was added to all certificate packet mailings (new certifications, recertification, upgrades and reprints) and in May 2014, further detailed information was added to the recertification landing page on the CAMTC website

Recently, with the new 2015 version of the application for certification and recertification, staff added this important information regarding certificate holder responsibilities as an affidavit declaration.

In September 2015, certificate holders who certified in September 2009 will be recertifying for the third time. After understanding what works and what part of the recertification process needs fine tuning, staff recommends the following:

- 90 days prior to expiration – CAMTC to email and mail notifications to certificate holders with link to online recertification application. This will allow certificate holders to begin the recertification process 90-days before expiration ensuring that once the application for recertification is approved, with no pending background issues, they will receive their new certificate and ID card before their date of expiration.
- Add a notice that only recertifications that are received and approved at least 30 days before expiration, with no pending background issues, will have a new certificate and ID card by date of expiration. This will allow staff up to 45-days to process a complete application for recertification. There has never been a process timeline implemented and with the increase in recertification, it is necessary to manage the workload.

There is nothing in the new law that prohibits the adoption of the above recommendations.

Staff believes that this new policy will have a positive impact on certificate holders and CAMTC’s cash flow. The only downside to implementing the staff recommendation is temporary increase in workload related to future recertification billing activity. Staff is recommending April 1, 2015 as the effective date of this new policy.



Employee Handbook

Approved November 5, 2012

Proposed Amendments Prepared March 2015

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INTRODUCTION

This Employee Handbook is intended to help you get acquainted with the California Massage Therapy Council ("CAMTC").

This handbook describes in general terms some of our employment guidelines. This handbook is not intended to be a contract (express or implied). This handbook supersedes and replaces any and all prior handbooks or policy manuals that may have previously been in effect. CAMTC reserves full discretion to add to, modify, or delete provisions of this handbook, or the policies and procedures on which they may be based, at any time, with or without advance notice. This handbook applies to all CAMTC employees, whether the employee works at a CAMTC-maintained office or from a home office.

This handbook is the property of CAMTC, and it is intended for your personal use and reference as an employee of CAMTC. Circulation of this handbook outside of CAMTC requires the prior approval of CAMTC's Chairperson.

After reviewing the handbook, please sign the acknowledgment forms at the back of the handbook, tear them out, and mail them to CAMTC's General Counsel. This will provide CAMTC a record that you received the handbook and are aware of its policies.

EQUAL EMPLOYMENT OPPORTUNITY POLICY

It is CAMTC's policy to provide equal employment opportunity for all job applicants and employees. CAMTC does not unlawfully discriminate on the basis of race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, veteran status, marital status, sex, age, sexual orientation, gender identity expression, or any other basis protected by federal, state, or local law, ordinance, or regulation. CAMTC also makes reasonable accommodations for disabled employees. CAMTC prohibits the harassment of any individual on any of the bases listed above. This policy applies to all areas of employment including recruitment, hiring, training, promotion, compensation and benefits.

EMPLOYMENT AT WILL

During the course of your employment, you are free to quit CAMTC at any time for any reason or no reason, and CAMTC reserves a similar right. Thus, both you and CAMTC will have the right to terminate your employment at any time, with or without advance notice, and with or without cause. Employees also may be re-assigned, demoted or disciplined, and the terms of their employment may be altered at any time, with or without advance notice and with or without cause, at the discretion of CAMTC. This is called "employment at-will" and no one other than the CAMTC Board of Directors has the authority to alter this arrangement, or to enter into an agreement for employment for a specified period of time, or to make any agreement contrary to this policy.

POLICY AGAINST HARASSMENT

CAMTC maintains a strict policy prohibiting sexual harassment or any harassment because of factors such as race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, veteran status, marital status, sex, age, sexual orientation, gender identity expression, or any other basis protected by federal, state, or local law, ordinance, or regulation. CAMTC strongly disapproves of and will not tolerate harassment of employees by managers, directors, officers, supervisors, coworkers or any person involved in CAMTC operations. CAMTC will also attempt to protect employees from harassment by non-employees in the workplace.

Prohibited harassment in any form will not be tolerated, including verbal, physical, and visual conduct, threats, demands, retaliation, or any other protected basis including, but is not limited to:

1. Verbal conduct such as epithets, derogatory comments, slurs, or unwanted sexual advances, invitation, or comments.
2. Visual conduct such as derogatory posters, photography, cartoons, drawings, or gestures.
3. Physical conduct such as assault (unwanted touching), blocking normal movement, or interfering with work directed at you because of your sex, or any other protected basis.
4. Threats and demands to submit to sexual requests to keep your job or avoid another loss, and offers of job benefits in return for sexual favors.
5. Retaliation for having reported or threatened to report harassment.

You should report any incident of harassment promptly to the Chairperson of CAMTC who is responsible for consulting with legal counsel and investigating the matter.

Supervisors who receive complaints or who observe harassing conduct should inform the Chairperson immediately. CAMTC emphasizes that you are not required to complain first to the Chairperson if the Chairperson is the person who is harassing you. In that case, employees may report the harassment to any board member or the CEO.

Every complaint of harassment that is reported to a supervisor or to the Chairperson will be investigated thoroughly, promptly, and in a confidential manner (circumstances permitting). In addition, CAMTC will not tolerate retaliation against any employee for cooperating in an investigation or for making a complaint to the appropriate authority.

In the case of CAMTC employees, if harassment is established, CAMTC will discipline the offender. Disciplinary action for a violation of this policy can range from verbal or written warnings up to and including termination, depending upon the circumstances. With regard to acts of harassment by non-employees, corrective action will be taken after consultation

with the appropriate management personnel and legal counsel.

EMPLOYMENT APPLICATIONS

CAMTC relies upon the accuracy of information provided in the employment application, as well as the accuracy of other data presented by the employee throughout the hiring process and employment. Any misrepresentations, falsifications, or material omissions may result in CAMTC's exclusion of the individual from further consideration for employment, or, if the person has been hired, termination of employment.

PROOF OF RIGHT TO WORK

Under federal law, all new hires must produce original documentation establishing their identity and right to work in the United States, and complete the required federal forms, swearing that they have a right to work in the United States. Documentation must be produced within three business days of hire, or on the first day of any employment that is less than three business days. If you have questions about the type of documentation necessary to establish your identity or right to work, please ask your supervisor.

EMPLOYEE CLASSIFICATIONS

Throughout this handbook, employees are classified in various ways, as set forth below.

I. By Number of Hours Worked

A. Full-Time Employees

Full-time employees are all those having a regular work schedule of 35 or more hours per week. Full-time employees are eligible for all benefits.

B. Part-Time Employees

Part-time employees are all those having a regular work schedule of less than 35 hours per week. Part-time employees are not eligible for CAMTC-sponsored benefits.

II. By Length of Employment

A. Temporary Employees

Temporary employees are those employees hired to work for CAMTC on special assignment with the specific understanding that such work will be completed within a short period of time. Temporary employees may be part-time or full-time. Individuals hired as temporary employees do not become regular employees after any particular period of time, but remain temporary employees unless and until notified in writing of a change of status. Temporary employees are not eligible for CAMTC-sponsored benefits.

III. By Method of Payment

A. Salaried Employees

Salaried employees are all those who are paid a fixed salary and not by the hour. Method of payment does not determine eligibility for overtime pay.

B. Hourly Employees

Hourly employees are all those whose wages are paid by the hour. Method of payment does not determine eligibility for overtime pay.

IV. By Eligibility for Overtime Pay

A. Non-exempt Employees

Non-exempt employees are all those who are entitled to overtime pay under state and/or federal law.

B. Exempt Employees

Exempt employees are all those who are not entitled to overtime pay under state and/or federal law.

HOURS OF WORK, OVERTIME, AND PAY DAY

I. Hours of Work

CAMTC work hours vary depending on the nature of your job. Your supervisor will inform you of your expected work hours and break times.

Non-exempt employees who work 3-1/2 hours or more in a workday are entitled to a 10-minute paid rest period.

Non-exempt employees who work 5 hours or more in a workday are entitled to a 30-minute unpaid meal period.

Non-exempt employees who work at least 7 hours in a workday are entitled to a second 10-minute paid rest period during the second half of the day.

You are not expected to work during your rest or meal periods.

II. Overtime

A. Authorization/Payment

Payment to non-exempt employees for authorized overtime will be provided in accordance with applicable state and federal law. No non-exempt employee may work overtime without the prior authorization of his or her supervisor. Working unauthorized

overtime may result in discipline or termination of employment.

B. Workweek and Workday

Unless otherwise provided:

1. The workweek on which overtime calculations will be based begins each Monday at 12:00 a.m. and ends Sunday at 11:59 p.m.; and
2. Each workday on which daily overtime calculations will be based begins at 12:00 a.m.

Only actual hours worked count toward computing daily and weekly overtime.

III. Pay Days and Payroll Deductions

Pay days are the 5th and 20th day of each month. If a payday falls on a weekend day, employees will be paid on the Friday preceding the payday. If a payday falls on a holiday, employees will be paid on the preceding workday.

CAMTC will deduct required state and federal withholdings from your pay, as well as any court-ordered garnishments or attachments. Any errors in your paycheck should be immediately brought to the attention of your supervisor.

IV. Timekeeping

All non-exempt full-time and part-time employees must record their time worked on a timesheet form acceptable to CAMTC.

Time records should be prepared daily, for each pay period, and must be signed and turned in to the appropriate office staff no later than two days before each payday. It is important for you to keep accurate time records and to turn in timesheets when they are due.

Accuracy in timekeeping is essential. Falsification of any information on time records is a serious offense that will result in disciplinary action, up to and including immediate termination.

V. Expense reimbursements/Travel and Other Expenses

Reasonable authorized expenses incurred at CAMTC's specific request will be reimbursed by CAMTC. Examples of such expenses are: meals, lodging, and transportation costs associated with business trips undertaken at our request; automobile expenses undertaken at our specific request; and incidental purchases of supplies, tools, and equipment undertaken at CAMTC's request. Only reasonable, previously authorized expenses will be reimbursed. Employees using personal automobiles for travel will be reimbursed at the current IRS approved rate. All requests for travel reimbursement will be documented on the approved mileage/travel reimbursement form and in accordance with any then-adopted CAMTC policy regarding such reimbursements. Copies of receipts are required to be submitted for all travel and other expenses reimbursements. If you have any questions

about what expenses are authorized and what expenses will be reimbursed, please direct them to your supervisor before you incur the expense.

VI. Pay for Mandatory Meetings for Non-Exempt Staff

The organization will pay you for your attendance at meetings, lectures and training programs if attendance is required by your supervisor.

If you meet the above conditions you will be compensated at your regular rate of pay. You will not receive compensation time spent in voluntary attendance in courses that are conducted outside of normal business hours and/or that are not directly related to your current job.

V. Advances

CAMTC does not permit advances against paychecks or against un-accrued paid vacation or paid sick leave.

PAID TIME OFF

CAMTC grants Paid Time Off ("PTO") to ~~eligible~~ employees to provide them with the flexibility to meet both their work and personal needs. CAMTC believes that this time is valuable for employees not only to make their work experience with CAMTC personally satisfying, but also to enhance their productivity. Eligible employees can use PTO for any reason (e.g., vacation, illness, medical appointments, personal business).

I. Eligibility

Except as noted in the next sentence, all ~~full-time non-temporary~~ CAMTC employees are eligible to participate in the PTO program. Employees who received vacation and sick leave benefits in their original offer letter will maintain the benefits provided in their offer letters (and will not be eligible for PTO) unless both the employee and CAMTC agree otherwise in writing. ~~Part-time and temporary employees are ineligible to participate in CAMTC's PTO program.~~

II. Accrual

~~Eligible~~Non-temporary -full-time employees shall accrue twelve (12) days¹ of PTO per year, at the rate of one (1) day per month, starting on their date of hire or as of April 1, 2012, whichever date is later.

~~Eligible~~Non-temporary full-time employees may carry over accrued PTO from one year to the next. However, the PTO maximum balance is fifteen (15) days. An employee who reaches his or her PTO maximum balance will not accrue additional PTO until the

¹ For purposes of PTO leave, bereavement leave, etc., a "day" for both accrual and use of leave is defined as 8 hours ~~for full-time employees~~.

employee's PTO balance drops below the 15-day maximum. PTO accrual will recommence after the employee has used some of his or her PTO and the accrued PTO hours have dropped below the 15-day maximum balance.

Beginning on July 1, 2015, part-time and temporary employees who work at least 30 days in a one year period (measured from the employee's date of hire) will accrue one hour of PTO for every 30 hours worked, up to a maximum accrual of 48 hours per calendar year. Unused PTO may be carried over from year to year, but the total maximum accrual cannot exceed 48 hours. If the 48 hour maximum is reached, all further PTO accruals will cease until some PTO has been taken and the total accrual drops below the 48 hour maximum. [Optional but not necessarily recommended: Regardless of how many hours are accrued, part-time and temporary employees may use only 24 hours of PTO per calendar year].

III. Use

Employees may use PTO as soon as it is accrued. Employees may take PTO for any reason, including but not necessarily limited to the following: vacation, personal illness, family member's illness, medical and dental appointments, emergencies, family care and medical leave, disability leave for self or family member, and personal commitments. Nonetheless, employees should make every effort to schedule time off for personal appointments (medical appointments, teacher conferences, auto repairs, etc.) before and after working hours.

Non-exempt employees must record all absences (whether paid or unpaid) on their weekly time cards. Exempt employees must record all PTO used and report it to the CAMTC payroll person as soon as the time off occurs. PTO is recorded by the payroll person in increments of not less than ¼ hour and charged against an employee's accrued PTO.

IV. PTO Accrual During Leaves of Absence

Employees do not accrue PTO during any unpaid leave of absence. PTO accruals recommence when the employee returns to work.

V. Compensation For PTO

No employee will receive pay in lieu of PTO, except on the resignation or termination of his or her employment.

VI. Approvals For PTO

A. Scheduled PTO

PTO that is requested and approved in advance of the date of absence is considered "Scheduled PTO." Employees are not required to provide a reason for requesting Scheduled PTO. Employees must, however, coordinate their Scheduled PTO with their immediate supervisors in advance.

B. Unscheduled PTO

PTO that is taken for an unscheduled absence, such as an unexpected illness or emergency, and is not approved in advance by the employee's immediate supervisor is

considered "Unscheduled PTO." Employees taking Unscheduled PTO must notify their immediate supervisor as soon as practicable and, in no event, later than 2 hours after their scheduled starting time. Moreover, employees taking Unscheduled PTO must advise their immediate supervisor of their anticipated return date and the need for work coverage. CAMTC may require employees taking Unscheduled PTO for a personal or family illness to provide certification from a physician.

Regular attendance is essential to CAMTC as absences can cause a disservice to applicants and certificate holders and to other employees. More than seven unscheduled days off in a 6-month period (including unscheduled leave without pay) is considered excessive. Excessive absenteeism, including Unscheduled PTO, may result in disciplinary action, up to and including termination of employment.

VII. No PTO Advances

An employee is not permitted under any circumstances to borrow on future accrual of PTO.

VIII. Payment of Accrued PTO Upon Leaving CAMTC

Upon separation of employment, whether voluntary or involuntary, the employee will be paid for all accrued but unused PTO at the employee's base rate of pay at the time of separation. Although employees ordinarily accrue PTO monthly, separating employees will be deemed to accrue PTO daily through their last day of employment.

IX. Holidays Occurring During Paid Time Off

If an observed holiday (see guideline entitled "Holidays") occurs during an employee's paid time off and the employee is eligible for holiday pay, no deduction from accrued PTO will be made for the holiday period.

X. "Working" While on Paid Time Off

There is no general expectation that employees are to work or "check in" while away from work on paid time off. Days away from work will not be considered "time worked" just because you voluntarily check your email or voicemail or perform work that was not requested by your supervisor. Time away from work that would normally be deducted from your accrued PTO (or deducted from your pay if no accrued PTO leave is available) will only be considered "time worked" if the activity performed during your PTO period was specifically and expressly requested by your supervisor.

XI. Donating PTO to Another CAMTC Employee

A CAMTC employee may donate/transfer accrued hours of PTO to another CAMTC employee by notifying the CEO in writing (email acceptable) of the specifics of the donation, including but not necessarily limited to the receiving employee's name and the exact number of hours the donating employee wishes to donate. Donations of PTO are not reversible once written notice is given to the CEO.

HOLIDAYS

A. Recognized Holidays

CAMTC provides non-temporary full-time employees the following paid holidays each year:

1. New Year's Day
2. President's Day
3. Memorial Day
4. Independence Day
5. Labor Day
6. Veteran's Day
7. Thanksgiving Day
8. Christmas Day

Paid time off for holidays is not counted as hours worked for the purpose of calculating overtime compensation.

B. Part-Time and Temporary Employees

Part-time and temporary employees are not entitled to paid holidays.

C. Weekends and Vacations

When a scheduled holiday falls on Sunday, it will be observed on the following Monday. When a scheduled holiday falls on a Saturday, it will be observed on the preceding Friday. Holidays that occur during your vacation will not be counted as vacation days.

D. Holidays Occurring During Periods of Leaves of Absence

Unless required by law, no holiday pay is provided during an unpaid leave of absence. Paid holidays recommence when the employee returns to work.

LEAVES OF ABSENCE

I. Introduction

CAMTC provides pregnancy disability leave, leave as required to accommodate a workplace injury, and leave for other legally required absences as set forth below. Employees having any questions regarding this policy should contact their supervisor.

II. Pregnancy-Related Disability Leave or Transfer

A. Eligibility and Duration

1. Leave of Absence for Pregnancy

Any employee who is disabled on account of pregnancy, childbirth, or related conditions may take an unpaid pregnancy-related disability leave for the period of actual disability, up to four months. Pregnancy-related disability leaves may be taken intermittently, or on a reduced-hours schedule, as medically necessary.

2. Temporary Transfer Before Childbirth

Any employee affected by pregnancy is entitled to transfer temporarily to a less strenuous or hazardous position or to less strenuous or hazardous duties if the transfer is medically necessary and the transfer can be reasonably accommodated.

B. Substitution of Paid Leave for Pregnancy-Related Disability Leave

Pregnancy disability leaves are unpaid except as follows. An employee taking pregnancy-related disability leave must substitute any available paid sick leave for her leave and may, at her option, substitute any accrued vacation time for her leave. The substitution of paid leave for pregnancy-related disability leave does not extend the total duration of the leave to which an employee is entitled. Employees on pregnancy-related disability may also be entitled to apply for short-term state disability benefits.

III. Workplace Injury Leaves

In addition to pregnancy-related disability leaves, employees may take a temporary disability leave of absence if necessary to reasonably accommodate a workplace injury. Please report any workplace injury to your supervisor immediately (within no more than 24 hours after the injury). Workplace injury leaves are governed by special laws and regulations. Disability leaves under this section will be governed by those laws and will be unpaid, except as covered by workers' compensation insurance.

IV. Other Leaves of Absence

Occasionally, for medical, personal, or other reasons, you may need to be temporarily released from the duties of your job with CAMTC. It is the policy of CAMTC to allow its eligible employees to apply for and be considered for certain specific unpaid leaves of absence. If the leave is necessary for a qualified disability under the ADA or the FEHA, the duration of the leave shall be consistent with applicable law, but in no event shall the leave extend past the date on which the employee becomes capable of performing the essential functions of his or her position, with or without reasonable accommodation.

Other than ADA qualified leaves, all unpaid leaves under this section are granted in the sole discretion of CAMTC and are considered in light of operational needs, and shall not exceed three (3) months.

Failure to return to work as scheduled from an approved unpaid leave of absence will be considered a voluntary resignation of employment.

All requests for unpaid leaves of absence under this section shall be submitted in writing to the CEO. Each request shall provide sufficient detail such as the reason for the leave and the expected duration of the leave. Requests should be provided at least 30 days in advance when at all possible, but leaves on shorter notice will be considered depending on the circumstances.

Health insurance premiums paid by CAMTC, if any, must be paid by the employee during a leave of absence.

You will not accrue vacation, sick time, or holiday pay during any unpaid leave of absence unless required by law.

V. Jury Duty, Appearance as a Witness, Military Duty, Appearance at Child's School, Duty as a Volunteer Firefighter, Time Off to Vote

Employees will be granted a leave of absence as required by law for the purpose of fulfilling any required legal or military obligation (e.g., jury duty, appearance as a witness in a legal proceeding, military reserve duty, appearance at school by a parent when requested pursuant to the Education Code, or performance of emergency duty by a volunteer firefighter).

Employees are required to provide reasonable advance notice of any need for such leave and are expected to return to work each day or portion of the day that they are not legally obligated to be away. For non-exempt employees, these types of leave will be unpaid unless the employee chooses to utilize accrued vacation time. For exempt employees, salary during these leaves will be paid if the employee works any portion of a workweek (no salary will be paid for workweeks in which no work is performed).

Employees who do not have sufficient time outside of their regular working hours to vote in a statewide election may request time off to vote. If possible, employees should make their request at least two days in advance of the election. Up to two hours of paid time off will be provided, at the beginning or end of the employee's regular shift, whichever will allow more free time for voting and the least time off work.

VI. Bereavement Leave

Non-temporary full time employees who experience a death in the immediate family will be given up to three paid days off.

"Immediate family" includes the employee's spouse, domestic partner, children, son-in-law or daughter-in-law, parents or parents-in-law, brothers or brothers-in-law, sisters or sisters-in-law, or grandparents or grandchildren by blood, marriage or domestic partnership.

VII. Leave for Organ and Bone Marrow Donation

CAMTC will grant an employee the following paid leaves of absence for the purpose of organ or bone marrow donation:

1. A leave of absence of up to five days in any one-year period for the purpose of donating the employee's bone marrow to another person.
2. A leave of absence of up to 30 days in any one-year period for the purpose of the employee donating his or her organ to another person.

A leave of absence for the purpose of organ or bone marrow donation will be provided with pay, however, if an employee has earned and unused PTO available, the employee is required to first use up to five days of PTO for a bone marrow donation and up to 10 days of PTO for organ donation.

In order to receive a leave of absence pursuant to this policy, the employee must provide written verification to the CEO that he or she is an organ or bone marrow donor and that there is a medical necessity for the donation of the organ or bone marrow.

Any leave taken for the donation of an organ or bone marrow will not constitute a break in service for purposes of the employee's right to salary adjustments, PTO accrual, or seniority. During any leave taken under this policy, CAMTC will maintain and pay for coverage under any group health plan (if any), for the full duration of this leave.

Leave provided under this policy may be taken in one or more periods.

Upon expiration of a leave of absence authorized by this policy, CAMTC will restore the employee to the position held by the employee when the leave began or to a position with equivalent seniority status, employee benefits, pay, and other terms and conditions of employment. CAMTC may decline to restore an employee because of reasons unrelated to the exercise of rights under this policy by the employee.

EMPLOYEE BENEFITS

I. Group Insurance Plans

CAMTC does not provide any group insurance plans at this time.

II. Workers' Compensation Insurance

CAMTC carries workers' compensation coverage as required by law to protect employees who are injured on the job. This insurance provides medical, surgical and hospital treatment in addition to payment for loss of earnings that result from work-related injuries. The cost of this coverage is paid by CAMTC.

III. State Disability Insurance

The State of California provides disability insurance to California workers under certain circumstances. Generally speaking, state disability insurance is available for a non-work related accident or illness. It is available for some elective surgery and for pregnancy, childbirth and related medical expenses. Each year, in accordance with state law, a small percentage of your wages is deducted and paid to the state for this insurance.

IV. California Paid Family Leave

Paid Family Leave is a partial wage replacement insurance plan administered by the California Employment Development Department (EDD) for eligible workers who have absences longer than eight workdays related to care of a family member, or bonding with a new child. Benefits are paid directly by the EDD. Specific rules and regulations governing paid family leave are available from the EDD at www.edd.ca.gov/. Each year, in accordance with state law, a small percentage of your wages is deducted and paid to the state for this insurance.

OPEN DOOR

The purpose of the Open Door policy is to implement CAMTC's philosophy that employees should be encouraged to raise their work-related concerns informally with their supervisor. CAMTC will attempt to keep all such expressions of concern, the investigation, and the terms of any resolution confidential. However, in the course of investigating the concerns, some dissemination of information to others may be appropriate and therefore CAMTC cannot promise complete confidentiality.

I. Procedure

Employees are encouraged to raise work-related problems with their supervisor promptly after the concern has arisen. However, if you believe that your supervisor is part of your concern and feel uncomfortable talking with him or her, you may contact the CEO to discuss your concern. If the CEO is the problem, you may contact the Chairperson of the Board to discuss your concern.

You are encouraged to pursue discussion of your work related concerns until the matter is fully resolved. It may not always be possible to achieve the result you want, but if not, CAMTC will attempt in each case to explain why. CAMTC believes that employee concerns are best addressed through informal and open communication. No employee will be disciplined or otherwise penalized for raising a good faith concern.

PERFORMANCE EVALUATIONS

CAMTC reserves the right to periodically review your performance and discuss the review with you in private. Performance evaluations may include factors such as the quality and quantity of the work you perform, your knowledge of the job, your initiative, your work attitude, and your attitude toward others. The performance evaluation is designed to help you become aware of the progress you are making and of the areas in which you need to improve. Generally, your review will be conducted by your immediate supervisor. The CEO's review will be conducted by CAMTC's Board of Directors.

Nothing in this section shall require that an employee's salary/wages be adjusted based upon his or her review. While salary/wage adjustments are in part determined by employee performance, CAMTC, in its full discretion, may award, or not award, salary/wage

adjustments.

PERSONNEL RECORDS

It is important that CAMTC personnel files contain current information regarding each employee. It is a condition of your employment that you inform your supervisor whenever there are changes in your personal data such as address, telephone number, marital status, number of dependents, and person(s) to notify in case of emergency.

You have the right to inspect your personnel file at reasonable times on reasonable notice. You may also obtain copies of any document in your personnel file that you have signed.

Personnel files are the property of CAMTC.

DRESS AND GROOMING STANDARDS

It is in CAMTC's best interests to present a professional image to its board members, constituents², government contacts, and to the public. Accordingly, while CAMTC has no formal dress code, it is expected that all employees will dress in a manner consistent with good hygiene, safety, and good taste when interacting with others on behalf of CAMTC.

CAMTC PROPERTY; CONFIDENTIAL INFORMATION

The security of employees, employee property, and CAMTC property is of vital importance to CAMTC. All employees share responsibility to ensure that proper security is maintained. Any breach of security should be reported promptly to your supervisor.

CAMTC property includes not only tangible property, like equipment, but also intangible property such as information. Of particular importance is confidential and proprietary information. Proprietary information includes all information obtained by CAMTC employees during the course of their work. This handbook, for example, contains proprietary information. Confidential information is any information of CAMTC that is not known generally to constituents or the public. Applicant/certificate holder information, personnel files, and financial data are examples of confidential information. Employees may not disclose or use proprietary or confidential information except as their jobs require. Anyone who violates this guideline will be subject to discipline up to and including termination, and possible legal recourse.

TECHNOLOGY USE AND PRIVACY

CAMTC provides various Technology Resources to authorized employees to assist them in performing their job duties for CAMTC. Each employee has a responsibility to use CAMTC's Technology Resources in a manner that increases productivity, enhances

² For purposes of this Handbook, "constituent" means applicants for certification and certificate holders.

CAMTC's public image, and is respectful of other employees and constituents. Failure to follow CAMTC's policies regarding its Technology Resources may lead to disciplinary measures, up to and including termination of employment. Moreover, CAMTC reserves the right to advise appropriate legal authorities of any violation of law by an employee.

This guideline on Technology Use and Privacy applies to employees working exclusively from a home office only to the extent applicable.

I. Technology Resources Definition

Technology Resources consist of all electronic devices, software, and means of electronic communication provided by CAMTC or purchased for employee's use as an employee of CAMTC including but not limited to the following: personal computers and workstations; lap-top computers; computer hardware; peripheral equipment such as printers, scanners, modems, fax machines, copiers, digital cameras, memory sticks, and hands-free devices; computer software applications and associated files and data, including software that grants access to external services, such as the Internet; electronic mail; telephones; cell phones; smart phones; and voicemail systems.

II. Authorization

Access to CAMTC's Technology Resources is within the sole discretion of CAMTC. Generally, employees are given access to CAMTC's various technologies and systems based on their job functions.

III. Use

CAMTC's Technology Resources are to be used by employees primarily for the purpose of conducting CAMTC activities. Employees may, however, use CAMTC's Technology Resources for the following incidental personal uses so long as such use does not interfere with the employee's duties, is not done for pecuniary gain, does not conflict with CAMTC's activities, and does not violate any CAMTC policy:

1. To send and receive occasional personal communications; and
2. To prepare and store incidental personal data (such as personal calendars, personal address lists, and similar incidental personal data) in a reasonable manner.

CAMTC assumes no liability for loss, damage, destruction, alteration, disclosure, or misuse of any personal data or communications transmitted over or stored on CAMTC's Technology Resources. CAMTC accepts no responsibility or liability for the loss or non-delivery of any personal electronic mail or voicemail communications or any personal data stored on any CAMTC property. As such, CAMTC discourages employees from storing any personal data on any of CAMTC's Technology Resources.

IV. Improper Use

A. Prohibition Against Harassing, Discriminatory and Defamatory Use

CAMTC is aware that employees use electronic mail for correspondence that is less formal than written memoranda. Employees must take care, however, not to let informality degenerate into improper use. As set forth more fully in CAMTC's "Policy Against Harassment," CAMTC does not tolerate discrimination or harassment based on race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, veteran status, marital status, sex, age, sexual orientation, gender identity expression, or any other basis protected by federal, state, or local law, ordinance, or regulation. Under no circumstances may employees use CAMTC's Technology Resources to transmit, receive, or store any information that is discriminatory, harassing, or defamatory in any way (e.g., sexually-explicit or racial messages, jokes, cartoons, etc.).

B. Prohibition Against Violating Copyright Laws

Employees must not use CAMTC's Technology Resources to copy, retrieve, forward or send copyrighted materials unless the employee has the author's permission or is accessing a single copy only for the employee's personal use and reference.

C. Other Prohibited Uses

Employees may not use any of CAMTC's Technology Resources for any illegal purpose, in violation of any CAMTC policy, in a manner contrary to the best interests of CAMTC, in any way that discloses confidential or proprietary information of CAMTC or third parties, or for personal or pecuniary gain.

V. CAMTC Access to Technology Resources

All messages sent and received, including personal messages, and all data and information stored on CAMTC's electronic-mail system, voicemail system, or computer systems are CAMTC property regardless of the content. As such, CAMTC reserves the right to access all of its Technology Resources including its computers, voicemail, and electronic-mail systems, at any time, in its sole discretion.

A. Privacy

Although CAMTC does not wish to examine personal information of its employees, on occasion, CAMTC may need to access its Technology Resources including computer files, electronic-mail messages, and voicemail messages. Employees should understand, therefore, that they have **no right of privacy** with respect to any messages or information created or maintained on CAMTC's Technology Resources, including personal information or messages. CAMTC may, at its discretion, inspect all files or messages on its Technology Resources at any time for any reason. CAMTC may also monitor its Technology Resources at any time in order to determine compliance with its policies, for purposes of legal proceedings, to investigate misconduct, to locate information, or for any other purpose.

B. Passwords

Certain of CAMTC's Technology Resources can be accessed only by entering a password. Passwords are intended to prevent unauthorized access to information. Passwords do not confer any right of privacy upon any employee of CAMTC. Thus, even

though employees may maintain passwords for accessing Technology Resources, employees must not expect that any information maintained on Technology Resources, including electronic mail and voicemail messages, are private. Employees are expected to maintain their passwords as confidential. Employees must not share passwords and must not access coworkers' systems without express authorization.

C. Deleted Information

Deleting or erasing information, documents, or messages maintained on CAMTC's Technology Resources is, in most cases, ineffective. All employees should understand that any information kept on CAMTC's Technology Resources may be electronically recalled or recreated regardless of whether it may have been "deleted" or "erased" by an employee. Because CAMTC periodically backs-up file storage space, files and messages may exist that are thought to have been deleted or erased. Therefore, employees who delete or erase information or messages should not assume that such information or messages are confidential.

VI. The Internet and On-Line Services

CAMTC provides authorized employees access to on-line services such as the Internet. CAMTC expects that employees will use these services in a responsible way and for company-related purposes and incidental personal use only. Except as authorized by a supervisor, employees are not permitted to use CAMTC's Technology Resources to access, download, or contribute to the following:

1. gross, indecent, or sexually-oriented materials;
2. job-search sites;
3. gambling sites;
4. games, humor;
5. illegal drug-oriented sites;

Additionally, employees must not sign "guest books" at Web sites or post messages to internet news groups or discussion groups at Web sites. These actions will generate junk electronic mail and may expose CAMTC to liability or unwanted attention because of comments that employees may make. CAMTC strongly encourages employees who wish to access the Internet for non-work-related activities to obtain their own personal Internet access accounts.

Some of the information to which CAMTC has access is confidential. Employees should be very careful about sending confidential information over the Internet. Ask your supervisor if you are unsure whether information is considered confidential or if it should be sent via the Internet. Employees also should verify electronic mail addresses before transmitting any messages.

VII. Software Use

A. License Restrictions

All software in use on CAMTC's Technology Resources is officially licensed software. No software is to be installed or used that has not been duly paid for and licensed appropriately for the use to which it is by any means of transmission, unless authorized in writing in advance by CAMTC. Authorization for loading software on the computers should not be given until the software to be loaded has been thoroughly scanned for viruses.

VIII. Confidential Information

CAMTC is very sensitive to the issue of protecting the confidential and proprietary information of CAMTC, its constituents, and third parties ("Confidential Information"). Therefore, employees are expected to use good judgment and to adhere to the highest ethical standards when using or transmitting Confidential Information on CAMTC's Technology Resources.

Confidential Information should not be accessed through CAMTC's Technology Resources in the presence of unauthorized individuals. Similarly, Confidential Information should not be left visible or unattended.

IX. Security

CAMTC may install programs and devices to ensure the safety and security of CAMTC's Technology Resources. Any employee found tampering or disabling any of CAMTC's security devices will be subject to discipline up to and including termination.

X. Audits

CAMTC may perform auditing activity or monitoring to determine compliance with these policies. Audits of software and data stored on CAMTC's Technology Resources may be conducted without warning at any time.

SOCIAL MEDIA POLICY

A. Use

Social media are powerful communications tools that have a significant impact on organizational and professional reputations. Social media is a set of Internet tools that aid in the facilitation of interaction between people online. Examples include but are not limited to LinkedIn, Twitter, Facebook, YouTube, and MySpace. Both in professional and organization roles, employees need to follow the same behavioral standards online as they would in real life. The same laws, professional expectations, and guidelines for interacting with co-workers, constituents, vendors and the general public apply online as in the real world. Employees are liable for anything they post to social media sites. All CAMTC policies with respect to computers, electronic media, discrimination, harassment, confidentiality, conflict of interest and record retention apply to social media activity.

B. Prohibition Against Disclosing Proprietary and Confidential Information

CAMTC's policies regarding the nondisclosure of proprietary, confidential and personal information applies to online blogging or postings. As such, employees must not post information on a blog or website that in any way discloses confidential or proprietary information of CAMTC or any third party. The posting of copyrighted materials is also prohibited.

C. Other Prohibitions

Employees may not use CAMTC-sponsored social networking sites to promote or solicit participation in any activity that is unrelated to their work at CAMTC. Employees also may not use blogs or social media for any illegal purpose, violation of any CAMTC policy, in a manner contrary to the best interests of CAMTC, or for personal or pecuniary gain.

D. Non-CAMTC Blogs/Social Networking

Employees are free to create or participate in non-CAMTC blogs and other forms of online publishing and discussion/social networking, provided that such participation does not violate CAMTC policy, is not detrimental to CAMTC's best interests and does not interfere with an employee's regular work duties. Employees may not engage in personal blogging/social networking during work time. Employees are personally responsible for their postings and online comments. CAMTC does not assume any liability or risk for an employee's blogging or posting online.

When posting in a non-CAMTC blog or online forum, employees should not represent or suggest that their opinions or positions are endorsed by CAMTC or any of its managers or employees. CAMTC executives should exercise particular care when posting online to ensure their published personal thoughts are not misunderstood to be expressions of official CAMTC positions. Executives/managers should also assume their subordinates will read their postings, and fully understand that non-CAMTC blogs and websites are not appropriate forums for communicating CAMTC policy to CAMTC employees.

Even when posting on non-CAMTC blogs/social networking sites, employees must always be in compliance with CAMTC's policies regarding non-disclosure of proprietary, confidential and personal information. Accordingly, employees are prohibited from revealing any proprietary or confidential information. Employees also must respect copyright and fair use laws when posting and, as a best practice, always credit and/or link to someone else's work when quoting or relying upon it. Additionally, never identify a CAMTC constituent by name, and never discuss a constituent's confidential information online except through proper CAMTC Technology Resources.

Employees are prohibited from using CAMTC logos or trademarks without CAMTC's written permission. Employees likewise may not post any content that is harassing, discriminatory, defamatory, threatening, disparaging, libelous or otherwise illegal or injurious. .

Non-CAMTC blog/social media postings may generate media interest or coverage. If a member of the media contacts an employee about a CAMTC-related posting or online

comment published by the employee, or requests CAMTC information of any kind, inform your supervisor immediately.

Failure to adhere to CAMTC policies regarding blogging and online postings will be considered grounds for discipline, up to and including termination.

Any inappropriate bloggings and/or postings that violate these guidelines should be reported to CAMTC management immediately.

CELLULAR PHONE POLICY

CAMTC prohibits the use of all hand-held cellular devices for work purposes while operating a motor vehicle or for personal purposes while operating a motor vehicle during work hours or on CAMTC business.

Employees may use hands-free cellular devices while driving when safe to do so. Special care should be taken in situations where there is heavy traffic, inclement weather or the employee is driving in an unfamiliar area. Employees must adhere to all federal, state, and local rules and regulations regarding the use of cellular phones while driving.

Under no circumstances are employees allowed to use text devices to type or review text messages for work purposes while operating a motor vehicle or for personal purposes while operating a motor vehicle during work hours or on CAMTC business.

EMPLOYMENT OF RELATIVES

Beginning on the date this Handbook is first adopted, relatives of present employees may be hired by CAMTC only if (1) the individuals concerned will not work in a direct supervisory relationship, (2) the employment will not pose difficulties for supervision, security, safety, or morale, and (3) approved by the CEO. "Relatives" are defined as spouses, domestic partners, children, sisters, brothers, mothers, or fathers, and persons related by marriage or domestic partner relationship. Present employees who marry or have a domestic partnership or who become related by marriage or domestic partnership will be permitted to continue employment with CAMTC only if they do not work in a direct supervisory relationship with one another, or otherwise pose difficulties for supervision, security, safety, or morale. If employees who marry or who become related by marriage do work in a direct supervisory relationship with one another, CAMTC will attempt to reassign one of the employees to another position for which he or she is qualified, if such a position is available. If no such position is available, then one of the employees will be required to resign from CAMTC. The decision as to which employee resigns will be left solely to the spouse/employees. In the event that no alternative position is available and neither employee voluntarily resigns, the employee with lesser seniority will be terminated.

NON-FRATERNIZATION

In order to promote the efficient operation of CAMTC and to avoid misunderstandings, complaints of favoritism, other problems of supervision, security, and morale, and possible claims of sexual harassment, managers, supervisors, and Board/committee members are forbidden to date or pursue romantic or sexual relationships with employees whom they supervise, directly or indirectly. Employees and Board/committee members who violate this guideline will be subject to discipline, up to and including termination of employment or removal from the Board or committee on which the member serves.

VEHICLE USE

Employees may be required to use their personal vehicle from time to time for conducting CAMTC activities. Employees will be reimbursed for mileage while on CAMTC business at the then current IRS mileage reimbursement rate. Employees whose jobs require the use of their personal vehicle must provide CAMTC with written documentation satisfactory to the CEO and/or Chairperson that verifies that the employee carries appropriate liability insurance coverage.

TELECOMMUTING

Telecommuting is the practice of working at home or at a site near the home instead of physically traveling to a central workplace. It is a work alternative that CAMTC may offer to some employees when it would benefit both the organization and the employee.

Employee compensation, benefits, work status, work responsibilities, performance standards, and the typical amount of time you generally work per day or per pay period will not change due to telecommuting.

The decision to approve a telecommuting arrangement will be based on factors such as position and job duties, performance history, related work skills, and the impact on the organization. Employees' at-home work and project deadlines will conform to a schedule agreed upon by the employee and his/her supervisor.

During working hours, an employee's at-home workspace will be considered an extension of CAMTC's workspace. Employees allowed to telecommute agree to maintain safe conditions in the at-home workspace and to practice safety habits. In the case of an injury while working at home, employees must immediately report the injury to their supervisor or to the CEO to get instructions for obtaining medical treatment.

Telecommuting is an alternative method of meeting the needs of the organization and is not a universal employee benefit. As such, CAMTC has the right to refuse to make telecommuting available to an employee and to terminate a telecommuting arrangement at any time.

CONFLICTS OF INTEREST

CAMTC employees are expected to devote their best efforts and attention to the full-time performance of their jobs. Employees are expected to use good judgment, to adhere to high ethical standards, and to avoid situations that create an actual or potential conflict between the employee's personal interests and the interests of CAMTC. A conflict of interest exists when the employee's loyalties or actions are divided between CAMTC's interests and those of another, such as a constituent, outside organization, or a supplier. Both the fact and the appearance of a conflict of interest should be avoided. Employees unsure as to whether a certain transaction, activity, or relationship constitutes a conflict of interest should discuss it with his/her supervisor. Any exceptions to this guideline must be approved in writing by the Chairperson.

This guideline does not attempt to describe all possible conflicts of interest that could develop. Some of the more common conflicts from which employees should refrain, however, include the following:

- A. Accepting personal gifts or entertainment from constituents, suppliers, or potential suppliers without the express consent of your supervisor.
- B. Using proprietary or confidential CAMTC information for personal gain or to CAMTC's detriment;
- C. Using CAMTC assets or labor for personal use;
- D. Acquiring any interest in property or assets of any kind for the purpose of selling or leasing it to CAMTC.

An employee may engage in outside employment, provided that 1) he or she discloses this fact to his or her supervisor, and 2) the outside employment does not in any way interfere or conflict with the employee's duties at CAMTC.

Failure to adhere to this guideline, including failure to disclose any conflicts or to seek an exemption, may result in discipline, up to and including termination of employment.

DRUG-FREE WORKPLACE

I. Purpose of Guideline

It is the intent of CAMTC to maintain a workplace that is free of drugs and alcohol and to discourage drug and alcohol abuse by its employees. CAMTC has a vital interest in maintaining safe and efficient working conditions for its employees. Substance abuse is incompatible with health, safety, efficiency, and success at CAMTC. Employees who are under the influence of a drug or alcohol on the job compromise CAMTC's interests, and endanger their own health and safety and the health and safety of others. Substance abuse in the workplace can also cause a number of other work related problems, including absenteeism and tardiness, substandard job performance, increased workloads for co-workers, behavior that disrupts other employees, delays in the completion of jobs, inferior quality in service, and disruption of relations with constituents and suppliers.

To further its interest in avoiding accidents, to promote and maintain safe and efficient working conditions for its employees, and to protect its reputation, property, equipment, and operations, CAMTC has established this Guideline concerning the use of alcohol and drugs. As a condition of continued employment with CAMTC, each employee must abide by this Guideline.

II. Employee Cooperation

Early detection of substance-abuse problems benefits everyone. For example, it benefits the employee with the substance-abuse problem because it gives him or her the opportunity to correct the problem before it leads to serious harm to the employee or others; it benefits the employee's co-workers who otherwise might be exposed to serious injury or have to carry an extra burden by "covering" for the substance abuser, and it benefits CAMTC by providing an opportunity to prevent accidents and avoid the performance problems and other losses associated with substance abuse. Accordingly, all employees should understand that co-workers with substance-abuse problems should be encouraged to seek assistance.

III. Definitions

For purposes of this Guideline:

- (1) "Illegal drugs or other controlled substances" means *any* drug or substance that (a) is not legally obtainable; or (b) is legally obtainable but has not been legally obtained; or (c) has been legally obtained but is being sold or distributed unlawfully.
- (2) "Legal drug" means any drug, including any prescription drug or over-the-counter drug, that has been legally obtained and that is not unlawfully sold or distributed.
- (3) "Abuse of any legal drug" means the use of any legal drug (a) for any purpose other than the purpose for which it was prescribed or manufactured; or (b) in a quantity, frequency, or manner that is contrary to the instructions or recommendations of the prescribing physician or manufacturer.
- (4) "Reasonable suspicion" includes a suspicion that is based on specific personal observations such as an employee's manner, disposition, muscular movement, appearance, behavior, speech or breath odor; information provided to management by an employee, by law enforcement officials, by a security service, or by other persons believed to be reliable; or a suspicion that is based on other surrounding circumstances.
- (5) "Possession" means that an employee has the substance on his or her person or otherwise under his or her control.

IV. Prohibited Conduct

A. Scope

The prohibitions of this section apply whenever the interests of CAMTC may be adversely affected, including any time the employee is:

- (1) On CAMTC premises;
- (2) Conducting or performing CAMTC business, regardless of location;
- (3) Operating or responsible for the operation, custody, or care of CAMTC equipment or other property; or
- (4) Responsible for the safety of others.

B. Alcohol

The following acts are prohibited and subject an employee to discharge:

- (1) The unauthorized use, possession, purchase, sale, manufacture, distribution, transportation, or dispensation of alcohol; or
- (2) Being under the influence of alcohol except as described below.

C. Illegal Drugs

The following acts are prohibited and subject an employee to discharge:

- (1) The use, possession, purchase, sale, manufacture, distribution, transportation, or dispensation of any illegal drug or other controlled substance; or
- (2) Being under the influence of any illegal drug, or other controlled substance.

D. Legal Drugs

The following acts are prohibited and subject an employee to discharge:

- (1) The abuse of any legal drug;
- (2) The purchase, sale, manufacture, distribution, transportation, dispensation, or possession of any legal prescription drug in a manner inconsistent with law; or
- (3) Working while *impaired* by the use of a legal drug whenever such impairment might:
 - (a) Endanger the safety of the employee or some other person;

- (b) Pose a risk of significant damage to CAMTC property or equipment; or
- (c) Substantially interfere with the employee's job performance or the efficient operation of CAMTC's business or equipment.

V. Disciplinary Action

A. Discharge for Violation of Guideline

A first violation of this Guideline will result in *immediate discharge*, whenever the prohibited conduct:

- (1) Caused injury to the employee or any other person, or, in the sole opinion of management, endangered the safety of the employee or any other person;
- (2) Resulted in significant damage to CAMTC property or equipment, or, in the sole opinion of management, posed a risk of significant damage;
- (3) Involved the sale or manufacture of illegal drugs or other controlled substances;
- (4) Involved the possession, distribution, or dispensation of illegal drugs or other controlled substances or alcohol in a quantity greater than for personal use;
- (5) Involved the failure of an employee to report a criminal conviction, as required below.

B. Discretion Not to Discharge

In circumstances other than those described in Paragraph A, above, CAMTC, in the discretion of management, may choose not to discharge an employee for a first violation of this Guideline if the employee satisfactorily participates in and completes an approved drug or alcohol abuse assistance or rehabilitation program (at the employee's expense).

C. Effect of Criminal Conviction

An employee who is convicted under a criminal drug statute for a violation occurring in the workplace or during any CAMTC-related activity or event will be deemed to have violated this Guideline.

D. Written Warning

An employee who is not discharged for a first violation of this Guideline will receive a written warning and immediate suspension without pay for a period of 10 calendar days.

E. Effect of Second Violation

A second violation of this Guideline at any time will result in immediate discharge.

F. Effect of Discharge on Eligibility for Rehire

Employees who are discharged for a violation of this Guideline will not be eligible for rehire by CAMTC.

G. Criminal Convictions

Employees must notify CAMTC management of any conviction under a criminal drug statute for a violation occurring in the workplace or during any CAMTC-related activity or event. Employees must notify CAMTC management within five days after any such conviction.

VII. Use of Legal Drugs

CAMTC recognizes that employees may, from time to time, be prescribed legal drugs that, when taken as prescribed or according to the manufacturer's instructions, may result in impairment. Employees may not work while impaired by the use of legal drugs if the impairment might endanger the employee or someone else, pose a risk of significant damage to CAMTC property, or substantially interfere with the employee's job performance. If an employee is so impaired by the appropriate use of legal drugs, he or she may not report to work. To accommodate the absence, the employee may use accrued sick leave or vacation time. Nothing in this Guideline is intended to sanction the use of accrued sick leave or vacation time to accommodate absences due to the *abuse* of legal drugs. Further, nothing in this Guideline is intended to diminish CAMTC's commitment to employ and reasonably accommodate qualified disabled individuals. CAMTC will reasonably accommodate qualified disabled employees who must take legal drugs because of their disability.

VIII. Unregulated or Authorized Conduct

A. Customary Use of Over-the-Counter Drugs

Nothing in this Guideline is intended to prohibit the customary and ordinary purchase, sale, use, possession, or dispensation of over-the-counter drugs, so long as that activity does not violate any law or result in an employee being impaired by the use of such drugs in violation of this Guideline.

B. Off-the-Job Conduct

This Guideline is not intended to regulate off-the-job conduct, so long as the employee's off-the-job use of alcohol or drugs does not result in the employee being under the influence of or impaired by the use of alcohol or drugs in violation of this Guideline.

C. Authorized Use of Alcohol

CAMTC may provide alcohol for consumption at certain events, such as social

functions. The responsible consumption of alcohol at these events does not violate this policy.

IX. Confidentiality

Disclosures made by employees to CAMTC management concerning their use of legal drugs will be treated confidentially and will not be revealed to other managers or supervisors unless there is an important work-related reason to do so in order to determine whether it is advisable for the employee to continue working. Disclosures made by employees to CAMTC management concerning their participation in any drug or alcohol rehabilitation program will be treated confidentially.

POLICY CONCERNING VIOLENCE IN THE WORKPLACE

I. Statement of Policy

This policy will only apply if CAMTC establishes its own central office (i.e. this does not apply to employees who work from a home office). CAMTC recognizes that workplace violence is a growing concern among employers and employees across the country. CAMTC is, therefore, committed to providing a safe, violence-free workplace. In this regard, CAMTC strictly prohibits employees, constituents, vendors, visitors, or anyone else on CAMTC premises or engaging in a CAMTC-related activity from behaving in a violent or threatening manner. Moreover, as part of this policy, CAMTC seeks to prevent workplace violence before it begins and reserves the right to deal with behavior that suggests a propensity towards violence even prior to any violent behavior occurring.

II. Workplace Violence Defined

Workplace violence includes, but is not limited to, the following:

- (1) Threats of any kind;
- (2) Threatening, physically aggressive, or violent behavior, such as intimidation of or attempts to instill fear in others;
- (3) Other behavior that suggests a propensity toward violence, which can include belligerent speech, excessive arguing or swearing, sabotage, or threats of sabotage of CAMTC property, or a demonstrated pattern of refusal to follow CAMTC policies and procedures;
- (4) Defacing CAMTC property or causing physical damage to the facilities; or
- (5) With the exception of security personnel, bringing weapons or firearms of any kind on CAMTC premises, in CAMTC parking lots, or while conducting CAMTC business.

III. Reporting

If any employee observes or becomes aware of any of the above-listed actions or behavior

by an employee, constituent, consultant, visitor, or anyone else, he or she should contact their supervisor immediately.

Further, employees should notify their supervisor immediately if any restraining order is in effect, or if a potentially violent nonwork-related situation exists that could result in violence in the workplace.

IV. Investigation

All reports of workplace violence will be taken seriously and will be investigated promptly and thoroughly. In appropriate circumstances, CAMTC will inform the reporting individual of the results of the investigation. To the extent possible, CAMTC will maintain the confidentiality of the reporting employee and of the investigation but may need to disclose results in appropriate circumstances, for example, in order to protect individual safety. CAMTC will not tolerate retaliation against any employee who reports workplace violence.

V. Corrective Action and Discipline

If CAMTC determines that workplace violence has occurred, CAMTC will take appropriate corrective action and will impose discipline on offending employees. The appropriate discipline will depend on the particular facts but may include written or oral warnings, probation, suspension, or termination. If the violent behavior is that of a non-employee, CAMTC will take appropriate corrective action in an attempt to ensure that such behavior is not repeated.

CAMTC may, in its discretion, forego disciplinary action on the condition that the employee takes an unpaid medical leave of absence, and/or participates in counseling or special training, either voluntarily or as a condition of continued employment, at the employee's own expense.

TERMINATION, DISCIPLINE, AND RULES OF CONDUCT

I. Termination

A. Voluntary Termination

CAMTC will consider an employee to have voluntarily terminated his or her employment if an employee does any of the following:

- (1) Resigns from CAMTC;
- (2) Fails to return from an approved leave of absence on the date specified by CAMTC; or
- (3) Fails to report for work without notice to CAMTC for two consecutive days.

B. Involuntary Termination

An employee may be terminated involuntarily for reasons that may include, but are not limited to, poor performance, misconduct, or other violations of CAMTC's rules of conduct as set forth below. **Notwithstanding this list of possible reasons, every CAMTC employee is "at-will", and as such CAMTC reserves the right to discharge any employee with or without cause and with or without prior notice.**

C. Termination Due to Reorganizations, Economics, or Lack of Work

From time to time, CAMTC may need to terminate an employee as a consequence of reorganizations, job eliminations, economic downturns, or lack of work.

II. Discipline and Rules of Conduct

A. Policy

Employees are expected to observe certain standards of job performance and good conduct. When performance or conduct does not meet CAMTC standards, the employee may be given a reasonable opportunity to correct the deficiency. If, however, the employee fails to make the necessary correction(s), he or she may be subject to disciplinary action up to and including termination. **Provided, however, that CAMTC reserves the right to proceed directly to termination, without resort to prior disciplinary steps, when CAMTC, in its sole discretion, deems such action necessary or appropriate.**

The rules set forth in this Guideline are intended to provide employees with fair notice of what is expected of them. Such rules cannot identify every type of unacceptable conduct and performance. Therefore, employees must be aware that conduct not specifically listed below, but which adversely affects the interests of CAMTC, its employees, or constituents may also result in disciplinary action, and nothing herein mitigates an employee's at-will status.

B. Job Performance

Employees may be disciplined or terminated for poor job performance, including but not limited to the following:

- (1) Unsatisfactory work quality or quantity;
- (2) Poor attitude (for example, rudeness or lack of cooperation);
- (3) Excessive absenteeism (three or more unexcused absences in a 90 day period), tardiness, or abuse of break and lunch privileges;
- (4) Failure to follow instruction or CAMTC procedures; or
- (5) Failure to follow established safety regulations.

C. Misconduct

Employees may be disciplined or terminated for misconduct, including but not limited

to the following:

- (1) Insubordination;
- (2) Dishonesty;
- (3) Theft of any kind;
- (4) Discourtesy;
- (5) Misusing or destroying CAMTC property or the property of another on CAMTC premises;
- (6) Violating conflict of interest rules;
- (7) Disclosing or using confidential or proprietary information without authorization from the appropriate management personnel;
- (8) Falsifying or altering CAMTC records, including but not limited to the application for employment or timecards;
- (9) Interfering with the work performance of others;
- (10) Altercations, arguing, fighting, badgering;
- (11) Harassing, including sexually harassing, employees or others;
- (12) Being under the influence of, manufacturing, dispensing, distributing, using, or possessing illegal or controlled substances on CAMTC property or while conducting CAMTC business;
- (13) Gambling on CAMTC premises or while conducting CAMTC business;
- (14) Sleeping on the job or leaving the job without authorization;
- (15) Possessing a firearm or other dangerous weapon on CAMTC property or while conducting CAMTC business;
- (16) Being convicted of a crime that indicates unfitness for the job or raises a threat to the safety or well-being of CAMTC, its employees, constituents, or property; or
- (17) Failing to report to CAMTC, within five days, any conviction under any criminal drug statute for a violation occurring in the workplace or during a CAMTC-related activity.

E. Attendance

In addition to the general rules stated above, employees may be disciplined or terminated for failing to observe the following specific requirements relating to attendance:

(1) Reporting to work on time, observing the time limits for rest and lunch periods, and obtaining approval to leave work early; and

(2) Notifying your supervisor in advance of anticipated tardiness or absence.

F. No Discipline Procedure

CAMTC reserves the right to proceed directly to termination, without resort to prior disciplinary steps, when CAMTC, in its sole discretion, deems such action appropriate.

G. Exit Interview

Employees who leave CAMTC for any reason may be asked to participate in an exit interview. This interview is intended to permit terminating employees the opportunity to communicate their views regarding their work with CAMTC, including job duties, job training, job supervision, and job benefits. At the time of the interview, employees are required to return all CAMTC furnished property, such as equipment, I.D. cards, keys, credit cards, documents, and handbooks.

III. Employment at Will

Nothing in this section on discipline/termination is intended to alter the at-will status of employment with CAMTC. Either you or CAMTC may terminate the employment relationship at any time, with or without cause, and with or without prior notice. CAMTC reserves the right to terminate the employment relationship, or to demote, discipline, or alter the terms and conditions of employment (including this handbook) without advance notice and without resort to any particular procedures.

EXTERNAL COMMUNICATIONS

Occasionally, employees may be contacted by outside sources (including but not limited to media) requesting information about CAMTC matters, including information regarding current or former employees, constituents, CAMTC projects, or other workplace issues. In order to avoid providing inaccurate or incomplete information to outside sources, employees contacted by an outside source should immediately refer the contact to the CEO without disclosing any information or making any comment.

REFERENCES

Requests for references after an employee leaves CAMTC will be responded to by disclosing only dates of employment and title of last position held.

ACKNOWLEDGMENT OF RECEIPT OF EMPLOYEE HANDBOOK
(PLEASE READ THE EMPLOYEE HANDBOOK AND FILL OUT AND RETURN THIS
PORTION TO YOUR SUPERVISOR WITHIN
ONE WEEK OF RECEIPT)

Employee Name: _____

I acknowledge that I have received a copy CAMTC Employee Handbook as ~~adopted on November 5, 2012~~approved on _____, 2015. I understand that I am responsible for reading the policies and for knowing and complying with the policies during my employment with CAMTC.

I further understand, however, that the policies are guidelines only and are not intended to create any contractual rights or obligations, express or implied, and shall not be construed to create any type of right to a "fair procedure" prior to termination or other disciplinary action. I also understand that CAMTC has the right to amend, interpret, modify, or withdraw any of the policies at any time in its sole discretion, with or without notice. Furthermore, I understand that, because CAMTC cannot anticipate every issue that may arise during my employment, if I have any questions regarding any of CAMTC's policies or procedures, I should consult my supervisor.

I understand and agree that my relationship with CAMTC is "at-will," which means that my employment is for no definite period and may be terminated by me or by CAMTC at any time, for any reason, with or without cause, and with or without advance notice. I also understand that CAMTC may demote or reassign me or otherwise alter the terms of my employment at any time at its discretion, with or without cause or advance notice.

I understand and agree that the terms of this Acknowledgment may not be modified or superseded except by a written agreement approved by CAMTC board of directors and signed by me and the Chairperson of CAMTC, that no other employee or representative of CAMTC has the authority to enter into any such agreement, and that any agreement to employ me for any specified period of time or that is otherwise inconsistent with the terms of this Acknowledgment will be unenforceable. If the terms of this Acknowledgment are inconsistent with any policy or practice of CAMTC now or in the future, the terms of this Acknowledgment shall control.

Finally, I understand and agree that this Acknowledgment contains a full and complete statement of the agreements and understandings that it recites, that no one has made any promises or commitments to me contrary to the foregoing, and that this Acknowledgment supersedes all previous agreements, whether written or oral, express or implied, relating to the subjects covered in this Acknowledgment.

Date: _____

Signed: _____
Signature of Employee

Print Name of Employee

ACKNOWLEDGEMENT OF RECEIPT OF POLICY AGAINST HARASSMENT

(PLEASE READ THE POLICY AGAINST HARASSMENT AND FILL OUT AND RETURN
THIS PORTION TO YOUR SUPERVISOR WITHIN
ONE WEEK OF EMPLOYMENT)

I have received a copy of CAMTC's Policy Against Harassment contained in the Employee Handbook as ~~adopted on November 5, 2012~~approved on _____, 2015. I have read and understand the Policy Against Harassment, including the procedures for reporting harassment, and I agree to abide by the provisions contained therein.

Date: _____

Signed: _____
Signature of Employee

Print Name of Employee



One Capitol Mall, Suite 320 | Sacramento, CA 95814
tel 916.669.5336 fax 916.444.7462 www.camtc.org

Memo

Date: March 26, 2015
To: Board of Directors
From: Ahmos Netanel, CEO
Subject: Recommended amendment to 2015 strategic priorities

On February 17, 2015 the Board adopted the following strategic priorities for 2015:

1. **Local Government** - Improve relationships with cities and counties, especially those that grapple with proliferation of illicit massage parlors. Offer help with the accurate implementation of the Massage Therapy Act.
2. **Certificate Holders** - Gather feedback from certificate holders regarding their experience with the implementation of the Massage Therapy Act. Conduct general surveys of certificate holders.
3. **Swift Discipline** – Maximize the speed by which CAMTC revokes and/or disciplines certificate holders.
4. **School Approvals** – Fully implement CAMTC's school approval program and inspect all schools wishing to be approved by CAMTC.
5. **BPPE MOU** – Initiate the development of a Memorandum of Understanding with the Bureau of Private Postsecondary Education.
6. **Foreign Language** – Conduct a study that examines the feasibility and possible protocols of providing an approved exam in at least one foreign language.

It is my recommendation that the Board maintain the above six priorities but establish the following objective as its number one priority for 2015:

1. Establish Enforcement Performance Measures

To ensure that CAMTC's enforcement activities are directly aligned with CAMTC's mission of protecting the public, it is essential that CAMTC develop verifiable enforcement goals. Such performance measures should be an easy-to-understand, transparent system of accountability. It must demonstrate that CAMTC is making and will continue to make the most efficient and effective use of its resources. Once established, these measures will be posted publicly on a quarterly basis.



CALIFORNIA
MASSAGE THERAPY COUNCIL

One Capitol Mall, Suite 320 | Sacramento, CA 95814
tel 916.669.5336 fax 916.444.7462 www.camtc.org

Date: March 19, 2015
To: Board of Directors
From: Ahmos Netanel, CEO
Subject: 2015 Budget

On December 11, 2014 the Board approved a preliminary budget for 2015. The attached revised budget is a balanced budget and reflects actual financial results from January 31, 2015. There are two noteworthy changes:

1. We slashed expected revenues from initial applications by more than half (53.1%) which resulted in an 8.6% reduction of total revenues.
2. Database development and Educational Standards Division management will not be funded by 2015 operation.

Year-end cash position is projected to be equal to 10 months of the annual budget, surpassing our goal of maintaining 6 months of cash reserve.

California Massage Therapy Council								
2014 Budget vs. 2014 Actuals vs. 2015 Preliminary Budget vs. 2015 Budget Revised							With Jan	
							Actuals	
	YTD Actual	Budget	2014 Actual	Preliminary	Compared	New Proposed	Compared to	
	12/31/2014	12/31/2014	% of budget	2015 Budget	to 2014 Actual	2015 Budget	Prelim 2015 Budget	
REVENUE								
Applications Received (37% \$150)	\$ 782,390	\$ 609,446	128.4%	\$ 627,150	80.2%	\$ 294,150	46.9%	
Certificates Issued (39% \$150)	591,962	570,843	103.7%	548,672	92.7%	564,672	102.9%	
Renewals - Applied (46% of \$150)	1,158,303	1,110,900	104.3%	1,099,032	94.9%	1,040,106	94.6%	
Renewals - Approved (42% of \$150)	1,065,330	994,028	107.2%	923,139	86.7%	898,380	97.3%	
Deferred Current Yr (New Apps 24% & Renewals 12% of \$150/24)	188,126	128,826	146.0%	149,001	79.2%	149,001	100.0%	
Deferred Prior Yrs (2012 35%/2013 New 24% & Renewals 12% of \$150/24)	622,289	622,288	100.0%	539,331	86.7%	571,301	105.9%	
Denied Applications (63% \$150)	17,388	47,817	36.4%	25,515	146.7%	25,893	101.5%	
Purged/Revoked Suspended Applications (63% \$150)	6,710	18,900	35.5%	22,680	338.0%	21,641	95.4%	
New School Application Fees recognized (37% of \$750)				41,625		39,960	96.0%	
School Approvals Recognized (39% of \$750)				40,365		40,365	100.0%	
Deferred Current Yr (New Apps 24% of \$750/24).(Renewals 12% of \$750/24)				10,099		10,099	100.0%	
Deferred Prior Yrs (New Apps 24% of \$750/24).(Renewals 12% of \$750/24)				-		-		
Hearing Fees	23,645	28,075	84.2%	24,000	101.5%	23,980	99.9%	
Miscellaneous Fees	104,408	76,325	136.8%	84,000	80.5%	119,485	142.2%	
Recertification Late Fees	119,348	78,675	151.7%	120,000	100.5%	89,510	74.6%	
Interest	2,756	643	428.5%	12,000	435.5%	11,908	99.2%	
Total Revenue	\$ 4,682,654	\$ 4,286,766	109.2%	\$ 4,266,609	91.1%	\$ 3,900,451	91.4%	
OPERATING EXPENSES								
Board & Committee								
Board Travel	\$ 20,879	\$ 12,329	169.3%	\$ 16,548	79.3%	\$ 15,895	96.1%	
Facility/Banquet	28,447	11,750	242.1%	32,472	114.1%	29766	91.7%	
Conference Calls	184	600	30.6%	216	117.6%	264	122.2%	
Miscellaneous	262	1,084	24.2%	288	109.9%	198	68.8%	
Contingency		23,742	0.0%					
Total Board & Committee	\$ 49,772	\$ 49,505	100.5%	\$ 49,524	99.5%	\$ 46,123	93.1%	
Outreach/Marketing								
Communications & Promotions	19,373	72,432	26.7%	48,012	247.8%	35,876	74.7%	
Public Relations	33,150	40,341	82.2%	30,000	90.5%	29,580	98.6%	
Total Outreach/Marketing	\$ 52,523	\$ 112,773	46.6%	\$ 78,012	148.5%	\$ 65,456	83.9%	
General Administrative								
Office Supplies	\$ 2,142	\$ 8,253	26.0%	\$ 2,112	98.6%	\$ 5,190	245.7%	
Office Equipment/Furniture	51	1,350	3.8%	600	1182.3%	550	91.7%	
Office Rental	48,439	48,818	99.2%	48480	100.1%	48,480	100.0%	
Printing/Copying	21,803	20,982	103.9%	19308	88.6%	23,351	120.9%	
Scanning/Shredding	586	1,500	39.1%	1200	204.7%	1,200	100.0%	
Telephone/Fax	2,059	4,287	48.0%	1776	86.3%	1,770	99.7%	
Postage/Mailing	22,277	19,117	116.5%	23532	105.6%	23,254	98.8%	
Dues & Subscriptions	11,015	5,535	199.0%	5448	49.5%	4,994	91.7%	
Insurance	28,646	33,624	85.2%	27624	96.4%	28,134	101.8%	
Banking/credit card fees	82,318	102,447	80.4%	84000	102.0%	83,846	99.8%	
Staff Travel	6,211	1,751	354.7%	7188	115.7%	6,628	92.2%	
Certification/Mat's/Print/Mail	126,793	107,109	118.4%	117720	92.8%	117,897	100.2%	
Database Development	8,031	20,440	39.3%	160680	2000.7%	-	0.0%	
Database Maintenance	13,127	18,823	69.7%	13920	106.0%	14,003	100.6%	
Miscellaneous	3,136	882	355.6%	2880	91.8%	2,667	92.6%	
Total General Administrative	\$ 376,633	\$ 394,918	95.4%	\$ 516,468	137.1%	\$ 361,964	70.1%	

California Massage Therapy Council								
2014 Budget vs. 2014 Actuals vs. 2015 Preliminary Budget vs. 2015 Budget Revised							With Jan	
							Actuals	
	YTD Actual 12/31/2014	Budget 12/31/2014	2014 Actual % of budget	Preliminary 2015 Budget	Compared to 2014 Actual		New Proposed 2015 Budget	Compared to Prelim 2015 Budget
Executive Staff								
Executive Salaries	\$ 312,539	\$ 302,136	103.4%	\$ 320,880	102.7%		\$ 320,880	100.0%
Vacation Accrual Expense	(1,138)	10,158	-11.2%	10,380	-911.7%		10,310	99.3%
Benefit Allowance	71,566	71,563	100.0%	74,375	103.9%		74,375	100.0%
Office-Site Office Rental	21,237	23,366	90.9%	23,616	111.2%		23,790	100.7%
Executive Travel	42,862	59,325	72.3%	46,020	107.4%		45,762	99.4%
Cell Phones	2,344	3,975	59.0%	2,568	109.6%		2,560	99.7%
Supplies	1,053	1,006	104.7%	1,140	108.2%		1,045	91.7%
Equipment/Furniture	1,755	4,005	43.8%	2,100	119.7%		1,925	91.7%
Phone (land line-DSL)	1,359	2,325	58.5%	1,584	116.5%		1,645	103.9%
Miscellaneous	2,747	463	593.3%	60	2.2%		55	91.7%
Contingency		\$ 10,403	0.0%					
Total Executive Staff	\$ 456,324	\$ 478,322	95.4%	\$ 482,723	105.8%		\$ 482,347	99.9%
Professional Standards Division								
Management	\$ 110,126	\$ 91,393	120.5%	\$ 93,596	85.0%		\$ 93,596	100.0%
Clerical	356,378	374,653	95.1%	352,666	99.0%		349,544	99.1%
Field Investigations	207,871	210,819	98.6%	209,381	100.7%		209,069	99.9%
Employee Benefits	50,348	48,692	103.4%	57,707	114.6%		56,982	98.7%
PTO Expense	(2,162)	18,865	-11.5%	24,000	-1110.1%		25,682	107.0%
Supplies	2,235	2,652	84.3%	1,728	77.3%		1,584	91.7%
Cell/Land Lines Phones	18,955	12,630	150.1%	19,320	101.9%		19,035	98.5%
Travel	22,228	20,544	108.2%	20,148	90.6%		19,130	94.9%
Conference Calls	7,953	9,399	84.6%	8,088	101.7%		7,697	95.2%
Dept Meetings	425	875	48.6%	516	121.3%		473	91.7%
Equipment	60	7,561	0.8%	120	199.3%		110	91.7%
Legal Service - Denials	440,400	470,940	93.5%	436,800	99.2%		432,520	99.0%
Legal In-House (salary + benefit allowance)	178,503	261,400	68.3%	277,085	155.2%		278,740	100.6%
Investigations (SSA)	3,670	1,800	203.9%	4,404	120.0%		4,037	91.7%
Court Record fees	1,203	1,530	78.6%	1,188	98.7%		1,152	97.0%
Appeals + Denials Printing/Mailing/Supplies	1,387	2,050	67.6%	1,500	108.2%		1,817	121.1%
Miscellaneous	2,139	900	237.7%	2,136	99.8%		2,488	116.5%
Contingency (JoeBob)		14,833	0.0%					
Total Professional Standards Division	\$ 1,401,720	\$ 1,551,536	90.3%	\$ 1,510,383	107.8%		\$ 1,503,656	99.6%
Educational Standards Division								
Management				\$ 89,000			\$ -	0.0%
Clerical				35,000			32,083	91.7%
Field Investigators				66,000			60,500	91.7%
Employee Benefits Allowance				15,000			14,250	95.0%
PTO Expense				-			-	
Supplies				1,200			1,100	91.7%
Cell Phones/Landlines				3,000			2,750	91.7%
Travel				31,140			28,545	91.7%
Conference Calls				3,600			3,300	91.7%
Mailings				3,750			3,437	91.7%
Miscellaneous				1,200			1,100	91.7%
Total Educational Standards Division				\$ 248,890			\$ 147,065	59.1%

California Massage Therapy Council								
2014 Budget vs. 2014 Actuals vs. 2015 Preliminary Budget vs. 2015 Budget Revised							With Jan	
							Actuals	
	YTD Actual	Budget	2014 Actual	Preliminary	Compared	New Proposed	Compared to	
	12/31/2014	12/31/2014	% of budget	2015 Budget	to 2014 Actual	2015 Budget	Prelim 2015 Budget	
General Staffing Expenses								
Payroll Services	1,950	2,332	83.6%	\$ 1,764	90.4%	\$ 1,784	101.1%	
Payroll Taxes	98,143	122,204	80.3%	98,508	100.4%	104,401	106.0%	
Workers' Compensation	8,934	17,556	50.9%	17,868	200.0%	17,868	100.0%	
Miscellaneous	94	-	#DIV/0!					
Total General Staffing Expenses	\$ 109,121	\$ 142,092	76.8%	\$ 118,140	108.3%	\$ 124,053	105.0%	
Professional Services								
Application Processing	1,001,247	1,007,247	99.4%	\$ 1,035,996	103.5%	\$ 1,035,996	100.0%	
Legal - General	67,347	84,601	79.6%	70,788	105.1%	68,309	96.5%	
Consulting-IT	1,860	2,700	68.9%	-		-		
Accounting/Audit	9,230	8,050	114.7%	11,076	120.0%	10,153	91.7%	
Total Professional Services	\$ 1,079,684	\$ 1,102,598	97.9%	\$ 1,117,860	103.5%	\$ 1,114,458	99.7%	
Miscellaneous-Contingency	-	72,000	0.0%	48,000		44,000		
TOTAL EXPENSES	\$ 3,525,778	\$ 3,903,744	90.3%	\$ 4,170,000	118.3%	\$ 3,889,122	93.3%	
EXCESS REVENUE OVER EXPENSES	\$ 1,156,876	\$ 383,022	302.0%	\$ 96,609	8.4%	\$ 11,329	11.7%	
Contingency - distributions								
Board & Committee		\$ 23,742						
Executive Salaries		\$ 10,403						
Management Salary (JoeBob)		\$ 14,833						
Total Contingency		\$ 48,978						
CASH FLOW PROJECTIONS								
Cash Flow from Operations								
Cash Received	\$ 4,682,654	\$ 4,286,766	109.2%	\$ 4,266,609	91.1%	\$ 3,900,451	91.4%	
Cash Expenses	\$ 3,525,778	\$ 3,903,744	90.3%	\$ 4,170,000	118.3%	\$ 3,889,122	93.3%	
Total Cash Flow from Operations	\$ 1,156,876	\$ 383,022	302.0%	\$ 96,609	8.4%	\$ 11,329	11.7%	
Cash Flow from Financing								
Other								
Total Cash Flow from Financing	0	0	0	0	0	0	0	
Starting Cash	\$1,829,917	\$1,829,917	100.0%	\$3,195,772	174.6%	\$3,195,772	100.0%	
Ending Cash	\$3,195,772	\$2,131,298	149.9%	\$3,211,530	100.5%	\$3,207,100	99.9%	
PRIORITY PROJECTS (Not funded by 2015 Operations)								
Database Development						\$ 163,315		
ESD Management						\$ 89,000		



CALIFORNIA MASSAGE THERAPY COUNCIL

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Date: March 19, 2015
To: Board of Directors
From: Ahmos Netanel, CEO
Subject: CEO Report

OPERATION

IMPLIMENTATION OF THE MESSAGE THERAPY ACT

During the last three weeks of December 2014 we completely revised all documents, forms, and applications posted on the website. The website now reflects all changes that took effect on January 1, 2015. Our processing staff, as well as Professional Standards Division ("PSD"), went through a comprehensive training and are up to speed on the new protocols associated with the Massage Therapy Act.

APPLICANTS WHO MISSED THE 12/31/2015 DEADLINE

As of January 1, 2015, by law, CAMTC cannot accept applications for certification as a Certified Massage Practitioner (CMP). On January 2, 2015, our processing staff received 54 applications for CMP certification and 122 applications (incorrect version) of 500 or more hours and no exam.

Less than 500 hours/No exam - 50
Less than 500 hours/with exam - 4
500 or more hours/No exam – 122

After these applications were entered and payments posted, I made the decision to mail a letter informing them of the new CAMTC educational requirements and giving them the choice to cancel their application and receive a refund if they did not wish to apply for Certified Massage Therapist (CMT) certification. If their decision was to continue, they would need to submit the 2015 version of the application and meet the 2015 educational requirements.

Going forward, applications for CMP certification will be returned (including their payment) to the applicant explaining that CAMTC can no longer accept CMP applications.

APPLICATIONS FOR CERTIFICATION

With the CMP certification tier closing on December 31, 2014, and the new exam requirement effective January 1, 2015, processing staff geared up to receive a considerable increase of applications for certification. On September 22, 2014, a letter was mailed to all massage schools in the state of California notifying them of the new law that would become effective on January 1, 2015 and the changes in the educational requirements for certification. Staff hoped that this notification would encourage applicants to apply earlier and not wait until the last weeks before the final deadline of December 31, 2014.

In 2011, when the Conditional CMP (CCMP) portal closed, processing staff received approximately 2000 CCMP applications in the month of December. When preparing for the CMP applications to arrive, and with no other historic number to use, we used the December 2011 number when calculating staff processing time. However, the closing of the CMP certification tier and the exam requirement brought in a significantly higher amount of applications than expected. In the month of December 2014, we received 3747 applications, which is 87% more than what was received at the end of 2011, and 533% more than was received in December 2013.

By the December 11, 2014 board meeting, application-processing staff were managing the increase well. Application entry was about 3 weeks behind, which was right on track with our website timeline stating that applications received would be entered within 2-3 weeks.

As the daily number of applications received increased, management started to reevaluate the current application process, which would soon start increasing the delay time between “received” and “entered”. By December 22, 2014, we started to receive the same number of applications in one day that would normally be received in one week. Because of this increase, staff was pulled from other areas of the operation to help in the entry of new applications and procedures were added to send more communication to the applicants alerting them to the delay. In addition, the website processing time dates were updated on two separate occasions, overtime was granted to data processing staff and temps were brought in to do tasks that didn’t require significant training.

On March 17, 2015, application entry staff entered the last application received on December 31, 2014 and started processing applications received in the month of January. This was an enormous accomplishment for all processing staff.

We currently have approximately 500 applications that were received between January 1, 2015 and March 14, 2015. Processing staff are continuing their push to be caught up by April 1, 2015. This means that an application will be entered within 1-week after the received date.

APPLICATIONS FOR RECERTIFICATION

Certificate holders have two ways of applying for recertification. They can complete a paper application and mail to CAMTC for processing or they can apply by completing the online recertification form and making their recertification payment at the end of the online process.

The application for recertification was updated at the end of 2014 to include the new changes in the law. Once the updated application was approved, staff submitted a high priority task request to Creative Computer Services (CCS) to update the online application for recertification and update the database control center to match the application for recertification. Note: CCS is our management company's database software company. The online recertification form was disabled on December 30, 2014 as CCS started to work on updating the application. A note was added to the online recertification link notifying certificate holders that the form was currently being updated and they needed to download a printable form to complete and mail to CAMTC before their expiration date.

The planning of the online recertification form was estimated to be no longer than 1-2 weeks and recertification staff were prepared to manually enter all paper applications received. The task was more complex than expected and there continued to be delays as the database control tables exceeded their field limit. Instead of creating new field tables, we removed fields no longer in use and added the new recertification fields in their place. This was an extensive task as staff had to verify that the field was removed in every table to which this data was linked.

As the end of the second week of January neared, with the job only partially completed, an additional reminder email was sent to all certificate holders, expiring in the month of January and February, notifying them that the online recertification form was still down and they would have to download a printable form to complete and mail to CAMTC before their expiration date. At the end of January, an additional email was sent, notifying certificate holders expiring in February and March of the same issue with the online form.

At the end of January, CCS completed updating the form and database control center. AMG staff started testing immediately and notified CCS of additional fixes. The online recertification testing was completed on February 10, 2015 and it went live on February 11, 2015. Email notification was sent to all certificate holders expiring in February and March notifying them that the online recertification form was live.

Because of the delay in completing the online recertification task, staff fell behind in processing paper applications for recertification. Because of the delay, staff began to process applications for recertification by expiration date, rather than by received date as they usually do. Our objective was to approve the application for recertification before the expiration date of each certificate holder who applied with a complete application and no background issues.

On February 2, 2015, we moved an additional staff person to the recertification department in order to minimize the backlog. At the end of two weeks, after the move was made, recertification staff processed over 90% more recertifications than they did before the move was made. We continued with this push and by February 23, 2015, we estimated that we would be caught up within 1-2 weeks. By March 2, 2015 we had caught up to processing on that day.

Unfortunately, while these certificate holders would have been approved before or on their expiration date, they would not receive their certificate and ID card until after their expiration date if the usual first class mailing process was utilized. As such, for one week, staff mailed all certificates and ID cards for those expiring through March 10, 2015 by FedEx Overnight to ensure their certificate and ID card was in their hand before their expiration date.

As of March 10, 2015, all online recertifications received on March 9, 2015 had been processed and batched for printing/mailing. As of March 10, 2015, all complete applications for recertification received via mail by March 7, 2015 had also been processed and batched for printing/mailing. Recertification staff caught up and now process within three days after receipt of a complete application for recertification.

Staff is currently communicating with approximately 100 certificate holders with incomplete applications. An incomplete application means it is missing a signature, date, payment, late fee, page, or question(s) not answered. These recertifications cannot be processed until their application is complete and for most, their certificates have already expired. As staff continues processing within a week after receipt of a complete application for recertification, they are also doing a complete audit to ensure any straggler recertifications that may have fallen through the cracks are taken care of immediately. Once the audit is complete, the additional staff added to this process will return to their original duties within the application-processing department.

NEW DATABASE SYSTEM

We have been diligently evaluating various database companies and programs. It is our goal to present to the Board the conclusion of this process within 90 days.

FINANCE

As of January 31, 2015 we exceeded expectations on the balance sheet and the statement of functional activity.

Cash in the bank:

Budgeted- \$2,951,465

Actual - \$3,209,308

Excess revenue over expenses:

Budgeted - \$1,987

Actual - \$40,348

March 14, 2015 cash balance: \$3,517,067

We are currently going through our annual audit. The audit Committee's Chair, accounting staff and I have been working with the auditors. The Chair of the Audit Committee, accounting staff and I have been interfacing with the auditors since the beginning of the year. We are anticipating that the results of the audit will become available by the next Board meeting.

OUTREACH

On January 9, 2015, San Gabriel United Chinese Association held a special press conference with Chinese media outlets and requested CAMTC to address the Chinese community concerns with AB 1147 and CAMTC's schools unapproved protocols. There were more than 10 reporters and approximately 20-30 individuals claiming that they

graduated from California Trinity University ("Trinity"). Prior to taking questions, I made an official statement regarding CAMTC's school un-approval process and some specific comments regarding Trinity (attached). The press conference was featured on two TV stations and six newspapers. Some links and one unofficial translation of one of the articles are attached. The individuals who represented themselves as Trinity's graduates were expressing frustration with CAMTC's disciplinary protocols and schools policies.

On January 28-30, 2015, CAMTC attended the League of California Cities, City Managers Department Meeting in San Francisco as a Gold Sponsor. There were 473 registered attendants. Prior to the meeting a letter was sent to all registered city managers inviting them to meet with us (attached). I also reached out to the League's Executive Director, Mr. Chris McKenzie and suggested a meeting, which he graciously accepted (attached). After our meeting in San Francisco, Chris and I also had lunch in Sacramento on March 4. I found our dialog to be constructive and frank. However, we have not reached agreement on everything and discussions continue.

During the City Managers Meeting, CAMTC was recognized during several of the general sessions as well as in the program and sponsors' sign (attached). Our information table was well positioned and was visited frequently (see attached picture and flyer). We were somewhat surprised that the majority of city managers we talked to stated that they had no significant issues with massage. One of the breakout sessions "EMERGING TRENDS: ELECTRONIC CIGARETTES, MEDICAL MARIJUANA & MASSAGE PARLORS - ROLES IN REGULATION" was introduced by the moderator as "the vice hour". The majority of attendees' questions focused on electronic cigarettes and marijuana.

CAMTC submitted proposals for the League's City Attorneys Department Spring Conference on May 6-8 in Monterey (attached) and for the Annual Conference Sept 30-Oct 2 in San Jose (attached). Neither proposal was accepted.

On February 9, 2015, the Sacramento Sheriff hosted PSD's Director who conducted law enforcement training, which was completely revised to reflect the changes in the law (attached). On February 23, this training was repeated in El Segundo and was conducted again today in San Rafael. As we did in 2014, we are in the process of informing all police chiefs and Sheriffs that this popular training (attended by more than 600 law enforcement officials last year) is available again.

On March 13, 2015, San Mateo Deputy County Manager (and CAMTC Board Member) Mike Callagy gave a presentation in Modesto hosted by Stanislaus County' DA. We were asked to come back after CAMTC's special counsel Alison Siegel, highly informative presentation to this group last year. This meeting was attended by city attorneys, police chiefs, county counsels and by the President of California State Association of Counties, Stanislaus County Supervisor Vito Chiesa. Callagy shared with his audience how he brought his experience as a past Board member of the California Police Chiefs Association and years of experience in Vice operations into developing an exceptionally effective program to eradicate illicit massage parlors in cities throughout San Mateo County by closely collaborating with CAMTC.

On March 20, 2015, the American Massage Therapy Association-California Chapter will host CAMTC in its annual convention in San Jose. I will be giving a presentation entitled "Are You Taking Full Advantage of Your CAMTC Certification?". The presentation is free to attend and was promoted to all CAMTC's certificate holders. CAMTC will also have a

booth (free of charge), which will function as “applications processing and customer service field office” for the day.

On April 15, 2015, CAMTC’s staff will present at a meeting of the Independent Massage Schools of California in Berkley and on April 25 at a meeting of the California Massage Schools Association in Van Nuys.

Since December 2014, we have monitored dozens of media outlets and have sifted through countless news stories that pertain to the California massage industry. During that time period, we compiled 48 news stories that related to massage issues and the regulatory issues surrounding the new state law and local ordinances. We have also successfully worked to obtain corrections and quotes in several of those news stories. We have also developed a media list of over 30 news reporters who have covered one or more massage issues in small and large media outlets statewide.

Information for Press Conference, 1/9/15

1. Reasons for School Un-Approval:

- a. Selling or offering to sell transcripts, or providing or offering to provide transcripts, without requiring attendance, or full attendance, at the school.
- b. Failure to require students to attend all of the classes listed on the transcript.
- c. Failure to require students to attend all of the hours listed on the transcript.
- d. Engaging in fraudulent practices, including but not limited to, the creation of fake 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.
- e. Violating or attempting to violate, directly or indirectly, or assisting in or abetting the violation of, or conspiring to violate, any provision or term of law or any rule or bylaw of CAMTC.
- f. Denial, suspension, revocation, or otherwise being acted against by National Certification Board for Therapeutic Massage and Bodywork, including but not limited to, denial, suspension, or revocation of assigned school code.
- g. Failure to create, record, or maintain accurate records, including but not limited to student attendance records and student transcripts.
- h. 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.
- i. 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 these sections 1. a. - h.

2. Statement about Trinity

On October 27, 2014, CAMTC sent a letter to California Trinity University ("Trinity") proposing to un-approve the school. Trinity responded to that letter and has requested two continuances in order for the school to provide a substantive response. CAMTC has granted both of Trinity's requests for continuances, and their written response to CAMTC is now due no later than February 4, 2015. CAMTC is not at liberty to discuss the substantive reasons for the proposed un-approval of Trinity, though the school is free to share that information with you. Once the time for Trinity's written response to be received has expired, the matter will be heard by CAMTC's Board at the next regularly scheduled in-person Board meeting. Trinity has the right to make an oral presentation to CAMTC's Board at that time, and has stated that they do intend to make an oral presentation before the Board.

3. Students

All of the students that have provided transcripts from Trinity in order to meet the education requirements in the statute have had their applications placed on hold. While this matter is proceeding, there is nothing for the students to do, aside from wait for the outcome. We do understand how difficult this is for students, but CAMTC cannot take action on their applications while this matter is pending.

If CAMTC decides NOT to un-approve Trinity, then the applications will be taken off of hold and processed accordingly. If CAMTC decides TO un-approve Trinity, then all students whose applications have already been received, or whose applications are received within the first 90 days of the listing of Trinity on CAMTC's website as an un-approved school, will be given the opportunity to prove their education. Students in this position will be sent a proposed denial letter and notified that they have the right to request an oral hearing or consideration of a written statement. If a student receives one of these letters, it is very important that they respond in a timely fashion and request a hearing if they would like to present evidence that they have received adequate education. CAMTC's website contains a list of documents that CAMTC may find relevant in its determination, though students are not limited to providing these materials and may provide whatever they think is relevant. CAMTC does not find just a transcript and/or a diploma to be sufficient proof of adequate education. Those students who have truly received an adequate education at Trinity should be able to be certified, assuming there are no other outstanding issues.

4. New Students

Before deciding to attend a school for massage, first check the BPPE's website and make sure that the school has been approved by BPPE. Then check CAMTC's website and make sure that the school hasn't been un-approved by CAMTC. While we understand that this is a difficult situation for students, it is important to know that CAMTC is continually reviewing schools and proposing to unapproved schools that it determines are in violation of its School Un-Approval Procedures.

CAMTC has also recently launched its new Education Division. It is currently working on policies and procedures for the active approval of schools. This process will ensure that official CAMTC approved schools have been properly vetted and are meeting minimum standards for training and education. It will also help prospective students to identify schools that are providing adequate education. At some point in the future, currently scheduled for July of 2016, CAMTC will only accept education from official CAMTC approved schools.

<http://dailynews.sina.com/gb/news/usa/uslocal/singtao/20150110/08596374827.html>

加州按摩新法上路工作期间须戴证

<http://news.sina.com> 2015 年 01 月 10 日 08:59 [星岛日报](#)

记者张筱童圣盖博报道：加州按摩新法 AB1147 已经上路，除了严格考试制度，增加培训时间之外，还强制性要求按摩师在工作期间必须出示加州按摩局(California Massage Therapy Council, CAMTC)颁发的资格证，在方便市府审查的同时也让客人了解到业者的正规合法性。

但是记者走访了几家圣盖博市(San Gabriel)的按摩店，按摩师都并未佩戴资格证，也未主动出示证件，甚至有的连统一服装也无。圣盖博媒体官员 Lauren Gold 表示，目前圣市负责核查业者资格证的机构名为 Neighborhood Improvement Service，而该机构仅有 2 人，对业者资格证的审查工作明显人手不足，她表示新法的规定将促进市府的监管力度。

廖钦和：监管不足调查难

圣盖博市议员廖钦和表示，除了正规经营的业者，很多无证按摩者是在家中「经营」，调查取证的难度很大，涉黄人员也是以采取该种隐蔽方式。而按摩新法给了地方市府更多的权限和掌控空间，他希望能借此新法能让圣盖博市的按摩业走上规范化、专业化的正规。

圣盖博警局发言人 Antonio Hernandez 表示，关于按摩业，警局仅负责处理卖淫涉黄等违法行为，并且不可以无故调查业者的证件，目前圣盖博警局对待该按摩业的涉黄犯罪通常使用钓鱼执法，而钓鱼执法要求至少两名警员在场，因此警力配置也非常重要。

California massage new road while working with certificates

[Http://News.Sina.com](http://News.Sina.com) on January 10, 2015 08:59 Sing Tao Daily

Reporter Zhang Xiaotong San Gabriel reports: California massage law AB1147 are on their way, in addition to strict examination system, increasing the number of training hours and mandatory requirements for massage therapists at work must produce a California massage Board (California Massage Therapy Council, CAMTC) issued by the certification, the convenient city review at the same time also let guests know the operators of a formal legal.

But reporters visited several San gaiboshi (San Gabriel), massage parlors, massage therapists are not wearing any qualification, did not show documents, and even some uniforms and no. Lauren Gold San Gabriel media officials said currently the Holy City is responsible for verifying the certificate organization names for Neighborhood Improvement Service, which only 2 people, people in the industry, certification review process clearly understaffed, she said the new law's provisions will promote the city's supervision.

Liao Qin: inadequate supervision survey

San Gabriel City Councilor Liao Qin and said that in addition to its regular business operators, many of the unlicensed massage was at home, "management", investigation and evidence collection is very difficult, yellow personnel are also involved in taking the subtle manner. Massage new law gives local city government more access and control over the space, he hopes that the new law will allow the city of San Gabriel massage a standardized, formal specialization.

San Gabriel Police Department spokesman Antonio Hernandez said about the massage business, the police is only responsible for dealing with prostitution, prostitution and other illegal activities, and no exhibitor survey industry documents currently treat the San Gabriel Police Department crime prostitution in the massage industry usually use fishing law enforcement, entrapment requires that at least two police officers are present, so policing configuration is also very important.

www.worldjournal.com/view/full_la_14/26347186/xarticle-加州按摩新法-500小時加筆試?instance=la_news2&npg=1

加州按摩新法 500小時加筆試

by 記者張越/聖蓋特報導

01.10.15 - 06:28 am

加州按摩新法頒布，任何想要考取按摩師執照的人必須學滿500小時，並且須通過加州按摩師理事聯合會（Federation of States Massage Board）的考試，才能獲得執照。但考試僅限英語和西班牙語，而報考按摩師不需要提供合法居留證明。聖蓋特目前約有8000名執業按摩師。

根據

今年1月開始實施的新法，加州將把此前250小時按摩學習的規定，增加到500小時，並且要通過一個筆試，才能獲得執照。而筆試只是供西班牙語和英語。不過加州按摩師理事會（CAMTC）首席執行長Ahmos Netanel表示，考試只是選擇題，只要略懂英語即可，所以華人民眾的學習負擔不會太大。而學習按摩的華人Vincent表示，如果今後必須要考，只能靠死記硬背或者刷題了。

Netanel說，只要是今年1月1日之前遞交申請的學生（以申請截止日期為準），即使目前還沒有收齊畢業證書，均可按照250小時的標準審核，且不用參加筆試。他說，雖然新標準頒布後的通過率目前還沒有統計，但此前，加州按摩師取得執照很容易，通過率高達4%。而紐約州不但要學習500小時，通過率很低，而加拿大甚至要學四年，堪比大學文憑。

Netanel說，現在加州有約5萬名按摩師。

而周本立州議員代表的第49選區，即阿罕布拉到沃森市的核心理聖蓋特華人區，就有近8000名按摩師。不過因為按摩師執照不收集族裔信息，他無法確認有多少是華人。

他說，即使是非法移民，也可以申請執照。CAMTC不會查申請者的合法居留狀態，但必須要提供地址證明、綠卡、工卡或駕照等身份證明。不過查申請者是否有犯罪紀錄，尤其是涉毒品、性交易等紀錄，將不會查，但其他較輕微的紀錄不會影響。

Massage new in California: 500 hour written examination

Reported by reporter Zhang Yue/San Gabriel city

01.10.15 - 06:28 am

Massage laws enacted in California, anyone who wants to obtain a licensed massage therapist must be 500 hours of study and through the Federation of State massage therapist members (Federation of States Massage Board) exam in order to obtain licences. But only English and Spain language and register for the massage therapist and do not need to provide proof of legal residence, San Gabriel Valley there are 8,000 certified massage therapist.

According to the law introduced in January this year, California will learn from the after 250 hours of massage provided increased to 500 hours, and to pass a written test in order to obtain licences, written offers only Spain and English. California massage business Council (CAMTC) CEO Ahmos Netanel said that exam multiple choice questions, as long as the basic command of English, so for Chinese students will not be too high. Learn massage Chinese Vincent said, if in the future must pass, can only rely on rote learning or guessing.

Netanel said, as long as the students submit their applications before January 1 this year (based on applications received, whichever), even though there is no received a practising certificate, may, in accordance with standard of 250 hours of auditing, and don't have to take a written test. He said that while the new standards after the enactment of the adoption rate there is no statistics, but prior to this, California licensed massage therapist is easy, pass rates of up to 94%. And not only to learn new York State nearly 700 hours, pass rates are very low. Canada or even to a four-year, comparable to a college degree.

Netanel said, a licensed massage therapist in California now about 50,000 people, Zhou Benli's 49th district of the State House of representatives, namely rare cloth to the core of the temple city, San Gabriel Valley Chinese quarter, there are nearly 8,000 masseuse, but because the massage therapist's license does not collect ethnic information, he was unable to confirm how many are Chinese.

He said that even illegal immigrants can also apply for a license. CAMTC checking applicants ' legal residence status, but must be provided, such as a passport, green card, card or driver's license and other identification. But checks whether the applicant has a criminal record, particularly involved in drugs, sex and other records will not be granted. But other minor record does not affect.

<http://www.epochtimes.com/gb/15/1/10/n4338801.htm>

学生申请按摩执照被拒 华协会办助

【正本】【排版】【字号】大中小

发表时间 2015-01-10 01:37:39 AM 标签 [按摩执照](#) [华协会](#)

【大纪元 2015 年 01 月 10 日讯】（大纪元记者袁玫圣盖博市报导）针对学生上按摩学校却拿不到执照的情况，加州按摩理疗委员会 (CAMTC) 主席内塔内尔 (Ahmos Netanel) 9 日发表声明，介绍他们的做法并提出建议，同时提醒民众注意。

活动发起人圣盖博华人协会创办人廖钦和表示：“因最近有数百名学生上按摩学校申请执照被拒而拿不到执照，原因主要是学校出了问题，今天邀请加州按摩理疗委员会 (CAMTC) 主席内塔内尔 (Ahmos Netanel) 出面向大家解释，以帮助新移民。”



针对学生上按摩学校拿不到执照的情况，圣盖博华人协会创办人廖钦和（左）、加州按摩理疗委员会主席内塔内尔 (Ahmos Netanel) 说明解决方法。（袁玫大纪元）

内塔内尔在现在的声明中说，委员会发现了问题学校，要求他们在 15 日给予回应解释，但有的学校要求延至 2 月 1 日，因而要等到委员会 3 月下次开会时才能审查。确定其是否合格。在此期间，学生亦可向委员会申请执照，委员会将依个别合格情况予以颁发。内塔内尔建议，未来有志学生在上课缴费之前，可上加州消费者事务局网站查看所有合法的职业学校，同时可在加州按摩理疗委员会 (camtc.org) 寻找学校资料，凡被否认或被取消资格的均在网上公布。这样，学生就不至于被欺骗。

加州按摩新法律 AB1147 已于 1 月 1 日生效，廖钦和表示，这个新的法律改变了以前上按摩学校只要 200 个小时课程的规定，欲获得按摩资格的申请者必须在州政府认可的学校完成 500 小时课程，

并且要通过全美英文考试，较以往要严格，名称也改为“按摩理疗师”，职位要高一级。因此，在有效的管理下，能够提升按摩业素质。

内塔内尔表示支持加州按摩新法律，因为加州按摩理疗委员会的使命就是主动协助公众通过专业按摩资格认证，该法案确实将提高按摩理疗业的标准。

据统计，目前圣盖博谷有约 7,000 华人从事按摩业，在圣盖博市登记的就有 60 个按摩院，约 400 人从事按摩业。廖钦和表示，圣盖博谷是按摩业较集中之处，圣盖博市在 6 个月前就此通过法律，按摩店业者或经理皆需有执照，而每一个员工都是其管辖范围之内，虽然员工是独立操作者，但发生问题或做了不法行为时，被发现取缔，店家要负责，不能推卸责任，按规定在两年之内不可在同一地点开按摩业。

当日，现场华裔学生在场内外焦急等候，欲了解解决办法，同时向加州按摩理疗委员会反映，如今那么多华人学习按摩，为何试题只有英语及西语，应该考虑同时使用中文。

责任编辑：李涤非

Students obtain a license been refused China Association

Eastern time: 2015-01-10 01:37:39 AM tags: massage license, Association of China

"The epoch times January 10, 2015" (the epoch times reporters Yuan Meisheng, Gibo cover) for students to massage school is not available to license, California massage therapy Council (CAMTC) President Netanel (Ahmos Netanel) 9th statement about their practices and make recommendations, while reminding the public attention.

Events promoter San Gabriel Chinese Liao Qin, founder of the Association and said: "recently, hundreds of students attend massage school apply for a license was rejected and not available to license, due to a school problem, today to the California massage therapy Council (CAMTC) President Netanel (Ahmos Netanel) came forward to explain to people, in order to help new immigrants. "

Massage school on students, but not available to license, San Gabriel, founder of the Association of the Chinese Liao Qin and (right), President of the California massage therapy Council Netanel (Ahmos Netanel) indicate solutions. (Yuan Mei/the epoch times)

Netanel said in a statement, the Committee found the problem schools, asking them to respond on January 5 to explain, but some schools require extended to February 4, they will have to wait until March to review at the next meeting of the Committee to determine their eligibility. During this period the student may apply to the Board for a license, the Commission issued the individual qualified. Netanel recommended aspiring students on the lesson before the payment could be in the future of California's Office of Consumer Affairs website to view all legal vocational schools, while the California massage therapy Council (camtc.org) to

find relevant information, where a rejected or disqualified were published on the Internet. So that students are not being cheated.

California massage new legal AB1147 has Yu January 1 entered into force, Liao Qin and said, this new of legal change has yiqian Shang massage school as long as 200 hours courses of provides, to obtained massage qualification of applications who must in State Government recognized of school completed 500 hours courses, and to through full beauty English exam, more past to strictly, name also to "massage physiotherapy Division", posts to high a level. Therefore, effective management, can improve the quality of the massage.

Netanel expressed support for massage new laws in California, because the California massage therapy Council's mission is to contribute to the public through professional massage certification, which will raise the standards of massage therapy industry.

According to statistics, the San Gabriel Valley has about 7,000 at present engaged in massage industry, registered with the Saint, Gable, 60, a massage, about 400 people work in the massage business. Liao Qin and said, San Gabriel Valley is massage industry more concentrated of at, shenggaiboshi in 6 months Qian on through legal, massage shop industry who or Manager are needed has license, and each a a employees are is its jurisdiction range within, although employees is independent operation who, but occurred problem or do has wrongful behavior Shi, was found banned, stores to is responsible for, cannot shirk responsibility, by provides in two years within not in same locations opened massage industry.

The same day, Chinese students anxiously waiting inside and outside the pitch, to learn more about solutions, while reflecting to the California massage therapy Council, now so many Chinese therapeutic massage, why the test is available only in English and Spanish, should be taken into account at the same time in Chinese.

Responsible editor: Lee polyester non-

<http://www.wuzhousihai.com/a.aspx?a=29675>

圣盖博华人协会加州按摩理疗委员会CAMTC解读2015年按摩新法AB1147来源
; 美西时间: 1/9/2015 5:12:56 PM



加州按摩理疗委员会 (CAMTC) 主席AHMOS

NETANEL走访圣盖博并在廖和义陪同下为公众解读加州按摩新法规 周傑

圣盖博报道 为了打击按摩师从事非法经营活动 加州加大政府对商业机构的管理权限 加州按摩师AB1147新法案从2015年1月1日起生效 强制要求按摩师必须具备加州按摩理疗委员会 (California Massage Therapy Council, CAMTC) 颁发的理疗师执照 申请者需在州委托CAMTC认可的学校完成600小时课程 而不再是以前的250小时 并通过CAMTC

新增的一个笔考 考试提供英语和西班牙语两种文字 通过者才可以取得按摩师执照 此前已有按摩师执照师要求重新考试仍可继续执业 每两年更新 缴费50元 同时 加州也在整顿各个学校的人证资格 早在2009年成立的CAMTC管理着300多所按摩学校并发的执照 也是两年更新 缴费150元 CAMTC具体鉴定学校是否有课程 考勤 学时和成绩单造假行为 决定学校是否具备资格 加州圣盖博市有大量新移民从事按摩业 近日发生数百位学生上过按摩学校后仍被申请 圣盖博华人协会代表 市议员廖和义认为 主要原因出在学校

的资格把关不严 但学生如果已经交了学费 可以通过加州私立职业学校管委会要求退款 如果已修有学分 还可以通过CAMTC申请执照 整个加州现有万名按摩师 其中 华裔众议员周本立所代表的第49选区就有近8,000名按摩师 圣盖博有近60家按摩店 约400名按摩师 受新法案影响明显 CAMTC主席AHMOS

NETANEL在圣盖博走访时的活动并表示 加州私立职业学校管委会有专设网站www.BPPE.org, 可为学生退还不缴学费, 上面公布所有合法的职业学校 学生在上课缴费之前可了解学校是否合法 另外 已交学费和已有学分的学员 也可去CAMTC申请 在学分验证后 CAMTC也可以颁予执照 该会网站是www.CAMTC.org, 上面公布违规学校的黑名单 并给90天延期 学生如果发现自己的学校上了黑名单 或无法取得执照 只要在此期间将申请寄往CAMTC, 仍可被承认和接受 担心新法案实施后难以通过笔试 Netanel说 考查以往4%的通过率 加州按摩师执照应该不难取得 考试只是业内基本知识的选择题 英文要

求并不高 比较而言 纽约州的学时要求为700小时 加拿大更高为四年 加州CAMTC不鉴定申请人的合法居留身份 只需提供护照 绿卡 工卡或驾照等个人身份证明 除有极毒品和交易犯罪记录的 一般的犯罪不会影响。



San Gabriel Chinese Association invited the California massage therapy Council CAMTC interpretation 2015 massage law AB1147

Source:; West Coast time: 1/9/2015 5:12:56 PM

California massage therapy Council (CAMTC) President visited AHMOS NETANEL shenggaibohua, Dr Liao Qin and explained to the public the California massage, accompanied by new regulations

(Reported weeks 傑San Gabriel) in order to combat the massage business to engage in illegal business activities, will increase the Government's administrative rights to commercial organizations in California. California massage business from AB1147 the new law came into effect on January 1, 2015, forcing massage therapists massage therapy Board of California (California Massage Therapy Council,CAMTC) licensed by physical therapist; CAMTC approved school applicants will be required to state delegate to complete 500 hours, rather than the previous 250 hours, and by CAMTC added a GRE, Exams available in English and Spain in both text, can be achieved only through a licensed massage therapist.

Previous masseuses have license not required examinations can continue to practice, updated every two years, paying 150 Yuan.

Meanwhile, California also reorganized the school's accreditation. CAMTC established as early as 2009, which manages more than 300 massage school and issuing licenses, also renewed for two years, paying 150 Yuan. CAMTC specifically check for courses, attendance, school and school report card fraud, deciding whether the schools have qualified.

Southern California San Gabriel city has large new immigrants engaged in massage industry, recently occurred hundreds of bit students Shang had massage school Hou still was refused applications, San Gabriel Chinese Association representative, and city members Liao Qin and think, main causes out in school of qualification cognitive links Shang, but students if has AC has tuition, can through California private vocational school CMC requirements refund, if has repair has credits, also can through CAMTC applications license. California currently has 50,000 massage therapists, including Chinese representative Zhou Benli in the 49th Congressional district represented nearly 8,000 masseuse. , Has nearly 60 massage parlors, San Gabriel, about 400 massage therapist, obviously affected by the new law.

CAMTC Chairperson AHMOS NETANEL said in Al-gaibohua in the Organization's activities, Management Committee of private vocational schools, California has a dedicated Web site, www.BPPE.org, will be able to refund the fees paid, above all legitimate professional schools, students before the class fee to learn about schools is legal.

In addition, tuition and credit students may also apply to the CAMTC, credits confirm later, CAMTC can also be awarded a license. Its website is www.CAMTC.org and above reported blacklist of offending schools and given 90 days to the period of reflection, students found themselves in the school on the blacklist, or unable to obtain a license, as long as this period will apply for sending CAMTC, can still be recognized and accepted.

Worried that after the implementation of the new Act to pass the written exam, Netanel said, examining 94% pass rate in the past, California massage therapist

license should not be difficult to obtain. Examination is the industry's basic knowledge of multiple-choice questions, English requirement was not high. In contrast, hours requirement is 700 hours in New York, Canada and as much as 4 years. CAMTC, California does not check the legal residency of the applicant, provide items such as passports, green cards, the cards or personal identification such as driver's license, in addition to records of crime involving drugs and sex, misdemeanors generally do not affect.

<http://std.stheadline.com/oversea/0111ao06.html>

記者張筱童報道)加州按摩局(California Massage Therapy Council, CAMTC)總裁 Ahmos Netanel, 於9日在聖蓋博(San Gabriel)宣講2015年按摩新法, 並指出對新法理解的誤區, 同時指導學生如何選擇正規的學校來獲得資格證。近日, 因近百名華人按摩學校的學生無法獲得資格證, 而與學校引發了糾紛。其中最早的學生從去年 5 月份開始, 資格證申請就被無限期延遲了, 學生焦躁不安的情緒越來越濃。而《星島日報》的連續報道), 在社會各界引起了廣泛的關注和議論, CAMTC 總裁、聖蓋博市議員廖欽和與聖蓋博華人協會成員對此事表示非常重視, 在宣講會中為學生答疑解

(Reporter Zhang Xiaotong reports) California massage Board (California Massage Therapy Council,CAMTC) CEO Ahmos Netanel, 9th St gable (San Gabriel) preached the 2015 massage law, and noted that the understanding mistaken ideas on the new law, while teaching the students how to choose formal school to obtain certification.

In recent days, hundreds of Chinese students unable to obtain certification in massage school, and sparked a dispute with the school. One of the first students starting from last May, was indefinitely delayed the qualification to apply for, students grew restless emotions. The Sing Tao daily reported continuous), has aroused wide concern and heated discussions in the community, CAMTC, Dr Liao Qin, CEO, San Gabriel and San Gabriel Chinese Association members expressed very seriously, in road show for students in answering solutions

http://ny.worldjournal.com/view/full_news/26347182/article-%E6%8C%89%E6%91%A9%E5%AD%B8%E6%A0%A1%E5%88%97%E9%B%91%E5%90%8D%E5%96%AE-%E5%AD%B8%E7%94%9F%E5%8F%AF%E8%87%AA%E8%AB%8B%E5%9F%B7%E7%85%A7

按摩學校列黑名單 學生可自請執照

by 記者張越／聖蓋博市報導

01.10.15 - 06:27 am

華人區按摩業蓬勃發展，而想學按摩的華人卻屢次遭遇學校被整頓等問題，遲遲拿不到執業執照。去年12月20日，在洛杉磯學習按摩的60多名華人學員因為學校突然被調查，無法拿到執業證書而在學校門前抗議，引發華裔社區關注。9日，聖蓋博市議員廖欽和邀請加州按摩理事會（CAMTC）首席執行長Ahmos Netanel向近20名學生代表解釋政策，並解答問題。

Netanel表示，學校被CAMTC列入黑名單肯定事出有因。比如教程造假、學生學習時數造假以及販賣成績單等，這些學生所在的聖三一大學（California Trinity University）目前並沒有被完全列入黑名單，還在要求學校補交材料，並且還要理事會討論材料後才能決定是否能繼續承認其辦學資格。但因為學校對遞交材料時間一拖再拖，目前還沒有得出結論，所以在此期間，學生們將無法獲得執照。

廖欽和表示，僅聖蓋博市就有60家按摩店，近400名按摩師。從去年起，該市要求所有按摩店只要有一名按摩師違法，則按摩店必須關閉，兩年內該地址不能再開按摩店。

Netanel說，即使學校被列入黑名單，學生們依然可以自己申請執照，但學校的成績單將不被承認，所以要求學生提供其他文件，證明自己已經修滿學時，達到申請標準。他說，CAMTC審核資料後如果認為申請者的材料真實並確實達到標準，將會核發執照。不過學生必須在學校列入黑名單後的90天內提出申請。每年有很多類似的學生拿到了執照，而不必擔心學校被列入黑名單。但他表示，學生一定要在選擇學校前，就要確認學校是經過認證的。CAMTC只有列入黑名單的權利，沒有完全關閉學校的權利，所以很多學校即使不被承認，也依然在招生，學生要擦亮眼睛。

而學生們表示，有人去年1月就申請，至今也沒有拿到，但Netanel說，CAMTC有40多名審核工作人員，通常三至四周即可完成，沒有拿到的人可能材料不齊，或有其他問題，但這僅為個案，不代表普遍問題，不過將會督促盡快為合格的學生核發執照。而對於學生提出的退學費問題，他表示可以到加州私立職業教育管理局（BPPE）投訴，要回學費。

Reported by reporter Zhang Yue/San Gabriel city

01.10.15 - 06:27 am

Huarenqu massage industry to flourish, and want to learn Chinese massage has repeatedly encountered problems such as school was reorganized, without practicing certificate. On December 20 last year in Los Angeles therapeutic massage more than more than 60 Chinese students because school surveyed cannot get practising certificates and in front of the school to protest, prompting Chinese American community concerned. 9th, California massage San Gabriel City Councilor Liao Qin and invited the Governing Council (CAMTC) CEO Ahmos Netanel explained to the representatives of nearly 20 students policy and answer

questions.

Netanel said schools have been blacklisted by CAMTC must happen for a reason. Tutorials cheating, fraud and trafficking of transcripts of student learning hours, the student's University of St 31 (California Trinity University) there was not completely blacklisted, also require schools to pay the material, and also to Board discussion material before it can decide whether the continued recognition of their qualifications. But because the school to submit materials as time dragged on, there is no conclusion, so in the meantime, students will not be able to obtain a license.

Liao Qin and said shenggaiboshi had only 60 massage shop, nearly 400 massage therapist. Since last year, requires all massage parlors in the city as long as there is a massage therapist illegal massage parlors must be closed, the address can no longer be opened massage shop within two years.

Netanel said that if schools are blacklisted, the students are still able to apply for licenses, but the school transcript will not be admitted, so students are required to provide additional documents, prove that they have completed school, meet the application criteria. He said CAMTC audit data if it concluded that the applicant's materials and meet the standard will be licensed. Blacklisting the but students must be in school, within 90 days after application. Each year, many of these students received a license, without having to worry about school being blacklisted. However, he said, students must be in front of the selected schools, make sure the school is accredited. CAMTC only blacklisting right, have no right to close the school completely, so many schools even if not recognized, continued enrollment, students keep their eyes open.

Students said that apply in January last year, has so far not received, however, Netanel said CAMTC over more than 40 audit staff, usually 3-4 could be completed in weeks, who didn't get the material is uneven, or there may be other issues, but this only as an example, does not represent a widespread problem, but will press for licenses for qualified students as soon as possible. For problems of students ' dropping out, he said to the private California Board of vocational education (BPPE) complaints going back to school.



CALIFORNIA
MASSAGE THERAPY COUNCIL

One Capitol Mall, Suite 320 | Sacramento, CA 95814
tel 916.669.5336 fax 916.444.7462 www.camtc.org

January 16, 2015

John Shirey
City Manager
Sacramento
915 I Street
Sacramento, CA 95814

Dear Mr. Shirey

The California Massage Therapy Council (CAMTC) is pleased to be a Gold Sponsor of this month's City Managers Department Meeting hosted by the League of California Cities. Since you and I are both attending, I thought it might make sense for us to discuss in person how CAMTC might assist you with any challenges Sacramento is facing with massage establishments. Please let me know if you are interested in scheduling a specific time for us to meet when you are not attending any of the sessions.

My direct line is (310) 821-7776 and my email is anetanel@CAMTC.org

I look forward to connecting with you.

Respectfully,

Ahmos Netanel
CEO

From: Ahmos Netanel [<mailto:anetanel@camtc.org>]
Sent: Thursday, March 19, 2015 9:50 AM
To: Sheryl LaFlamme
Subject: #14.5-

On Jan 23, 2015, at 3:52 PM, Chris McKenzie <mckenzie@cacities.org> wrote:

Excellent idea, Ahmos. Let's connect there by all means. I will be present throughout. When will you be there and would you suggest meeting? I am tied up all day Wednesday but have much more flexibility on Thursday. Thanks for reaching out.

Chris

From: Ahmos Netanel [<mailto:anetanel@camtc.org>]
Sent: Friday, January 23, 2015 3:18 PM
To: Chris McKenzie
Subject: Getting together

Dear Mr. McKenzie,

The mission the California Massage Therapy Council (CAMTC) is to protect the public by certifying qualified massage professionals in California. Cities' goal of protecting the public is our goal. We actively offer assistance to many of your members with challenges they are facing with massage establishments.

Recalibrating the relationship between our respective organizations is one of CAMTC's top priorities and I believe a meeting between you and I can contribute to getting beyond past acrimonious dynamics. We are pleased to be a Gold Sponsor of next week's City Managers Department Meeting and since you and I are both attending, I thought it might make sense for us to meet then if you are available.

I look forward to connecting with you.

Respectfully,

Ahmos Netanel
Chief Executive Officer
California Massage Therapy Council
One Capitol Mall, Suite 320



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2015 City Managers
DEPARTMENT MEETING



Massage Businesses Challenges?



The California Massage Therapy Council (CAMTC) is here to help.

Working collaboratively with CAMTC to coordinate your regulatory program with CAMTC's standards can better position your city to ensure public protection and uphold professional standards at massage therapy clinics.

We are attending the conference and are happy to meet with you to discuss how CAMTC can be of help.

Please text Beverly May, Director of Governmental Affairs, at **(650) 281-6290** to set up a convenient time for us to meet.



CALIFORNIA MASSAGE THERAPY COUNCIL

2015 LAW ENFORCEMENT TRAINING

CAMTC's priority is to work together with local law enforcement agencies to curtail the use of massage as a subterfuge for prostitution. Our goal is to allow the public to benefit from the services of certified therapeutic massage professionals who provide much needed care to people in California. Some topics covered by Rick McElroy in this training session include:

- 2015 Changes in the Law
- New Basis for Denial/Discipline
- Existing Basis for Denial/Discipline
- Suspensions
- Revocations and Other Forms of Discipline
- PSD Disciplinary Advantages For Cops - How CAMTC Can Help You
- Evidence Issues
- Sexual Assaults
- Filing a Complaint with CAMTC Against an Applicant or Certificate Holder
- Are You Connected?
- Questions and Answers



Rick McElroy, is a 32 year veteran LAPD detective with 28 years assigned to citywide vice enforcement. He authored the LAPD SMART (Specialized Multi Agency Response Team) Red Light Abatement manual, "Operation ABC" grants for 13 years, co-authored the 2007 LAPD Vice Investigators Manual and also authored the 1985 Los Angeles massage ordinance. As Director of the CAMTC Professional Standards Division, Rick oversees background investigations as well as CAMTC's disciplinary process.



For more information contact:

Rick McElroy
 Division Director
 Professional Standards Division
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Presentation Proposal for League City Attorneys' Department Spring Conference May 2015

How the California Massage Therapy Council (CAMTC) can help cities deal with the problem of illicit massage parlors

Throughout the country there has been a rise in the number of massage businesses over the past decade. While much of this is the result of increasing demand for therapeutic massage, it has also escalated the number of businesses that provide illicit services under the guise of massage. In its' short five year life, CAMTC has refined systems and protocols to make our program of certification of individuals the most effective in the country at weeding out the criminal element through denial and discipline of individuals and uncovering fraud in massage schools.

Attend this presentation to learn about:

- The process for Denial and Discipline of individual applicants and certificate holders
- CAMTCs' legal standards
- The types of evidence that can be used by CAMTC
- The appropriate basis for denial
- A comparison to the standards and process available to cities
- A comparison to the standards and process available to state licensed professions (the advantages of a profit non-profit using a civil law system)

We will also cover how to work with CAMTC. What types of information does CAMTC accept and how are different types of information treated, such as arrest and filing of charges, arrest without a filing, handling of administrative citations and incident reports. What can CAMTC do when charges are pled down or acquitted? What about citizen complaints? The Declaration process will be described in detail, including how it saves your city time and money, without the need for law enforcement officers to appear in court.

We will also address the limitations of CAMTCs' authority, and how CAMTC action against certificate holders and owners/managers can help your city close illicit businesses.

Finally we will provide an overview of the school approval and un-approval process. In 2015, CAMTC will begin actively inspecting and approving schools teaching massage. Thus far, since being granted authority to approve schools only in 2012, CAMTCs' efforts have focused on un-approving fraudulent schools, with a list close to 60. All of these schools that have not closed down remain approved by the California Bureau of Private Postsecondary Education (BPPE). How has CAMTC managed to do in so short a time what BPPE has not done at all since it was re-authorized in 2010?

Alison Siegel, Special Counsel for CAMTC, works extensively with the Professional Standards Division and oversees creation and implementation of all policy regarding denial and discipline.

California Massage Therapy Act - Effective Execution and New Best Practices

This session will help city officials utilize the new Massage Therapy Act to better regulate massage establishments and close illicit businesses. Cities that collaborate with the California Massage Therapy Council (CAMTC) are positioned to ensure public protection and uphold professional standards of massage therapy clinics by:

- Enacting critical ordinance provisions that will effectively put illegal massage establishments out of business
- Integrating protocols between police departments and CAMTC's Professional Standards Division
- Enlisting support from legitimate massage providers and their clients
- Benefiting from CAMTC's unique authority to deny, discipline and revoke certification
- Understanding the mutually supportive roles CAMTC and cities play in addressing illicit and unprofessional activity
- Educating the public about how they can help in the fight against illegal massage parlors and human trafficking
- Coordinating and leveraging resources in counties to eradicate illegal massage parlors

Alison Siegel, Special Counsel for CAMTC, works extensively with the Professional Standards Division and oversees creation and implementation of all policy regarding denials and discipline.

Mike Callagy, Deputy County Manager for San Mateo County, is the former Deputy Police Chief in the City of San Mateo. As a former Deputy Chief of Police he coordinated all enforcement efforts against illegal massage parlors and spent a year undercover inside a ring that operated illegal massage parlors. In his current position as Deputy County Manager, Mike coordinates the criminal justice system and looks for new and innovative ways to reduce crime and recidivism rates while leveraging resources throughout the County.

12.15.14

Dayna Casper dcasper@cacities.org [via](mailto:dcasper@cacities.org) [bounce.secureserver.net](mailto:dcasper@cacities.org)

Hi Beverly,

Dear Beverly,

On behalf of the program planning committee, we would like to take a moment to thank you for submitting a session proposal for consideration at the 2015 City Attorneys Spring Meeting. We truly appreciate your time and efforts.

The program planning committee had a difficult task narrowing the 48 proposals down to the 19 available slots. Unfortunately, the committee was unable to accept your submission, How the California Massage Therapy Council (CAMTC) can help cities address the problem of illicit services at massage establishments, for this event.

Although the committee was unable to accept your proposal, we do have other conferences throughout the year for which we solicit session proposals. Please watch our website at www.cacities.org/events and your email for upcoming opportunities.

Thank you again for your ongoing involvement with the League, your participation is invaluable! We look forward to seeing you in Monterey, May 6 - 8, 2015!

The Education and Conferences Team

The next Treasurer's report will be submitted to the Board after the first quarter.



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To CAMTC Board of Directors

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

For: Board meeting: March 26, 2015

Trends in Local Regulation

- **Required certification** – 112 cities/counties. Effective 2016, Los Angeles city plans to require certification and has already given notice to those with city permits. Very few cities and counties choose to retain a dual system of city permits and exemptions for certificate holders. Numerous cities and at least two counties are working on new ordinances, while others may be waiting to see what happens at the 2017 Sunset.
- **Moratoriums** – 32 cities have enacted moratoriums as of March 16th with more expected to do so. Most prohibit the opening or expansion of new establishments, or sale of existing establishments. One or two are worded in such a way that if current therapists contracting with an establishment leave, the business cannot replace them. An inability to replace massage providers can be fatal to most businesses. We expect additional moratoriums. Most cities extend their moratoriums for the maximum two year period, although two city attorneys have told me that they may propose short term moratoriums. Eventually the moratoriums will have reached their two year maximum.
- **Conditional use permits (CUPs)** – These are mostly being applied retroactively to existing businesses. Quite often the process and costs are too burdensome for the solo and small group practices. Sometimes existing businesses will not qualify due to the current location or new density restrictions. In a city like San Francisco, a great many legitimate businesses will not meet the requirements being proposed and will be forced to close unless the city grandfathers them in as a “non-compliant” use. This is not assured at this time. However, for those owners who may eventually want to sell their business, this would be unlikely to be transferable. CUPs often result in massage businesses being relegated to undesirable districts where there is less likely to be neighborhood opposition expressed in public hearings than in the upscale and mixed use neighborhoods. Another huge burden with CUPs is in hot rental demand areas like SF. To have

to pay rent on a location for 6 -12 months or longer, especially if denied, is too great a burden for most massage businesses, especially when added to the costs and other details of the CUP process. The owner of a national franchise lost 12 San Francisco locations over 6 years and could not open until 2012 when AB 619 limited the ability of the city to require a conditional use permit. The franchise owner is abandoning his plans to open two more locations in SF. Two cities are allowing for lease amortization in which the owner has several years (3 in one city, 5 in another) to comply. An example of the impact on a small business owner is a woman who has a solo practice in one of these cities. After years to find a suitable location in a city that would allow her to open her small office she now is confronted with having to move in three years. The new zoning prohibits massage establishments within 1,000 feet of a school, which would rule her current location out.

- **Establishment permits**, including showers and separate male and female restrooms, are out of reach for the vast majority of solo therapists. Additionally, few clients these days expect a shower if they are not using spa services.
- **Distance between massage businesses** –While we may not see caps on the number of massage establishments, by mandating 500 or 1,000 feet between massage businesses or away from residences, churches and schools, there can only be a set number in any city.
- **Ancillary Use** - Restricting massage to ancillary use of as little as 25% of either revenue or floor space has another chilling effect on massage professionals who try to meet the increasing public demand for massage.
- **Fees for establishments, zoning permits, verification of certification** – In Santa Clara a massage therapist rented from a chiropractor for 6 years and took over the suite when he moved over a year ago. She has part time therapists who rent the other rooms. The county is now requiring planning permits that will cost over \$11,000.
- **Background check/live scan of certificate holders who are self employed** – this was the very bottom line for SB 731 sponsors – that certified professionals could work in any city without needing additional background checks. Most cities realize that when the statute prohibits a background check of a certificate holder, it applies also to a certified business owner. However, a few cities, based on FAQs prepared by the League of California Cities, now require an additional background check, and fees, of certified owners, including those who work alone.
- **Organized Profession:** Growing discontent is resulting in small groups of organized opposition from the massage community. In San Rafael a Massage Ordinance Advisory Committee has worked with the city on the past two massage ordinances. However, so far they have not succeeded in convincing the city against the moratorium, or to exempt solo providers from them. This is in spite of the fact that of 81 establishments in San Rafael, 57 are sole providers and 53 of those have had no violations. Most citations occur in establishments in which the owner is non-certified. San Francisco massage therapists and business owners have also organized to try to make sure that the city does not

impose unnecessary burdens on them. This too has been an uphill battle. To make matters worse, apparently the city consulted with the SF Sex Workers Union on the proposals before they met with the legitimate massage profession, at the massage community's invitation.

Along with this are the increasing numbers of certificate holders who contact me daily with complaints about the negative effects of local implementation of the new state law. In the Sunrise process that led to the initial Massage Therapy Act, the legislature determined that while massage does not present a significant danger to the public in terms of physical danger, there are other means by which the public was being harmed by the lack of a uniform state law. Amongst those were the financial and emotional harms to the profession by being regulated as adult entertainment and the associated treatment as a vice issue. Lack of access to massage resulting from local restrictions was another concern. The current legislature is acutely aware of this and as a result put in very strong intent language into the bill that prohibits regulation or zoning of any massage as adult entertainment.

Next Sunset – The next Sunset will evaluate how well cities and counties are implementing the law and whether they are effectively addressing the problems and doing so without unnecessary burdens being placed on the profession.

Staff has several meetings with Business and Professions committee staff to make sure that we provide all the data they want in the next report. We will be provided a shorter version of the Sunset Survey this spring for submission next November.

Polaris Project on Human Trafficking – I will be meeting with Polaris Project as they embark on a planned California Initiative on Massage.

Database Update – Staff has explored several vendors that have created databases for state massage and other regulatory boards, as well as the firm that the Department of Consumer Affairs contracted with for California state boards. We have had in-depth presentations by three of the firms. We are in the final stages of choosing a company that will be able to provide all the reports requested by the legislature and our Board of Directors and that provides for efficient and effective operations and analysis of data.

The National Massage Licensing Database (NMLD) being created by the Federation of State Massage Therapy Boards is long overdue, but now seems to be back on track, although a launch date is not available. This will facilitate finding information on applicants who have disciplinary action in other states or unreported licenses. This type of information is rarely in the FBI reports that we receive.

Board Report – March 26, 2015

Director of Educational Standards Division

Since the Board approved the Policies and Procedures for Approval of Schools on February 17, ESD has been hard at work preparing the application for schools and interviewing potential inspectors.

The application has been drafted, reviewed by legal, and is currently being formatted for uploading to the website. It is expected to be on the website as of April 1, 2015.

ESD is looking to hire two inspectors and has interviewed several qualified candidates. A hiring decision is expected soon. Both inspectors should start in early April.

With inspections starting by May, we should be on track to inspect by the end of the year all schools that apply.

On February 24, Beverly, Sheryl, and I met with officials at BPPE to open the conversation on working together better and creating a Memo of Understanding (MoU).

Additionally, ESD has helped PSD with ongoing school investigations; communicated with numerous schools around the state; and participated with other CAMTC staff on the development of a new database.

On the horizon, ESD is preparing for the launch of the school application, subsequent school visits, and anticipated presentations to two California mass school groups (IMSAC and CAMSA), in addition to continued participation in ongoing school investigations.

Agenda item 25. Public comment for items not on the Agenda.

Motion: To include the following 2 agenda items on all future CAMTC agenda as a matter of policy and procedure.

1. **Public Comment for Items Not on the Agenda**

Note: The Board may not discuss or take action on any matter raised during this public comment section except to decide whether to place the matter on the agenda of a future meeting [Government Code Sections 11125, 11125.7(a)]

2. **Agenda Items for Future Meetings**

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

There is no current board policy on this issue.

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

According to CAMTC's enabling law:

(j) The meetings of the council shall be subject to the rules of the Bagley-Keene Open Meeting Act (Article 9 (commencing with Section 11120) of Chapter 1 of Part 1 of Division 3 of Title 2 of the Government Code). The board may adopt additional policies and procedures that provide greater transparency to certificate holders and the public than required by the Bagley-Keene Open Meeting Act.

A short description of why the policy should be changed.

Each board has essentially three duties under the Open Meeting Act. First, to give adequate notice of meetings to be held. **Second, to provide an opportunity for public comment.** Third, to conduct such meetings in open session, except where a closed session is specifically authorized. This agenda item is meant to address the second duty.

According to Bagley-Keene, items not included on the agenda may not be discussed, even if no action is to be taken by the agency/council. However, the "Guide to the Bagley-Keene Open Meeting Act" (Guide) offers two suggestions so members of the public and board members may raise issues that are not on the agenda during the meeting.

The Guide strongly encourages boards to include an item on their agendas for "Public Comment on Matters Not on the Agenda." This gives persons who are attending a meeting an opportunity to raise any issues they may have, which may not be on the agenda, but which may be appropriate for future board discussion. Matters raised under this agenda item should be discussed only to the extent necessary to determine whether they should be made an agenda item at a future meeting. (§11125.7(a))

I had suggested this language be added to this agenda and to all future agendas as a matter of policy and regular procedures. Most California state boards and commissions do include this on their agenda's.

Public Comment for Items Not on the Agenda

Note: The Board may not discuss or take action on any matter raised during this public comment section except to decide whether to place the matter on the agenda of a future meeting [Government Code Sections 11125, 11125.7(a)]

The Guide also strongly encourages boards to include an item on their agenda for "Agenda Items for Future Meetings." This allows all board members an opportunity to request specific agenda items for a meeting. Again, these items should be discussed only to the extent necessary to determine whether they should be included as agenda items for a future meeting. Even though board members have the opportunity to add items to the agenda at any time prior to the meeting, I think having this on all future agendas will provide a reminder while everyone is in "meeting mode."

The agenda item would be this:

Agenda Items for Future Meetings

The fiscal impact the proposed change may have on CAMTC and certificate holders and applicants.

There are no fiscal impacts for CAMTC or certificate holders or applicants.

Potential pro's and con's if the new policy is adopted.

I have not identified con's to adopting this policy.

The pro's include better transparency and engagement with the public, something CAMTC has been criticized of. These are clear recommendations in the Guide and CAMTC is subject to the rules of the Bagley-Keene Act.

The impact on current certificate holders and applicants.

There is no impact on certificate holders or applicants unless they choose to have a voice during a short segment of CAMTC board meetings or choose to bring forth a specific issue for CAMTC to address.

A suggested date for the change to be implemented.

I recommend an implementation date of 3/27/2015.