

To all Applicants:

The following is a sample Compliance Plan for applying for a Massachusetts Massage Therapy Establishment license. Please use the outline and framework as guideline only; do not copy the document verbatim, since it reflects some choices under the regulations that may not be appropriate for your proposed establishment. Each establishment should have its own procedure and methodology for compliance with the regulations.

Acme Massage Therapy Group is a hypothetical establishment and is used strictly as one possible example for a Compliance Plan.

This compliance plan is intended to be a dynamic document that should be updated as needed in any section applicable to ensure the compliance plan is current.

VERSION DATE:

Massage Establishment:

Identification

Legal Business Name:
Doing Business as Name (if different):
Establishment Address:
Establishment Phone Number:
Establishment E-Mail:
Establishment Website URL:
Establishment's Date of Organization:
Establishment's Massage State License #: (if initial application indicates as such)

Ownership

President:
Treasurer:
Secretary:
Director(s):
Manager(s):
Partner(s):
Majority Stock Holder:
Minority Stock Holders(s):
Owner Name(s) if not incorporated:

Designations

Compliance Officer: Full Name and Massage License #

Manager: Full Name

Staff Massage Therapists:

- Full Name and Massage License #
- Full Name and Massage License #
- Full Name and Massage License #

Facility:

The Acme Massage Therapy Group is located on 1234 Somewhere Ave, Anytown Mass. This is a large, multi-service establishment that provides Massage Therapy as one of the services offered. The Massage Therapy service is located on the second floor with two fully-equipped rooms for providing Massage Therapy and bodywork services. Some staff are trained and qualified to perform bodywork. One of the rooms is equipped with a sink with running water. The other room is 30 feet away from a common rest room in the Massage Therapy service area. Please see attached business floor plan.

Hours of Operation Visits are by appointment only

Monday:

Tuesday:

Wednesday:

Thursday:

Friday:

Saturday:

Sunday:

Establishment Postings

1. No Smoking
2. Copy of Therapists MA Massage State Licenses
3. Copy of MA Massage State Establishment License
4. Copy of Sales and Use Tax Certificate (if applicable)
5. Hours of Operation
6. Posting of Latex Products in use (If any Latex Products are in use)
7. Employee State Notices
8. Employee Federal Notices
9. Local Notices

Standards for the Massage Therapy Staff:

Receptionist:

All Massage Therapy appointments are scheduled by the Acme staff at the front desk. Since there is usually more than one person on duty and multiple staff members on different days, we do not require a single individual to be responsible for scheduling appointments. The individual taking appointments does not have to be a Massage Therapist and is only responsible to scheduling and providing service and pricing information to the clients. When asked about specific details regarding Massage Therapy, the Receptionist must defer to the Massage Therapists.

Massage Therapists:

All Massage Therapists at The Acme Massage Therapy Group must have and maintain a current Massachusetts Massage Therapist License.

Copies of all current licenses (i.e., both individual and establishment) and the most recently completed inspection report must be displayed in public view in the Massage Therapy waiting area. If an individual Massage Therapist does not want their residential address displayed, they should inform the Compliance Officer. Individual massage licenses may be displayed with the Massage Therapist's personal address redacted.

Bodyworkers:

A bodyworker without a Massage Therapist license must not offer Massage Therapy, use the word “Massage” in his/her title, or advertise such a service being offered.

Manager/Compliance Officer:

A Compliance Officer must be a MA State Licensed Massage Therapist. The Compliance Officer will be responsible for enforcing the sanitation requirements of the establishment, the proper procedure of intake and evaluation by the Massage Therapists, and other regulatory requirements related to Massage Therapy. The Compliance Officer will make sure the establishment license is current by ensuring that the renewal of the establishment license is done at least 30 days before it expires. The Compliance Officer will also coordinate with State Inspectors for scheduling and proceeding with the required inspections for establishment licensure. The Compliance Officer must provide Inspectors with a preferred method of communication. The Compliance Officer will maintain records of all the State inspections and will provide the records for review upon request of the Acme Massage Therapy Group’s Manager or State Inspectors.

The Manager will supervise the scheduling and handling of client payments with the receptionist. The Compliance Officer will coordinate with the Manager and will notify all members of the Massage Therapy staff about any regulatory updates and changes in the business and compliance plans.

The Compliance Officer will be involved in the review, investigation and remediation of all client or Massage Therapist complaints unless the complaint involves the Compliance Officer.

Standard Practice Procedures: New Hires:

All new Massage Therapy staff must first meet with the Manager or Compliance Officer and obtain a copy of the Massage Therapy Compliance Plan (this document). The Compliance Plan should be read thoroughly and signed off by all staff.

OPEN COMMUNICATION:

1. Employees/Staff are required to report conduct that a reasonable person would, in good faith believe to be erroneous or fraudulent
2. Reporting system should be “User Friendly” and directed to the CO
3. If a conflict exists with the CO the reporting should be directed to the owner or manager

Methods to Maintain Open Communication

- a) “Open Door” policy
- b) Bulletin Board/Postings in Common Staff Areas
- c) Emails\Texts\Group Apps
- d) Staff Meetings

Establishment Operations

Linen Supplies:

Clean linens shall be used for each massage including a new head rest cover.

All Massage Therapy Staff Members:

Dress Code and Conduct

All Massage Therapists must maintain proper dress, personal hygiene and practice under sanitary conditions for each client. The Massage Therapist will follow all professional Code of Conduct as required by the Massachusetts State Board of Licensure.

All Massage Therapists must be available at least 15 minutes before each shift. A Massage Therapist must notify the Manager if the Massage Therapist will be late or cannot make the scheduled appointment at least 1 hour before the appointment.

Communication and Reporting

Massage Therapy staff members should report all issues or questions to the appointed Compliance Officer or the Manager of the Acme Massage Therapy Group.

Client Intake and Evaluation

Standard client intake forms are available at the Massage Therapy Service desk. Each new client must be asked to fill out the intake form with contact information and health issues. The client must date and sign it, and the appointed therapist must review it and determine from the information whether the Massage Therapy should be provided for the individual. If service is provided, the Massage Therapist should record the date of the service and a description of the treatment for the individual client. Both the intake form and the treatment notes for the same client must be kept confidential and secure. Client records are confidential and no one except authorized personnel will have access to these records. The contents of each record cannot be duplicated or relocated without the explicit consent of the Manager or the Massage Therapy Compliance Officer. If Acme Massage Therapy Group no longer provides Massage Therapy services, these records will be kept by the Manager in secured storage for no less

than seven years after the dissolution of Massage Therapy.

Intake forms and other client records that are stored digitally will be encrypted with a password and an off-site back up that is performed daily will be utilized. Only authorized personnel shall have access to these digital files.

In the event a Massage Therapy staff person is no longer employed by Acme Massage Therapy Group, their access will be removed from the client management software immediately upon their last day of employment.

A process shall be in place for a client to obtain their records upon request.

Maintenance and Sanitation

Massage Therapy rooms are equipped with industry-standard Massage equipment. Linen supplies, towels, massage oil, cream, and sanitation supplies are stocked and available. The Massage Therapist using the room must ensure

- a) The table is covered with a bottom sheet and a top sheet for each individual client. The client will always be requested to lie down between the two sheets and be covered during the massage therapy session, except for those areas being massaged. Then, the area will be re-covered once the work in that area is complete.
- b) The face cradle is covered by an industry-standard cradle cover for each individual client.
- c) After each session, the sheets and cradle cover must be changed for the next client.
- c) At the end of the working day, the table surface and the face cradle must be sanitized and cleaned.
- d) It is the responsibility of each Massage Therapist to leave the Massage room in good operating condition. Litter should be picked up and disposed of and used linens and towels should be stored in the laundry bag provided. All oil, lotion containers should be kept orderly inside the cabinet when not being used.

Massage room(s) and the waiting area are maintained regularly. The Massage Therapists should report unsanitary conditions to the management and request additional cleanup as needed.

COMPLAINTS-INCIDENT PROCEDURE:

1. Complaint is given to the Compliance Officer (CO).
2. If Complaint-Incident involves the CO, complaint is given to the Owner or Manager.
3. Potential Criminal Complaints shall be directed to the local Police immediately.
4. Complaint shall be investigated and a detailed in writing including the infraction and Corrections Action(s).
5. All materials relative to the complaint and investigation shall be maintained in a secure manner and made available to the MA State Massage Therapy Board, if requested.
6. If Corrective Action required a change in the Compliance Manual:
 - Review Manual Sections as indicated.
 - Archive current manual original and make a new version. with appropriate updates and dated to reflect those updates.

Change of Staff

The names and statuses of the Massage Therapy staff shall be recorded as needed including date of hire and end date of employment.

Change of Compliance Officer

In the event of a change in Compliance Officer a log of the change should be documented and maintained in this compliance manual to include:

- The date of termination of the exiting Compliance Officer.
- The full name, Massage Therapy License Number and commencement date of the new Compliance Officer.

A Statement of Compliance Officer Form should be submitted along with the updated Compliance Manual to the Massachusetts Massage Therapy Board within ten days of the commencement of the new Compliance Officer.

A Statement of Compliance Officer Form can be obtained on the Massachusetts Massage Therapy Board website at: <https://www.mass.gov/lists/massage-therapy-applications-and-forms>

It is recommended that the exiting Compliance Officer's send a letter to the Massachusetts Massage Therapy Board with their date of termination as the Compliance Officer.

Compliance Officer Log for Acme Massage Therapy Group

Start Date	End Date	Full Name	MA MT License #