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**CALIFORNIA**  
MASSAGE THERAPY COUNCIL

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**Sent and Posted: Friday November 22, 2013**

NOTICE OF PUBLIC MEETING

Thursday, December 5, 2013 -- 9:30 a.m.  
Radisson Hotel at Los Angeles Airport  
San Jose Room  
6225 W. Century Blvd., Los Angeles, CA 90045

AGENDA

1. Call to order and establish quorum
2. Chair's Comments
3. Approval of Minutes
4. Sunset - update, action needed and questions or comments regarding document
5. CCMP status after Sunset
6. Chief Executive Officer's Report

7. Treasurer's Report
8. Director of Governmental Affairs and Special Projects' Report
9. Director of PSD's Report
10. Budget - Recommended amendments to 2013 and preliminary approval of 2014
11. Closed Session with CAMTC Legal Counsel Pursuant to California Government Code Section 11126(e)
12. Length of time for PSD applicants
13. Extension of career opportunity mailing pilot program
14. Consideration of revision to distance learning policy
15. Out of state applicants
16. Foreign transcripts
17. Recommendation for CAMTC Legislator of the Year Award
18. Comments from FSMTB representative
19. Revision to 2014 meeting schedule
20. Reflexology proposal
21. Closed Session regarding the appointment, employment, evaluation of performance, or dismissal of an employee pursuant to California Government Code Section 11126(a)
22. Return to open session and announce action taken in closed session, if any, under item 21
23. 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](mailto: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>

# **California Massage Therapy Council**

December 11, 2013

Radisson LAX

## **RULES OF DEBATE AND DISCUSSION**

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

See accompanying Parliamentary Procedures At a Glance

## Parliamentary Procedures-At-A Glance

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

Notes:

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



## MEMO

**TO:** Board of Directors

**FROM:** Beverly May, Director of Governmental Affairs and Special Projects

**DATE:** December 5, 2013

**RE:** Status of the Sunset Review

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Currently staff in the Senate Business, Professions and Economic Development Committee (Senate B&P) and the Assembly Business, Professions and Consumer Protection Committee (Asm B&P) are conducting their review and analysis of CAMTC's Sunset report along with that of the other eleven Boards, Councils and Bureaus that are up for Sunset Review in 2014. Bill Gage in the Senate B&P is the primary staff on CAMTC who will draft the report for CAMTC. As staff in both committees reviews it, they will have questions for us, including regarding issues that need to be corrected or clarified. Before the background paper is finalized, it will be sent to CAMTC for a "fact check." This allows CAMTC to give input on corrections that may need to be made in the background paper. The Senate committee background paper will be finalized and submitted to CAMTC and to the Committees two weeks before the hearing, at which

point it becomes a public document. Currently it is anticipated that the hearing will be held mid-March although no dates have been identified yet.

The consultant for the Assembly committee has requested additional specific background information on local jurisdictions implementation of the law and cooperation with CAMTC. Staff is working on preparing this additional information.



## **CEO Report**

**November 27, 2013**

### **Sunset review**

On October 30, 2013 CAMTC delivered all requested copies of the sunset review document to the Legislature (two days ahead of schedule). The electronic version was posted on the website on November 1, 2013. Additional copies of the document are available to the public upon request. A separate report on the sunset process is included in this packet.

### **Operations**

We are maintaining a highly responsive professional customer service. The vast majority of applications get turned around within a week of completion. Staff is in the process of finalizing a complete reconciliation of PSD's tracking reports and implementing additional categories requested by the Board. The new tracking system will make it easier to measure progress made in reducing the backlog of PSD's cases.

On October 7, 2013 six key staff members had a half-day meeting with Iron Data - a leading process management technology solution company specializing in the public sector. Two different possible packages were presented. We are in the process of researching another company, which was recommended to us by another state massage board. Many of the factors influencing what programs to adopt are dependent on the nature of the tasks CAMTC will be responsible for post-sunset. In the meantime we are testing another solution to enable PSD's staff to access data without having to rely on AMG uploading individual files to the secure site.

### **Finance**

As of October 30, 2013 CAMTC exceeded expectations on the balance sheet and on the statement of functional activity.



## Excess Revenue Over Expenses:

Budgeted -       \$37,213

Actual -         \$370,536

## Available cash:

Budgeted -       \$1,204,294

Actual -         \$1,759,792

## Outreach

The following is a recap of some CAMTC outreach activities (September- November, 2013):

1. On September 19, 2013 CAMTC had a booth at an all-day meeting in San Diego, which was attended by approximately 200 spa operators from Southern California. Discussions with the attendees stressed the importance of additional outreach to this group.
2. September 13-15, 2013 CAMTC had participated in the American Massage Conference in San Diego. We had two dedicated booths and presentations targeting massage professionals and massage business owners.
3. Notifications have been sent (postcards and emails) to certificate holders informing them of their ability to opt out of receiving career opportunity mailings. Systems and protocols are in place to accommodate such requests.
4. Assemblymember Jimmy Gomez's (author of AB 1147) district office organized two health fair extravaganzas in two different neighborhoods on September 21 and October 19, 2013. CAMTC participated with a newly designed consumers booth and offered free massages to the public. We located certified professionals from those neighborhoods who enthusiastically volunteered to provide chair massage. In both events the Assemblymember visited our booths and chatted with our local certificate holders.
5. On October 16, I presented with Dr. Keith Grant at a meeting in Oakland of the Independent Massage Schools Association of California. We discussed the sunset review process and addressed concerns regarding CAMTC's Board's decision to recommend not extending the CMP's option beyond sunset.
6. Currently we are gearing up to launch the distribution of consumer and business owner brochures.
7. CAMTC was invited to present and participate as a vendor (free of charge) in the 2014 AMTA-CA Annual Education Conference, February 28- March 3, 2014, which will be held in North Hollywood. We are in the process of evaluating all aspects of this opportunity.

Treasurer's Report will be submitted separately



## **Director of Governmental Affairs and Special Projects Report**

December 5, 2013

### **Local Government Compliance:**

There are currently 89 jurisdictions that require certification under municipal or county codes. Another seven require certification by policy, and numerous others are in process of amending existing codes. Six of these ordinances have been approved in the past month. San Francisco has amended their ordinance recently and chosen to retain a dual system of issuing local permits for those not certified by CAMTC, making it one of only two or three cities in the past year that have not mandated certification in new ordinances.

The amended San Francisco ordinance takes a “victim centered” approach by not taking action against the massage therapist - fines and discipline are against the owner. The ordinance also makes it illegal to have sex in a massage business (a violation of virtually every other city or county ordinance) – SF recently had to drop a case against a massage therapist because she stated that the sexual activity was consensual. Unfortunately the city did not inform CAMTC of the case against her so in the mean time she became certified. With recent contacts with the police department and more engagement with the public health inspectors we expect better sharing of information and resources with this city. Like most cities SF rarely if ever files or pursues charges for solicitation or sexual acts making it important that we have finally made contacts with the officers who can swear to unprofessional behavior.

Los Angeles city on the other hand still does not cooperate with CAMTC and as a result we continue to have our hands tied when it comes to taking action against those who may not have convictions but also do not meet standards of professional behavior. This seems to be a bureaucratic issue rather than an intentional decision by the city to not send the information needed for CAMTC to take disciplinary action.

While most cities and counties are quite pleased with the certification of individuals, there remains a desire for more control over establishments. A number of city attorneys

and county counsels I have spoken would like to see CAMTC certify establishments as well as individuals. A few cities still would like more control over land use – particularly the ability to cap the number of massage businesses in a city. One small city told me that the reason is not that there are too many legitimate businesses but that there are too many problem businesses for the police to check regularly. They find that more than half of the people providing services are not certified. Since this city does require certification and does have a fairly simple process to address businesses that violate the ordinance or state law, the city already has the authority to close the business down. This is common – to find that cities and counties don't have or allocate the resources to enforce their own ordinances and wanting a quick fix is an easy answer – even if it throws out the legitimate businesses with the illicit ones. In fact, I regularly remind a city of the authority that they already have under their own ordinances, as recently occurred in a meeting with a rather large city. The undercover officers asked Rick if they can inspect the entire business after making arrests - none of them thought so. I opened up their ordinance which specifically authorizes complete inspection to assure compliance with the ordinance and all state laws. The cops even asked me for a copy!

### **Schools and the Bureau for Private Postsecondary Education (BPPE)**

Like CAMTC BPPE is also in Sunset Review. I read their report and in many ways it is similar to CAMTC's. They were formed with the challenge of regulating schools that had not been regulated for three years since the Sunset of their predecessor bureau, BPPVE. It took a couple of years for BPPE to have the necessary budget and staff to perform their basic functions. Besides catching up and investigating reports of fraud and abuse they also had to approve all 1,100 vocational schools by the end of this year. BPPE currently spends 42% on enforcement. They have their third Director in as many years (Joanne Wenzel, promoted from Deputy Director) and third enforcement chief. Ms. Wenzel is looking into requiring all massage programs to be CAMTC approved as a condition of BPPE approval.

As of June 2013 BPPE has approved 1,107 main campuses. With 272 BPPE approved massage schools that means that over 25% of BPPE approved schools teach massage. The bureau currently has five permanent full time desk investigators, two permanent intermittent desk investigators, and 2.5 field investigators based in Sacramento.

### **Human Trafficking:**

I've been participating by invitation to Taskforces on Human Trafficking and Massage in Stanislaus and two newly formed San Francisco Mayors' Taskforces – one on Trafficking and another on Commercial Sexual Massage Parlors. I feel that my role in attending these meetings on behalf of CAMTC serves two goals - it shows that CAMTC is interested in solutions as it relates to the massage certification program and assures

them that we are not part of the problem. Additionally it keeps us in the loop to make sure that the jurisdictions participating don't come up with any solutions that are out of compliance with the state massage law or otherwise affect CAMTC certificate holders negatively.

Stanislaus started with a focus on “massage parlors” but has expanded to human trafficking in the agriculture and labor arenas. They have comprehensive operations going on involving, at the city and county level, involving numerous city, county, state and federal departments and agencies as well as non-governmental advocacy groups. At this point I monitor their activities and remind them of how much more they can do with ordinance updates, as most of the cities, plus the county, have yet to update their ordinances. Stanislaus D.A. (Assistant) is tapped into the programs being implemented by other D.A.s and is very open to sharing information. As with other groups of governmental officials, the connections I have made at these meetings prove invaluable when I have complaints of local government compliance – knowing the city or county staff person personally generally expedites resolution of the issue.

In San Francisco I have met the US Attorney for N.CA. as well as staff from most city departments. SF is working to assess how much trafficking is labor, how much massage, apartments, street, etc. Stanislaus is looking into that also and I think we may have at least some degree of data that sex in massage “parlors” may be only a small part of the problem. In fact, they are all rightly focused more on children – the average age of prostitutes now is 14, with tremendous abuse of foster and developmentally handicapped children. In Fresno, which, like SF, is one of only a few jurisdictions that have received grants specifically to target human trafficking, the police report that only 3% of the 156 trafficking victims identified since 2009 came from massage “parlors”.

A five year report on Human Trafficking by the Polaris Project that came out this month indicates that 63% of trafficking reported to the National Human Trafficking Resource Center (NHTRC) is sexual. The study is limited to calls and contacts made to this center including cases referred by law enforcement and advocacy groups. It lists California as being the top state for reported cases of trafficking. This report may be one of the best in terms of using legal definitions of trafficking and agreed upon indicators that an individual is indeed a victim of trafficking. Federal law defines sex trafficking as a commercial sex act induced through force, fraud or coercion or in which the person induced to perform a commercial sex act has not attained 18 years of age.

Proposed 2014 budget will be submitted separately



**Contact:** Debra Persinger, Ph.D.  
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**FOR IMMEDIATE RELEASE:** November 1, 2013

### **FSMTB Initiates Litigation to Protect Integrity of MBLEx**

(Overland Park, Kan. – November 1) – The Federation of State Massage Therapy Boards (FSMTB) has initiated litigation in the United States District Court for the District of New Jersey against the Academy of Oriental Therapy, LLC., a massage therapy school, and certain identified individuals alleging copyright and trade secret infringement related to the intellectual property interests of the FSMTB Massage & Bodywork Licensing Examination (MBLEx).

FSMTB is a not for profit federation whose membership consists of the massage therapy licensing boards in the United States, its territories, and the District of Columbia. FSMTB provides programs and services to its member governmental boards that are created and empowered to protect the public through regulation of the profession. One such program includes the MBLEx, used by at least 42 states as one component in licensure eligibility determinations by the respective states.

FSMTB monitors websites, review courses and educational programs to protect the integrity of the MBLEx and the licensure process, as well as the public served through the regulation of the profession. Through its due diligence, FSMTB discovered an apparent exam item harvesting scheme operated by the school and its principals and has initiated the referenced litigation. On October 23, 2013, the United States District Court, District of New Jersey granted FSMTB a seizure and impoundment order, permitting FSMTB to seize technology and documentation potentially related to the scheme.

The integrity of the examination program and the licensure process must be protected and FSMTB plans to vigorously pursue persons and entities found to violate the legal rights of the Federation. Questions regarding this litigation should be directed to the FSMTB Executive Director.

*The Federation's mission is to support its member boards in their work to ensure that the practice of massage therapy is provided to the public in a safe and effective manner.*

###



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Colfax, CA

Legislative

Consultant

November 13, 2013

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

RE: Proposal by the American Reflexology Certification Board (**ARCB**) and the Reflexology Association of California (**RAC**) for CAMTC Certification of California Reflexologists

As you are aware, reflexology is a form of bodywork based on the theory of zone therapy, in which specific spots of the body are pressed to stimulate corresponding areas in other parts of the body. Foot reflexology, in which pressure techniques are applied only to the feet, is the most common form of reflexology. The Reflexology Association of America (RAA) and the ARCB define reflexology as a non-invasive complementary discipline involving the use of alternating pressure applied to the reflexes within the reflex maps of the body located on the feet, hands and outer ears. All professional reflexology associations in the USA require successfully completing a minimum 110-hour hands-on training course with 90 hours of documented client sessions (total 200 hours) in order to achieve certified status and participate as a member. This 200-hour requirement is also the minimum required to sit for the national board certification exam conducted by the ARCB.

There is confusion within the manual therapy field, the public, and in law enforcement agencies about whether reflexology is massage and especially how to deal with the growing trend in the USA of "reflexology parlors" and "foot spas". Such entities typically are providing services using untrained immigrants with minimal or no English skills, who have

often are required to work up to 12 hours per day for minimum pay. Some of these businesses front for operations of human trafficking and prostitution. How are practitioners in such businesses to be distinguished from legitimate reflexologists and reflexology businesses?

Unfortunately reflexology parlors have an impact on the massage profession as well. The practitioners in such an establishment start by working on the feet, hands and ears of the client then work most of the rest of the body with the client in a room of similar clients receiving services while in a lounge chair. Numerous cities have reported private back rooms where full body massage services may be offered in violation of the city permit. The result, at best, is that massage is being offered by untrained and uncertified personnel. In some such establishments the customer may be solicited for sexual services. Therefore it seems prudent for professional reflexologists and CAMTC to pursue a joint effort to address this issue.

Because reflexology does not use invasive techniques it is a low risk therapy. However, potential harm exists from unregulated practitioners who provide full body massage without training and call it reflexology. Too often the result is practitioners who act inappropriately or do not respect personal and professional boundaries.

Currently there is no statewide regulation governing the practice of reflexology in California. Instead, in order to practice, each reflexologist must investigate both city and county requirements to determine what laws apply in their local area.

Few understand the various education and credential designations such as CR (Certified Reflexologist as designated by an educational program) and NBCR (National Board Certified Reflexologist by the ARCB).

*Since 1991 the highest standards to which professional reflexologists aspire*



Granted it is the responsibility of the field to educate the public however, a state recognized certification would also help end the confusion in this regard.

Most local ordinances define massage in a way that includes reflexology as well as all disciplines that touch the body. While few if any local governments would desire to regulate work that is limited to the feet, hands and ears of a clothed client, however by excluding “foot massage” from city massage ordinances some have received reports of injuries and abuse. However, in California there are several cities that exempt reflexology, or limiting work to the feet, hands and outer ears. These include:

Citrus Heights

Folsom

Mountain View (separate permits for "foot massage" and "full body massage")

Palo Alto (applies to the full body "foot massage")

Riverbank

Rancho Cordova

Sierra Madres

Voluntary certification will make it easier for the cities and counties to distinguish and to regulate massage and reflexology properly—ending confusion as to who gets regulated and who doesn't.

It is noted CAMTC may be concerned that creating a separate track for the certification of reflexologists would open the door for every modality to request the same. We believe this is unfounded. Under the heading Reflexology Professional Standards below are provided details regarding the field's professional standards that other small disciplines do not have that provide a method to differentiate and eliminate the need to include other modalities.

Due to the proliferation of human trafficking and untrained practitioners increasing nationwide creating public safety concerns, our organizations would like to explore whether CAMTC would be willing to work with us to expand the regulation of reflexologists statewide. It makes sense to issue a separate certification for reflexologists, certified to work on hands, feet and ears with appropriate training. **This would end the ability of the reflexology parlors to claim they should be exempt from massage licensing by local authorities due to the fact they are only providing reflexology, while at the same time providing a lower cost, fewer hours of training solution to certify legitimate reflexology practitioners, and enabling the legitimate reflexology businesses to continue.** A certification by an entity such as CAMTC would give the public another level for recourse in the case of a grievance beyond the ARCB and RAC.

### **Reflexology as a Separate Therapy**

According to the New Hampshire State Reflexology law, “Reflexologists practice the use of alternating pressure applied to the reflexes within the reflex maps of the body located on the feet, hands, and outer ears.” Reflexology has its own history, vocabulary, theories, and techniques separate from any other profession. It works primarily with reflexes through the nervous systems versus the musculature. The effect of reflexology is seen at a distance from where the pressure is applied; its intent is neither to change the soft tissue of the body nor to practice medicine in any form.

Reflexology and massage may have touch in common, but they should be treated differently. One would not place an aesthetician who gives facials in the same category as a plastic surgeon, though both perform cosmetic services on the face. Just as these professions require different definitions, educations, scope of practices, standards and licensing requirements, so should reflexology and massage.

### **Reflexology Professional Standards:**

- Reflexology is not a subset of another practice or discipline.
- Reflexologists do not undertake traditional massage training and are exempt from 28 state massage laws across the nation. The exemption is often written to say, “Individuals who restrict their

manipulation of the soft tissues of the human body to the hands, feet, or ears and do not hold themselves out to be massage practitioners or therapists [are exempt from the law].”

- Since 2003 the American Massage Therapy Association recognizes reflexology as a separate discipline and recommends an exemption for it when writing state massage laws.
- The states of Washington, New Hampshire, North Dakota and Tennessee have reflexology laws.
- A study in Iowa by the Department of Health in 2003 found Reflexology and Massage to be separate disciplines and exempted Reflexology from the massage law there, as did the Massage Board in New Hampshire and Washington State. ARCB has worked with several states on the issue of human trafficking and it is the primary reason for the law in Washington State.
- In New Hampshire and Washington, though recognized as being separate from massage, the Department of Health felt Reflexology needed to be regulated through licensure. Under the Department of Health the Massage Board created seats for Reflexology and left the discipline control over its educational and business standards.
- At the National Institutes of Health, National Center for Alternative & Complementary Medicine separate research categories have been designated for Reflexology and Massage under Manual Therapies.
- Reflexotherapy has its own code at the Library of Congress.
- Reflexology has its own state, national, and international professional organizations;
- There exists a national certification program designed to protect the public through the recognition of competent practitioners meeting certain standards;
- Over 300+ separate research studies from around the world proving the efficacy and safety of Reflexology, including a 3.5 million grant from the National Cancer Institute.
- In excess of 200 books have been published internationally on reflexology.
- Physicians recognize reflexology separate from massage (letters will be provided upon request).
- The National Foundation of Women’s Legislators passed a resolution in 2012 in favor of the use of Reflexology as one approach for women’s health and wellness issues.
- Insurance codes: the SPARCS (Statewide Planning And Research Cooperative System) is a federally and often times state mandated coding system designed to track in-patient and out-patient hospital care. Within its designation Alternate Therapy Services (effective 4/1/2003) there is a listing for reflexology (code 2104) as part of the Ancillary Revenue Codes for the UB-04. The code of massage is 2103.
- Health Care Provider Taxonomy Code used to bill and accept insurance payments through Medicare has separate codes also. However, it applies only in the four states where reflexology is licensed.
- Internationally, reflexology is predominantly recognized and regulated as a separate discipline.

## **Educational Standards**

There are no California BPPE-registered schools for reflexology at this time. In addition, massage training programs do not prepare an individual to practice reflexology or take the national ARCB exam.

Reflexology programs attract those students who are often working full-time and desire the ability to take minimal training and begin working part-time to see if reflexology is a good match for them, and for those interested in learning reflexology to practice on family and friends. The two largest programs offered in California are the American Academy of Reflexology and the International Institute of Reflexology. Over the last twenty-five years they have taught approximately 3,300 students each.

For more serious students, indicators of competency of knowledge and proper hands-on techniques are measurable and tested through an independent national certification exam that requires ethical and business standards be followed once certified. The reflexology field accepts the educational standards as set by ARCB. The ARCB exam is already used as a prerequisite for licensing in the states of New Hampshire and Washington.

The ARCB exam is described in full below and is based on a job analysis to ensure it tests for appropriate knowledge and skills. With this protection in place it is proposed that the verification of education of

reflexologists remain the domain of the American Reflexology Certification Board, or other national certification program with a psychometrically valid test instrument, and that a prospective licensee be required to pass the exam as a demonstration of competency. By utilizing the ARCB exam, CAMTC would efficiently oversee the voluntary licensing of reflexologists.

While BPPE is in control of standards for massage education and CAMTC verifies this education, because reflexology programs are of shorter duration and do not need to meet BPPE standards, it is critical that certification with ARCB be the educational standard for reflexologists in California. The prerequisite to qualify to take the exam includes the national standard 110 classroom hours of hands-on instruction and the submission of 90 hours of post-graduate documented sessions with clients (details below). Without national certification as a criterion, illicit educational programs could easily be set up throughout the state that are nothing more than fronts for prostitution and human trafficking, creating more problems.

### **About the American Reflexology Certification Board (ARCB)**

Established in 1992 ARCB is an independent, non-profit 501c.6 national testing agency. As such ARCB is not affiliated, nor does it endorse, any school, curriculum, instructor, business or association. Its primary goals are to promote professional reflexology and to protect the public through certifying the competency of trained reflexology practitioners. ARCB is also not a membership association. Upon successful completion of the examination process the applicant becomes a "certificant", not a member.

ARCB routinely conducts job analyses to profile the professional reflexologist on a national basis. Profile surveys and analyses were conducted in 2001 & 2007 with another planned for 2014. The 2007 job analysis survey was designed and analyzed by an independent psychometric consultant, Dr. Phyllisann Maguire of Decision Support Metrics. If you would like to contact her Dr. Maguire may be reached at [veridical@earthlink.net](mailto:veridical@earthlink.net).

Historically, working on the feet has been the basis of the profession. The 2007 job analysis indicated more than 76% of the respondents included working on the hands in their practices. Therefore a separate hand examination program was developed. Testing on the hands began in 2010. A prerequisite to sit for the hand examination is passing all portions of the foot examination.

The ARCB foot examination consists of

- a 300 question written test based upon a provided study guide,
- a practical examination conducted by and on an ARCB exam proctor, and
- submission for grading of 90 written documentation of client sessions.

ARCB certificants maintain their status by providing proof of 12 hours of continuing education every two years.

ARCB is the only independent national certification examination program in the United States for reflexology. The ARCB certification program in either foot or hand reflexology is voluntary except in New Hampshire and Washington which require successful completion of the ARCB foot examination as part of their reflexology licensing law. Additionally, in Washington, the requirement is limited to passing only the ARCB written exam. If an applicant desires national certification with ARCB, then all phases of testing, including the practical and documentation portions are required.

The testing process typically takes candidates 6-18 months to complete. ARCB suggests provisions for a temporary permit be made possible through verification from ARCB that the person has received passing scores on both the Written and Practical portions of the examination and is a candidate for certification enabling the candidate reflexologist to practice as he or she completes the documentation portion of the examination process.

Over 1,550 reflexologists have been ARCB certified. Currently there are 63 certificants in good standing

in California. Though the certification numbers may be small in comparison to other disciplines, ARCB's examination focus is only on reflexology and has been determined by the other states mentioned as their state standard for licensing the title.

#### **About the Reflexology Association of California (RAC)**

RAC is the professional membership organization for reflexology in California and was founded in 1994. RAC is a 501c.6 corporation with an average of 100 members. (See separate brochure.) RAC requires its professional members to submit proof of certification by a school meeting minimum hourly standards as well as to comply with a code of ethics and business standards. It has procedures in place for public grievances to be addressed. RAC is in the process of re-affiliating with the Reflexology Association of America (RAA), the national membership organization.

We applaud the work CAMTC has done to date in statewide licensing and we appreciate the time CAMTC's Board has dedicated to reviewing this proposal. We believe that we have a common goal to address and appreciate your consideration.

Sincerely,  
On behalf of ARCB and RAC

A handwritten signature in black ink, appearing to read "Christine L. Issel", with a long, sweeping flourish extending to the right.

Christine Issel  
ARCB Legislative Consultant  
P O Box 1505  
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916-718-3995  
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Attachments:  
ARCB Test brochure  
RAC Brochure  
Identifying the Legitimate Reflexology Practice