

Tereza Van Horn

Subject: FW: I am a licensed massage therapist, not a sex worker!!

Sent: Friday, May 8, 2020 6:19 AM

To: Sandy J. Anderson <sjanderson@lmt.nv.gov>

Subject: I am a licensed massage therapist, not a sex worker!!

I am a Licensed Massage Therapist. I AM NOT A SEX WORKER and do not deserve to be lumped into that category and treated with such disrespect from our Governor. I went to school and worked hard to become educated in my field. 60% of all applicants FAIL the MBLEx certification exam on their first try... it's not as easy as people think. We do not give back rubs, we are versed in Kinesiology, Pathology, Anatomy, and Physiology as well as hands on body work and we adhere to very strict sanitation protocols. It is unacceptable that the Governor has lumped us into the same category as brothels and strip clubs and actually used the demeaning words "Massage parlors" even though massage parlors are illegal. 🙄

Not only does it perpetuate a stigma that our industry has been working to erase for the last 3 decades it also increases the risk of unwanted advances and potentially unsafe situations.

Governor Sisolak's negative and disrespectful labeling of our industry is a major setback for us legitimate therapists.

Massage is beneficial and therapeutic and very much essential to the overall health and quality of life for our clients.

Massage helps with pain management, athletic performance, increases range of motion, improves mobility, it helps to lower stress levels, increase the quality of sleep, helps with healing after an injury, or surgery, helps while living through oncology, comforts people in their final days in hospice and that's just a generic overview of the benefits.

Governor Sisolak owes the Massage Therapists of Nevada an apology!

We closed our businesses much to our own peril seeing as how we still don't have any income support. We did what was asked out of respect for the Governor and the State of Nevada's wishes, out of respect for the wishes of the medical community and out of respect for the health and well being of our communities, we deserve a little RESPECT in return!

Janelle Forbes LMT

Pilates + Massage Therapy

www.cardifftherapy.com

Tereza Van Horn

Subject: FW: Question for May 8th meeting

Sent: Friday, May 8, 2020 6:09 AM

To: Sandy J. Anderson <sjanderson@lmt.nv.gov>

Subject: Question for May 8th meeting

Can board come up with a generic waiver of liability form template for client and therapist to sign when we are allowed to re-open.

Ivy Garcia

Sent from my iPad

Tereza Van Horn

Subject: FW: Reopening Protocols
Attachments: Spa Reopening Protocols post Covid-19.pdf

Sent: Friday, May 8, 2020 12:48 AM

To: Sandy J. Anderson <sjanderson@lmt.nv.gov>; Nevada Board of Massage Therapists <nvmassagebd@lmt.nv.gov>

Subject: Reopening Protocols

Hello Sandy and NV Massage Board:

I am writing to see how I can help. I own 3 spa locations in Reno (a day spa, medical spa and a resort hotel spa) and have been affected greatly by the Covid crisis. I have laid off over 40 employees and desire to get back to work as soon as is practical and safe to do so. Yesterday's address from the Governor left me dismayed and disheartened for several reasons. First, I have seen the rally for salons. Since I am a spa, and my network extends to salon owners, I have seen the rampant push to the governor in getting their doors opened. I have seen the FB messages and letters and support from a large group of passionate licensees. It started with a salon owner, much like me, who assisted the protocol process for salons, and rallied to many local authorities and political positions, and with the assistance of all the other salon owners and independent contractors and self employed, Salon owners have been meeting for weeks on zoom on how to collaborate and get their voices heard. I do believe this is what spurred the action to open hair salons. I guess I just assumed spas would tag along with nail and hair salons because they are so closely related. What the Governor may not realize, is the same regulations that rule hair salons also oversees skin services. So I am completely baffled as to why salons were allowed to open and not spas. It cant possibly be because spa includes massage services, a service that involves even more social distancing and even more sanitary processes.

Additionally, I was extremely disheartened to hear the Governor speak of "massage parlours" in such an archaic term, and worse, how he grouped massage parlours, in with brothels as strip clubs as still closed. As you well know, the massage industry struggles to be identified as far away from these establishments as possible, and to be lumped in the same category is stifling, and detrimental to our reputation as a whole. I am disappointed to know the decision maker who holds our fate in his hands knows very little of the massage industry, or so it seems.

I am not writing to whine, I am writing to take action and be a part of the solution. What can I do to raise our reputation, to bring engagement, to let others hear our voice before we get drowned out?

Starting with this attachment, please accept my copy of a set of protocols that I intend to adopt when allowed to open. I do believe that if we align the efforts of all the boards and regulators providing guidelines, in a clear and actionable plan, to present our efforts unanimously, we will gain more acknowledgement that we are READY and PREPARED to reopen and start serving those and the passions we all possess.

Please review the protocols as a basis for establishing some regulations and guidance, as we all need clarity. I do have over 10 years in the business, as a past therapist myself, and business owner, I am active in making a difference. I was surprised to see the last post on the NV Massage Board Facebook was quite some time ago and I think guidance and leadership is something our licensees are seeking especially in a time like this. I'd like to help by establishing a public group, starting on FB, to assist with collaborating with other licensees and owners in the massage field for support, guidance and connection between colleagues. I have recently headed other community groups in support of self care and charitable donations to our volunteers, and health care workers. (Community Caregivers Initiative) and well as sponsored a program to donate massage services to first responders (Refuge Heroes). As of today, I have begun to organize a FB group called Reno/Sparks Massage Therapist Network. It is my hope to be able to pass on relevant information regarding current happenings in the massage and spa industry locally as it affects Reno.

I have passion, and want to see our spas and small businesses related to massage succeed, gain positive reputation, and make our communities thrive. Please review the attached protocols and let me know if they can be of any value to you. I have pulled resources from many various sources and organizations I belong to such as Amspa, ISPA, and info from the Board of Cosmetology. I will be attending the zoom board meeting tomorrow morning. I am able and willing to assist in any way.

--

Nyla Allen

Dolce Vita Wellness Spa / The Refuge Spa

Reopening Safety Procedures- Post Covid19

The guidelines contained in this document are supported by the emergency regulations recommended by the American Medical Spa Association, Nevada State Massage Board, Nevada State Board of Cosmetology, International SPA Association, as well as guidelines from OSHA, CDC, and EPA.

Purpose:

- To maintain a healthy environment committing to our sanitation policy and procedures for the overall protection and safety for all our guests and team members.

Workplace Accommodations for Employees:

Personal Protective Equipment will be provided to all employees as follows:

- Cloth double layer face masks or other suitable face mask will be provided for all employees while working.
 - Additional masks are available if it is necessary to require multiple mask changes throughout the day.
- Protective eyewear or face shields are available for any employee working in direct contact with face.
- Employees are required to wear a clean smock daily while performing services.
 - Company will be responsible for proper cleaning and laundering of uniform smocks and face masks daily to ensure proper sanitation with recommended laundry detergents and water temperatures.
- Social distancing standards will be established in communal staff areas (i.e. break rooms, dispensary) based on space available.
 - Additional computer workstations will be made available in other staff locations.
 - Additional break room areas will be provided with proper hand sanitizing facilities available.
- Additional training on sanitation and hygiene standards will be provided for all employees.
- Any employee with a temperature above 100.4 degrees Fahrenheit should not report to work.

Safety Recommendations for Guests:

To keep our guests and employees safe, we will ask all guests with appointments to:

- Signage will be posted in-spa and on website about the steps the spa is taking to ensure client, employee, and licensee safety will help the public know your commitment to their health and safety.
- Wash hands in an in-room sink with warm/hot water and soap for a minimum of 20 seconds or hand sanitizer at the start and end of a treatment/service.
- Refraining from visiting the spa if you or a household member have a fever, Covid-19 symptoms or communicable illness.
- Refraining from visiting the spa if you are under isolation or quarantine order/directive
- Respect the spa's sanitation and hygiene standards and processes posted within the spa and shared by employees.
- Prior to the spa providing services, a basic screening of the symptoms of COVID-19 will be conducted via phone confirmation, email confirmation or online health history intake form.
 - During the past 14 days have you experienced a fever, dry cough, fatigue, or systemic muscle aches or pain?

- During the past 14 days have you or anyone in your home experienced a fever, dry cough, fatigue, or systemic muscle aches or pain?
- During the past 14 days have you been around anyone who has experienced a fever, dry cough, fatigue, or systemic muscle aches or pain?
- Are you currently residing with anyone who has tested positive for COVID-19 or is being quarantined for possible exposure to COVID-19 or any other pathogen?
- Have you taken any medication in the past 6 hours that could have lowered your body temperature such as aspirin, Tylenol, or Ibuprofen?
- Have you travelled outside the state of Nevada in the past 14 days?

Social Distancing:

- A link for online client intake and release forms will be sent via email confirmation prior to appointment.
- Confirmation calls will remind guests to complete forms prior to appointment. When this is not possible pens and clipboards should be sanitized between each use.
- For retail purchases that don't necessitate in-store purchase, curbside delivery is available
- Social distancing in waiting areas and locker rooms should be maintained at least 6 feet apart
- If a client responds to any of the screening questions, the company has the right to refuse service.
- During this time guests will be allowed to forgo communal spaces and relaxation areas, if requested.
- If requested, robes, sandals and locker use can also be foregone and guests will be guided directly to the treatment room instead.
- As each guest enters the facility, appropriate signage will inform of the social distancing practices being observed..
- Chairs in the spas front lobby or waiting area will be spaced at least 6 feet apart.

Sanitation Guidelines:

These enhanced procedures ensure that normal sanitation practices continue as per state statutes with additional focus on more sanitation between each client.

- Schedule clients strategically, leaving enough time to complete the service, and thoroughly disinfect the treatment room before the arrival of the next guest
- Tools and treatment implements are cleaned and then disinfected with an EPA approved product for the recommended contact time.
- Unnecessary items from waiting areas, locker rooms, restrooms and treatment rooms will be removed.
- Personal items and amenities normally provided in the locker areas will be provided upon request.
- Phones, computers, cash registers, credit card equipment and other items used by employees to conduct business, should be sanitized between each guest.
- Reception desk staff should minimize their exposure to items touched by the guest. If possible, allow guests to swipe or insert their own credit card. If cash transactions are unavoidable, follow the handwashing protocol and sanitize any surface that came into contact during the exchange.
- Public contact with retail products should be minimized. Product recommendations may be selected and products placed in a bag for purchase.
- Testers will be removed from the retail area, locker rooms, and waiting areas.
- Treatment rooms shall be sanitized between each guest appointment with an EPA approved sanitizing product.
- Employees shall sanitize their hands before and after every guest and after handling any financial transaction.
- Provide tent cards or signage verifying EPA approved disinfecting methods, or have documentation on hand to provide details to guests if inquired.

Safety and Sanitation Protocols by Department

Front Desk Sanitation Guidelines

Personal Protective Equipment (PPE):

- The following equipment is provided to front desk employee use while working and/or cleaning
 - Cloth mask
 - Hand sanitizer touchless unit for public use upon entry
 - Hand sanitizer bottles for front desk area and lobby areas
 - Disinfectant wipes
 - EPA-registered disinfectant spray cleaner

Front Desk Operation Modifications:

- Implement contactless payment methods if possible.
- Relax refunds policy to guests unable to make their appointment due to illness with advance notice.
- Greet guests with a no-touch welcome ritual or greeting instead of a handshake.

Sanitation Protocols:

Spa surfaces and equipment that come into contact by employees or guests are required to be disinfected frequently.

- Electronics (ipads, credit card reader, phones) – clean after each use with a disinfectant wipe
- Office Equipment and Supplies
 - Keep clean and used pens separate until sanitized.
 - Disinfect doors, handles, and counters frequently.
 - Disinfect printers, keyboards, mouse equipment often or if multiple users.
 - Spray with disinfectant and wipe down every 30 mins
- Laundry Area
 - Wear gloves when collecting dirty laundry from locker rooms and bins.
 - Separate clean and dirty laundry and ensure laundry spaces don't get intermixed.
 - Wash hands or wear gloves when folding and storing clean laundry
 - Disinfect washing machine and dryer handles frequently after use.
- Lobby and Retail Areas
 - Wear gloves when handling retail items
 - Wipe down items that guests have handled but, declined to purchase

Massage Room Sanitization Guidelines

Personal Protective Equipment (PPE):

- Disinfecting Wipes, EPA approved
- Clean Linens
- Antibacterial Soap
- Cloth Face Mask
- Isopropyl Alcohol spray
- Nitrile Gloves (if desired)
- Hand Sanitizer
- Disinfecting spray cleaner, EPA approved

In-Session Protocol:

- The Massage Therapist is required to wear a mask throughout consultation and treatment.
- Guests are encouraged to wear a mask during treatment or as desired for comfort.
- Greet guests with a no-touch welcome ritual or greeting instead of a handshake.
- During consultation, guests are encouraged to wash hands for 20 seconds prior to getting on the massage table. Use hand sanitizer if hand washing is not available in room.
- After reentering the room with guest, and prior to starting a treatment, the Massage Therapist will wash their hands in sink and rub for no less than 20 seconds with warm water and antibacterial soap.
- Massage Therapist should provide verbal or visual indication of washing hands prior to and following treatments
- Massage Therapist is not required to wear gloves during treatment if hand washing protocol is followed before and after session.
- The top decorative blanket is for display. Once the guest is on the table, take the top blanket off the guest, and offer to provide an alternative blanket for warmth, either a massage towel, or terry sheet that is easily laundered.
- Facial massage should be limited unless the guest has agreed to have facial massage performed.

Post-Session Protocol:

- Prior to leaving the treatment, the Massage therapist will wash hands for no less than 20 seconds with warm water and antibacterial soap prior to leaving the treatment room.
- After each guest leaves the room, remove all linens from the table including headrest. Use 1-2 sanitizing wipes on the following surfaces:
 - massage oil bottles
 - aromatherapy bottles
 - technician stool
 - door handles
 - light switches
 - towel caddy
 - cabinetry handles
 - headrest handle
 - bolster
 - anything else that may have been touched during the treatment.
- Clean any used hot stones with hot soapy water and spray with alcohol or disinfectant. Let sit for 10 minutes, (or as professional instructions direct) before wiping and returning to the stone warmer.
- Replace clean linens, depositing soiled linens in dirty bins only.

Daily Turnover Protocol: 5-10 minutes at end of day

- At the end of each day
 - Remove all unused towels from the towel warmer and place them in the laundry.
 - Remove the water collection tray from the bottom of the towel warmer and wipe with a sanitizing wipe.
 - Wipe down the towel warmer with sanitizing wipe.
 - Ensure oil warmers are wiped down and sanitized and interior maintained for oil spills.
 - Remove bottom fitted protection table sheet and face rest cover and replace with another set for base layer protection.

Weekly Turnover Protocol: 5-10 minutes weekly

- Turn over top blanket once a week according to the rotation schedule
- The last person to use the room for the day will be responsible for stripping all linens and blankets on the table, and replacing with new base linens, fitted and flat sheet and headrest.
- The first therapist the next day will be responsible for replacing a cleaned blanket.

Communal Public Areas Sanitation Guidelines

Personal Protective Equipment (PPE):

- The following equipment is provided for use in disinfecting communal areas and public spaces:
 - Hand sanitizer touchless unit for public use upon entry
 - Hand sanitizer bottles for front desk area and lobby areas
 - Disinfectant wipes
 - EPA-registered disinfectant spray cleaner

Sanitation Protocols:

- Locker Room
 - Assign lockers so that guest with the same appointment times have separation
 - Wipe locker doors, interior and exterior, and keypad with disinfectant wipes after each use, or check frequently and sanitize every 30 minutes. Use wipes instead of spray on digital locks.
 - Attendant to monitor locker room areas every 30 minutes disinfecting door handles, doors, counters, faucets, toilet handles.
- Infrared Sauna
 - Restrict infrared sauna use to by appointment only.
 - Replace bench towels after each use, check every 30 mins
 - Disinfect glass doors and handles after each use and allow cleaning time in between sessions.
- Relaxation Lounge
 - Remove magazines and any excessive paper marketing material
 - Snack amenities and beverage service will be temporarily suspended. Plastic water bottles will be provided after treatments instead.
- Employee Break Areas
 - Sanitize refrigerator doors, microwave, coffee maker, cabinetry, faucets with sanitizing spray or wipes often and provide hand sanitizer for employee use
 - Disallow excessive gathering in break areas and allow outside seating or expanded employee areas for social distancing.



Tereza Van Horn

Subject: FW: Meeting Questions

Sent: Thursday, May 7, 2020 9:37 PM

To: Sandy J. Anderson <sjanderson@lmt.nv.gov>

Subject: Meeting Questions

Hello,

I'm a Nevada licensed massage therapist. For the meeting happening 5/8, I am hoping that you will discuss whether the law/ phases may be different for massage in a solo practice versus in a spa or other setting with many people.

I am most interested in what SPECIFIC actions we can take to be as safe as possible, including actual brands or types of masks, air filters, cleaning supplies, etc. as well as best practices for table linens.

I am also very curious where the board stands on emerging evidence of clotting issues arising from COVID (even when asymptomatic) that may increase incidents of stroke. This is my number one fear about returning to work and would love any guidance on the matter.

Thank you,

Erica Riddle

Tereza Van Horn

Subject: FW: Comments for Massage Board Special Mtg 5/8/20
Attachments: LETTER TO NEVADA BOARD OF MASSAGE.pdf

Sent: Thursday, May 7, 2020 8:34 PM
To: Sandy J. Anderson <sjanderson@lmt.nv.gov>
Subject: Comments for Massage Board Special Mtg 5/8/20

Dear Sandy,

Please make a point of adding the comments of a Structural Integration Practitioner to your minutes for tomorrow's meeting of the Nevada Massage Board. Thank you.

Sincerely,

Joe Dunkley, Licensed Structural Integration Practitioner
JD Roling, Incline Village, NV
(PDF attachment below)

DATE: May 7, 2020

TO: Nevada State Board of Massage Therapy and Governor Sisolak

FROM: Joe Dunkley of JD Roling, Incline Village, Licensed Structural Integration Practitioner #NVS10015

RE: Phase 1 Reopening

Dear Sir or Madam:

As a Licensed Structural Integration Practitioner in Nevada I would like to make a statement regarding the Phase I reopening plan of licensed therapists by the Nevada State Board of Massage Therapy.

In 2018, the NV Massage Board specifically separated the license of Structural Integration from that of massage therapy due to the recognition of the more advanced training, longer hours and therapeutic nature of Structural Integration.

The definition of structural integration is:

“Structural integration” means the application of a system of manual therapy, movement education and embodiment education that is intended to improve the functional relationship of the parts of the human body to each other within the influences of gravity.”

I would like to emphasize “*manual therapy...to improve functional relationship of the parts of the body to each other*”. Dysfunctional relationship (or misalignments) are sources of great pain, nerve entrapments and in many cases extreme discomfort for patients. Structural Integration plays a critical role in the health of Nevada residents by treating and reducing acute pain, chronic pain and suffering and the need for pain medication, including highly addictive opioids.

I personally, in my 20+ years in practice, have helped hundreds of patients avoid surgeries, break pain medicine addictions and solve problems such as jaw and TMJ misalignments that have no other solutions in medicine or alternative medicine.

Nevada residents have relied on me to provide treatment for their injuries when nothing else has helped. Many patients' treatment and progress was cut short by the closure of this critically important therapy in March. My patients have been anxiously waiting to resume their time sensitive therapy.

The reopening of the practices of Structural Integration should not be tied to massage parlors, tattoo & piercing, spas and tanning salons. Structural Integration is an essential health giving service it is NOT recreational, NOT for pleasure and NOT an amusement. It is a scientifically validated therapy that provides a critical life sustaining service to the residents of Nevada.

Structural Integration Practitioners see only one (1) patient at a time and maintain offices that are inspected by the Board and already verified to be following thorough hygiene practices.

Open the offices of Structural Integration Practitioners now in Phase 1.

Sincerely,

Joe Dunkley

Licensed Structural Integration Practitioner #NVTI0015

DATE: May 7, 2020

TO: Nevada State Board of Massage Therapy and Governor Sisolak

FROM: Joe Dunkley of JD Rolfing, Incline Village, Licensed Structural Integration Practitioner #NVTI0015

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Sincerely,

Joe Dunkley
Licensed Structural Integration Practitioner #NVTI0015

May 7, 2020 Nevada State Board
Anne Webber Pascua

Dear Esteemed Board Members,

I have been a Massage Therapist for 18 years, and am currently a Massage Therapist at Massage Envy Blue Diamond. I have worked in the medical massage field, and spas during that time.

I appreciate your time reviewing this letter. The majority of my co-workers, as well as most therapists I know that work on the strip share these same views. I am writing you to discuss concerns regarding the current pandemic as it relates to massage. Specifically, in regards to the plan to re-open Nevada, massage and massage establishments.

The virus is far more infectious than the flu. Look at all of the businesses planning on making contactless payment, ready to shield employees from the potential risk of catching the virus with plexiglass. This shows it is not safe for close-contact workers! The science indicates a person must remain at least six feet away from another to avoid transmission. All of this we know, yet some think it might be acceptable to receive or give massage - an action that requires close personal contact. Standing only inches from the client, touching skin on skin. It is impossible to eliminate the risk of infection as a massage therapist or client. The highly contagious and lethal nature of this virus is a ticking time bomb for those in this industry, if we are forced to return to work too soon.

We must assume every client is COVID-19 positive and asymptomatic, therefore potentially contagious. Even with proper PPE (gloves, gown, masks); we cannot eliminate the risk. Working on clients at this stage negates EVERYTHING we have ever learned about massage and contraindications.

We must not, in good conscience, place the public or massage therapists at risk. Contact is completely unsafe. Massage cannot be done safely during this time. We must wait until testing is more readily available, when contact tracing has begun, when the infection rate has dropped significantly across the country and when PPE is available.

I implore you to lobby on our behalf to stay closed until this downward trajectory, and stage returning only to those that have been tested positive for the antibodies to the virus. Otherwise, we will lose our unemployment benefits by returning too early and the infection rate spiking (as has already been shown by those that have opened too soon) and being forced a second, more debilitating shut down. After a downward trajectory, stage returning only to those that have been tested positive for the antibodies to the virus.

Please help us advocate for public safety, for the contact tracing and testing. Only then should you assist us in navigating a data-led slow return, backed by science and not finances. I know many of us are struggling but we cannot afford to put the lives of ourselves and the many visitors to Las Vegas on the line. This is not the time to gamble on Las Vegas.

Sincerely yours,
Anne Webber Pascua License #NV6224

Tereza Van Horn

Subject: FW: Medical massage

Sent: Thursday, May 7, 2020 8:10 PM

To: Sandy J. Anderson <sjanderson@lmt.nv.gov>

Subject: Medical massage

Hi Sandra

Would it be possible to push for medical massage therapist to be able to continue business? There are a lot of us who rent in chiropractic offices and work for chiropractors . We are a medical necessity . My frustration is that massage therapy has been generalized throughout this pandemic and we as medical massage practitioners aren't being considered "equal" in the medical community .

Regards

Michael Lee
Tru Care

Tereza Van Horn

Subject: FW: Thérapie medical massage - Special Board meeting May 8th 9:00 am

Sent: Thursday, May 7, 2020 7:09 PM

To: Sandy J. Anderson <sjanderson@lmt.nv.gov>

Subject: Thérapie medical massage - Special Board meeting May 8th 9:00 am

We are getting requests from physicians offices and need to know if we can get a special dispensation to open for their patients?

Thank you,

Consuelo Quintanar
LIC. NVMT. 8326

Sent from my T-Mobile 4G LTE Device

Tereza Van Horn

Subject: FW: Reopening

Sent: Thursday, May 7, 2020 6:59 PM

To: Sandy J. Anderson <sjanderson@lmt.nv.gov>

Subject: Reopening

I know this is late however I hope you will still consider my email.

I hope the board will consider pushing forward to help the independent massage therapists to open up sooner than Phase 2. The services I provide for my clients are VERY essential to their pain management. I

ABSOLUTELY believe that we can be safe and sanitary while performing our services; just as much as a nail technician hair stylist. As an independent, I have more control over my space and cleanliness. I have a report with my clients and can screen them easily.

Thank you for your time.

Cameo

Sent from my Verizon, Samsung Galaxy smartphone

Tereza Van Horn

Subject: FW: Client testimonials
Attachments: Summary of notes from our clients lending their voice in requesting a new permit for our business.docx

Sent: Thursday, May 7, 2020 6:46 PM
To: Sandy J. Anderson <sjanderson@lmt.nv.gov>
Subject: Client testimonials

Hi Sandy –
I wanted to send you this before tomorrow's meeting. It is from when client's wrote in support of our renewal for our special use permit. I think it will lend support to our comments tomorrow.
Thanks so much for your time with this.
Warmest regards,
Sally

Sally Spurgeon, LMT, MMP, BCTMB
Certified Lymphedema Therapist
Thérapie
www.therapielv.com
www.yournewbreastfriend.com

Summary of notes from some of our clients lending their voice to request a new permit for Thérapie:

To Whom It May Concern,

I am writing to ask that you continue to grant Thérapie permission to operate at its current location.

I am a breast cancer survivor. I had a double mastectomy. As a result of that double mastectomy I have dealt with lymphedema, cording, and lots of other scar tissue. I had been to medical lymphedema treatment centers which were helpful, but Thérapie has truly been a wonderful gift for me! My scar tissue is releasing and the pain levels are going down, and I cannot express just how grateful I am that they exist!!! Without them I would be forced to have pain and swelling that only their expertise has help in such tremendous ways.

The staff is compassionate and kind, and I cannot think of someone better to be utilizing the space they are in. They serve the community in ways that cannot totally be understood without having gone through such traumatic surgeries and recoveries.

Please allow them to maintain their current space.

Thank you.

Jennifer Douglas

Dear Sally:

I am writing to lend my support for your continued licensing.

I have been a client for 4 years during my breast cancer challenge. I am fortunate to have received the incredible massage you invented which helps ease the pain of the lymphedema resulting from a mastectomy and 3 cancer recurrences. The therapists you've trained are professional and compassionate. When I walk in the door I feel as though I am coming home to a safe place where I can share my fears and find some peace. I don't know what I would do if you were not available in your current location which is near my home and on my way to Comprehensive Cancer South West and I know many other clients feel the same. We need Thérapie where it is and how it is!

I give you permission to use my name and this recommendation.

Sincerely,

Mary McCormick

My bi-lateral mastectomy in November 2018 was followed by an emergency reconstruction, due to skin necrosis, in January 2019. I was in horrible pain with my arms seemingly frozen to my sides and had rope-like scar tissue stretching across my chest. A fellow survivor recommended Thérapie to me and even bought my first session to motivate me to go. I had been to Lymphatic Therapy Facility before going to Thérapie, and it was cold and clinical. Going to Thérapie was a completely different experience. Their facility made me feel pampered. Pampering might seem like an easy goal for a Massage Establishment to achieve, but it's not easy to pamper a cancer survivor. We only do things to get and or remain cancer free. We forget about our inner selves and stay focused on the pain in our bodies. Being at Thérapie, being made to feel comfortable with my scar ravaged body, even if just for an hour, was amazing. I hope they will be able to remain where they are currently located because they are so central to the entire valley, and therefore to many woman. Woman who just don't need a massage but need to be pampered in order to heal.

Best, AGO

Aileen G. Osborne

Thérapie is such a special place that is a gift to this community. True therapeutic massage is hard to come by in Las Vegas, and Thérapie has such knowledgeable therapists who truly help their patients.

-Tara Erson, DMD"

All concerned,

I was introduced to Thérapie by my Pilates instructor, Annie Grandmaison, also a staff member at this location.

Currently, I work for the City of Las Vegas Department of Planning and have been a Code Enforcement Officer since 2001.

I believe the staff and management of this establishment understand the value and responsibility of maintaining a privilege license and adherence to SUP conditions.

In my experience, Thérapie provides a professional and pleasant environment commensurate with wellness and serenity.

Stephanie Demoleas

My breast cancer story is not unique, I have had 6 surgeries and am now 5 years cancer free. But what is unique about my story is how lucky I was to have found Sally Spurgeon and her amazing Thérapie massage business. I lived with constant pain from the many surgeries until being referred to Thérapie for mastectomy massage treatments. They literally changed my life!

I went for monthly massage to manage my pain, help my range of motion and to give my life some normal again. This was unique because to my knowledge there are no other Massage businesses in Las Vegas offering the life changing massage technique that Thérapie offers. I am forever grateful to Thérapie and to Sally for providing unique rehabilitative massage treatments for so many in need!

It is so important for Thérapie to be granted permission to remain in its current location as it is centrally located and is a destination business whose clients are sent primarily by referral. This is not a walk-in type massage business and its current location helps to keep the privacy and personal intimacy so needed for those of us who wish to continue to be able to take advantage of all the wonderful rehabilitative treatments that Thérapie offers.

A. Gutzwa

Sally Spurgeon and her staff are the absolute best massage therapists in Las Vegas. They helped me deal with the painful aftermath of orthopaedic surgery in 2010, and greatly hastened my healing. The bodywork, and advice, I have gotten from Therapie has "fixed " my chronic sacro-iliac problems, as long as I continue to follow the advice!

Mary Mc Fadden

Several years after my bilateral mastectomy I was interested in breast reconstruction. My surgeon referred me to Therapie because my chest tissue was damaged and thinned from the effects of radiation. I don't remember specific dates now but do know I was in treatment for some months, one to three times a week. The treatments were beneficial and I subsequently had successful reconstruction on both breasts. My experience at Therapie was 100% positive and my treatment made all the difference. I am very grateful to all of the Therapie team.

Sincerely,
Henri Hale

Hi! I think there need to be more establishments like this for women. To be able to get these types of massages helped me so much when I was having issues with my breast implants and no other place in town will use any modalities to help women with breast issues. I wish I could afford to go back now after my implant removal because I still have breast pain, but at least I know there is somewhere I can go that won't turn me away for needing breast care.

Thank you, this is a great business for women!!

K Bruno

I was so delighted to find a therapeutic massage establishment that focused on breast health after my breast cancer diagnosis and surgery. I had radiation and a double mastectomy and, like many women post treatment, I suffer from painful scarring, swelling, fluid build-up and the other discomforts brought on by my cancer treatment. The damage caused by radiation to my connective tissue (skin, fascia and muscles) on my chest and arm pits can only be assisted by professional and focused treatments. Physical therapy can only go so far to help with post treatment symptoms and in some cases can irritate the affected areas. Breast massage and lymphatic drainage treatment helped me with many symptoms. My massage treatment plan consists of Post-Mastectomy Massage and Manual Lymphatic Drainage to help deal with my scars, swelling, lymphedema and pain. All three therapists that I have seen at Thérapie have been understanding, professional, kind and knowledgeable. My healing and wellbeing is always their priority while developing my personalized treatment plan. The massage methods and treatments provided by Thérapie continue to help me with my recovery. I can't imagine not having a safe massage clinic to go to for my treatments.

Kelli Henderson

To whom it may concern:

Thérapie's work is the best in our state

They are the best therapists I have worked with. I look forward to many years having of continued healing.

My sincerest

Linda Griner

Since going to Therapie for the lymphatic drainage and TMJ massages, I have not been sick in a year. This is huge, as all of my life I would find myself with a sore throat or ear ache every 3 mos. I think the specialty massages offered at Therapie are quality of life changing. I would like to see Therapie remain at their present location, it is convenient and peaceful. I am not aware of any other facility like this in Vegas, so I want to see it stay.

Sincerely,

Linda Holloway

I realized I found a gem after my very first lymphatic massage at Therapie. It was my second message in Vegas but my first at Therapie. Their technique was much different than what I had experienced. The staff, the care, the attention paid to my needs and request for my post op care it why I continued my treatments. Because of the care and loving hands I received at Therapie, I had minimum swelling, no discomfort, no seromas, and obtained optimal results following my tummy tuck and Lipo procedure with the services provided by this amazing facility. Thank You So Much Sally and Therapie!!!

Markisha Rogers

I was a client at Therapie Las Vegas for 6-8 months last year for Lymphatic Massage Therapy. This therapy was suggested by my doctor after having lower and upper abdominal laser liposuction.

I was given therapy twice a week by the most professional, kind, caring and patient therapist, ConnieQ. Connie made life changes for me and my body and I am forever great full for her and Sally at Therapie Las Vegas.

Sincerely,

Inez Sweet

I have been going to Therapie every month for almost five years. The service you provide is far more than just a massage. I had several surgeries and I received special massages to ease pain and prevent scar tissue. Michelle has been excellent each time. I've recommended Therapie to several friends. Outstanding service and always very professional. Thank you.

Vicki Guillory

Therapie has changed my life. It is convenient, impeccably clean and professional. After being a faithful patron for almost as long as they've been in business, I cannot say enough good things about Sally, her staff and her business. I don't know what I'd do without them!! They definitely should be allowed to continue in this location and their special use permit granted.

Sincerely, Marilyn Kurz

To Whom it may Concern,

I've known of Therapie Services for 5-6 years, first introduced to it by meeting Sally Spurgeon, Owner and cancer survivor. Sally has created a sanctuary for medical, physical and emotional support for both medically-challenged and healthy clients.

Given Sally's background, medically and professional-training-wise, she has carefully structured the services she and her co-workers provide to be of the highest quality and integrity for client healing. Her sanitation focus makes the environment one that any health-compromised client can feel secure.

As an Esthetician, now retired, but having specialized in skin care for cancer patients and survivors, I frequently referred clients to Therapie for their body work.

Donna Kris, BA, LE

Las Vegas, NV

My name is Dave Halterman and I would like to let you know that the massage services provided by Therapie and its various therapists have been instrumental in helping me not only recover after a serious leg injury, but the services I receive have made it possible for me to continue being active and doing the things I enjoy.

Approximately six years ago, I suffered a severe hamstring injury while playing hockey. Because the injury occurred in an area not conducive to standard physical therapy (very high on the leg and to the interior of the gluteus muscle) I suffered with pain, lack of mobility and constant irritation when I slept or sat for long periods. My physician had warned me that the area of the injury was difficult to rehab and it would be a slow process.

As my wife had utilized Therapie following her breast surgery, I knew the therapists there did more than simple massage services. I visited Sallie and literally after the first session, I was drastically improved. Sallie pinpointed the site of my injury, providing focused services such as stretching, cupping and massage techniques to immediately alleviate the bulk of my pain. Therapie is not just for a 'feel good' massage. The therapists there are highly trained and able to provide distinct, clinically-oriented services that address specific problems. To this day, every therapist who has worked on me has been extremely professional, polite and engaging. The suite is always clean, well-maintained and professionally presented. Patient confidentiality, safety and comfort has always been forefront in their services.

I would like to thank Sallie and all her therapists for continuing to provide my monthly services. I am back to playing hockey - something I thought would be lost to me after almost 30 years of playing - and I am able to maintain an active lifestyle. I firmly believe none of that would be possible without the exceptional services provided by Sallie and the Therapie team.

Thank you

Dave Halterman, PharmD

Thérapie is an exceptional massage and bodywork business that has helped me and many people I've referred there. It was referred to me by my personal trainer as a place for excellent bodywork. I became a fan and sent my girlfriend there when she was going through breast cancer to help her recover from surgery. I also took my mother in law, who was also going through cancer treatment. Sally and her team are all dedicated professionals who go above and beyond to help clients feel their best. I've referred numerous people to Thérapie and highly recommend they stay in business at their current location.

Lisa Kalkes | OptumCare
Associate Director of Marketing

To Whom It May Concern:

Thérapie is a much needed establishment that sells amazing products and offers first class services. The staff is exceptional and so open and helpful regarding questions about their products and the services available. They have helped many customers achieve a sense of relief whether it be through massage or the exceptional and sometimes hard to find products they sell.

Thank you for allowing them to remain in service and at such a convenient location.

Jolene W.

The Epoxy App Team

Hello Sally!

I called today to schedule a massage on Sunday and it inspired to take a moment to thank you for the wonderful massage treatments I have received at Thérapie for many years. Your place has always been clean, peaceful and filled with Therapist who are professional. Like many others, I live a life that is full of stress, family, work and community service. The treatments at your place give me relief and healing from all these factors. Simply thanks for establishing and maintaining a place where I can visit to simply feel better physically, emotionally and spiritually!

Sincerely,

Billie M. Bastian

I was having shoulder issues and Annie really helped me rehab that shoulder! Love the service and staff is great. Thank you so much!

Nichole Crock, CDP RFA

To Whom it May Concern,

My name is Robin Starr, I had a bi-lateral mastectomy. My neighbor Brenda had one as well. She bought me a gift certificate to Thérapie for a breast massage. My breast surgeon also recommended a breast massage at Thérapie. I was a bit shy about going, but went anyway.

I was incredibly surprised at the relief I felt as they worked on my adhesions and scar tissue. They were kind, informative, helpful, and reasonably priced. The ladies at Thérapie are professional and courteous. I would sad to lose this wonderful service, and I recommend anyone who has had a mastectomy to go to Thérapie.

Thank you,

Robin Starr

My husband and I have been going for services at Thérapie for nearly 10 years. Guy originally needed help with shoulders and carpal tunnel. All of his concerns were met and he established rapport with excellent therapists. I went with various concerns including back and shoulder issues. Again, my expectations were exceeded. Although it has been sometime since we were treated, we enjoy keeping up with the newsletters about new therapists and treatments.

Many thanks,
Tina and Guy Asher

To whom it may concern

I'm happy to say as of 2 days ago I am an 8 year breast cancer survivor.

During 2012 I had 3 major surgeries. Ninety-nine percent of both breast were removed and I was put back together with cadaver parts.

I truly believe a good part of my healing came from the people at this facility. Their knowledge of how to massage the breast during my recovery and the professional attitude they showed me allowed me to keep my dignity during this time.

Because of the wonderful care I received I was able to return to work as a flight attendant. There is no 'light duty' available in my job title so I was so happy to have the opportunity to prove to my employer I could perform all duties required to keep my job.

Thank you for being there when I needed you and I hope the future allows you to be there for the next person that needs you.

Always great full
Khristine Ogden

I have been visiting Therapie since September of last year for regular lymphatic massages after some plastic surgery. Becki as well as the rest of the staff have been phenomenal! Very attentive and caring. Becki always pays attention to what I need and is so so kind.

I'm grateful to have found Therapie
Marina Wasniak

Over the last several years I've visited Thérapie seeking relief related to injury and illness.

They have been most beneficial to my healing and overall Health.

Their Salon is clean and peaceful and each Massage Specialists have individual training giving me many options for my needs. I especially love that they are close by my home and offer so much more than other massage businesses.

D. Garrett

You saved my back and you keep me able to work, walk, and free of much of my pain. Your magic hands and service are invaluable. Thank you for amazing professionalism, all your help, and good advice.

Lynda A. Lavin

Dear Sally,

In 2015 I was diagnosed with breast cancer, and right after my surgery I came to Therapie for treatment.

I didn't know about Breast massage, but Jennifer made me feel very comfortable. My breast are always dense, and after the massage, I felt like I had no breast. Due to all the fluid in my breast, Jennifer educated me how to massage my own breast, so they won't be so dense, and painful. Therapie is an awesome place for post treatments, Breast massage, oncology massage, and more. I highly recommend Therapie. Thank you very much

Christine Garner-MMT

In 2012 I had a medical procedure and went over to Sallie at Therapies Massage . I required lymph drainage massage to help heal after the surgery and Sally and her team did a phenomenal job at moving the toxins out of my body and helping my body to heal in the safest quickest possible way this was recommended by my doctor and using the Therapie Clinic was the perfect choice.

I received over a dozen treatments with the package that I purchased and have been to them many times beyond that for regular deep tissue massage and would recommend them to anyone.

Thank you and I wish the best of health to all

Monica Lablanc

To Whom It May Concern,

I have had the opportunity to utilize the services at Thérapie for the past 3 years. I had a bi-lateral mastectomy 11 years ago, and despite visiting many doctors and massage providers was not able to find relief from the constant pain as a result of the multiple surgeries.

The Spurgeon Method that Sally and her team utilize, has been the only massage treatment that has provided complete pain relief from the symptoms I previously had. Thérapie and the team that work there are a gift to our community and work miracles for women who have had medical treatments as a result of having breast cancer. My quality of life has improved dramatically as a result of Thérapie.

Please feel free to contact me if you would like to know more about my experience with Thérapie and the team.

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 **MIRAMONTES**

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Tereza Van Horn

Subject: FW: 5/8/20 Board Meeting

Sent: Thursday, May 7, 2020 5:58 PM

To: Sandy J. Anderson <sjanderson@lmt.nv.gov>

Subject: 5/8/20 Board Meeting

Hello,

I am a small business owner, I own a medical massage establishment , categorized as such by the City of Las Vegas. Just opened in Sept 2019, but I've been licensed to practice in Nevada since 1997 as an independent contractor. My office is a stand alone establishment, less than 900sqft. I have only 4 employees and the maximum occupancy is 8. We offer no spa services, only medical and sports therapy. Our clients list is primarily made up of pre/post injury, chronic pain and direct Dr. referrals. I am asking for your consideration in allowing us to re open during Phase 1. In addition to our already strict cleaning protocols and the guidelines presented by the board and CDC, we have increased time between client sessions to avoid interaction as clients come in and out of their sessions and no more than 5 people are ever in the entire office at any given time with no more than 2 people in a room.

I truly respect and appreciate the guidelines set forth to protect the public from the affects of COVID-19, I just feel that our practice should not fall under the same category as a spa due to our size and demographic of our clientele.

I appreciate your consideration. Thank you.

Angel Hammering

Tereza Van Horn

Subject: FW: Calling out the governor

Sent: Thursday, May 7, 2020 5:58 PM

To: Sandy J. Anderson <sjanderson@lmt.nv.gov>

Subject: Calling out the governor

Dear Sarah,

Today's press release of the Governors decision to open business that exclude: Strip clubs, Massage parlors, and Brothels was highly disturbing.

It is no wonder that massage practitioners continue to be solicited for sexual favors when we are put not only on this list but directly in the middle of it.

We should have been address separately and as such:

Massage practices will also remain closed as the Licensing Board develops systems and protocols for safe therapeutic touch services.

I have been in our industry for over 6 years and been a medical assistant for 14 years.

I think that it is important for the board to address this with all media and governor and demand that they change the way that they represent us in the community. Every newscast that they continue to associate us with the sex industry does a tremendous amount of harm to our legitimacy and reputations in the community.

Karla's Massage & Bodywork
Karla Rice, LMT(NVMT6591)

Tereza Van Horn

Subject: FW: Stay at home directive

Sent: Friday, May 8, 2020 8:55 AM

To: Sandy J. Anderson <sjanderson@lmt.nv.gov>

Subject: Stay at home directive

Hello,

My name is Stephanie, I have been a LMT for 4 years. In my 4 years I have developed amazing relationships with several local chiropractors and PTs in the area and I work closely with them doing restorative massage therapy for their patients. Most of the people I see come to me with a doctors note indicating that the massage is necessary. These last few months of not providing services for them has been extremely debilitating for their pain management needs.

While I understand the initial need to stay home and flatten the curve, I am incredibly disappointed that these types of cases were taken into consideration for the phase 1 reopen. And while yes, my job is my financial livelihood and I am feeling the pressure of being without income, I am more concerned about my clients who rely on my care to manage their pain. In my eyes, the eyes of the doctors I work and most importantly the eyes of my clients the work I do is essential. And I am not the only practitioner sitting in this same boat. While I agree that not all types of massage may be necessary at this time, there has to be some type of consideration for those of us who are providing a medical service.

I know that this email is late in getting to you, I just found it late last night. But I truly hope that you can present these scenarios for consideration so that those of us who have clients with medical need for massage can continue getting treatment.

Thank you so much for your time and consideration

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Thank you,
Stephanie Engel
Director of Massage Therapy

Tereza Van Horn

Subject: FW: Meeting May 8

Sent: Friday, May 8, 2020 9:09 AM
To: Sandy J. Anderson <sjanderson@lmt.nv.gov>
Subject: Meeting May 8

Questions:

I heard some protocols that were being discussed for reopening Massage.

Will this be the protocol developed or Required by the Board?

Will this be protocol for mobile home visits and for Casino and Chair Massage?

Massage in Spa is not in phase 1 but are Home Visit Massage permitted in Phase 1? With the protocol?

- 1.). Sanitation of equipment including handles and complete surface.
- 2.). Washing hands at contact with client, after sanitation, before massage, end of massage.
- 3.). Temperature checks for client and therapist prior to service
- 4.). COVID19 questionnaires for Therapist and client prior to treatment.
- 5.). Face cover for therapist and client.
- 6.). change of clothes for each client.
- 7.). Client provides sheets or therapist has for each client
- 8.). Cleaning products bagged in baggies and disposed of.
- 9.). Hand sanitizer used during treatment

Jayne
Sent from my iPhone

Tereza Van Horn

Subject: FW: Katie Glazier from Wynn spa

Sent: Thursday, May 7, 2020 7:15 PM

To: Sandy J. Anderson <sjanderson@lmt.nv.gov>

Subject: Katie Glazier from Wynn spa

Hi Sandra,

I missed the deadline for the meeting tomorrow. Sisolaks comments about massage parlors opening are disturbing. The placement between brothels and strip clubs is abhorrent. This is an issue for a lot of therapists right now. Where is the best ace for our feedback to this Governor?

Thank you hope you are faring well.

Best regards, Katie Glazier

Sent from my Verizon, Samsung Galaxy smartphone

Tereza Van Horn

Subject: FW: Thrombosis

Sent: Friday, May 8, 2020 6:08 AM

To: Sandy J. Anderson <sjanderson@lmt.nv.gov>

Subject: Thrombosis

Are there any precautions we can take in regards to the thrombosis fear post Covid?

Amy Burkett, LMT

Owner, Breathe Bar

renobreathebar.com

Tereza Van Horn

Subject:

FW: THANK YOU!

Sent: Friday, May 8, 2020 12:47 PM

To: Sandy J. Anderson <sjanderson@lmt.nv.gov>

Subject: THANK YOU!

I just wanted to say thank you so much to everyone at the Board for doing all the heavy lifting so that we can continue to practice safely in NV. Also just a shout out about how wonderfully ran the meeting was. The board was positive and kind and patient no matter how many times they had to repeat themselves. I have friends in the beauty industry and their take away from the cosmetology board meeting the other day was night and day from ours. I am so glad to be part of a community that tries to treat each other with respect even when there's a difference in opinion. Cheers! Brandi Goodson

Tereza Van Horn

Subject: FW: May 8, 2020 meeting - We are Massage "PARLORS"?

Sent: Friday, May 8, 2020 10:02 AM

To: Sandy J. Anderson <sjanderson@lmt.nv.gov>

Subject: May 8, 2020 meeting - We are Massage "PARLORS"?

Good morning Sandra Anderson,

I am APPALLED by the way my profession is consistently categorized as part of the sex industry. I believe the year is 2020 and I am a **MEDICAL PROFESSIONAL!** I possess a degree in Biology, including courses in immunology, microbiology, virology, genetics; to name a few. I have worked in the medical setting both in clinical laboratory, hospital, and doctor's offices in many capacities. As a massage therapist, I have a practice and I've worked with cirque du soleil las vegas here locally. My practice is made of nearly 75% referrals by physicians! The consistent stigma perpetrated by governing officials is **APPALLING!** The May 7, 2020, post Gov. Sisloak's speech on the next phase of opening needs to be addressed! KTNV, Channel 13 Action News, stated that in Gov. Sisolak's press release, May 7, 2020, the phase one of opening did not include "Strip clubs, brothels nor **massage parlors...**" WELL, no wonder massage practitioners continue to be solicited for sexual favors when we are put not only on this list but directly in the middle of it.

I'm certain this could have been stated differently! Perhaps :

Massage practices will also remain closed as the Licensing Board develops systems and protocols for safe therapeutic touch services.

Your Partner in Health,
Brigitte Papp, LMT (BCTMB)

Tereza Van Horn

Subject: FW: Comments on Protocols and rule making

Sent: Friday, May 8, 2020 9:40 AM

To: Sandy J. Anderson <sjanderson@lmt.nv.gov>

Subject: Comments on Protocols and rule making

Hey Sandy,

Here are my comments:

Workplace accommodations

Establishments SHALL provide facemasks.

Adequate time should be provided between appointments - Appointments should be staggered to avoid more than one person entering or leaving the establishment at one time.

Sanitizing hands between every client – should we also say or wash with soap and water for 20 seconds? I think sanitizing only leads people to hand sanitizers only and soap and water is available.

Worried about the Desk Buddy/Pillow – maybe put that all linens need to be replaced between every client (includes pillow cases)

RULES

Section 6 (5) clean doorknobs, light switches, chairs etc – Lockers? Lockers and locker rooms are closed off in many states – how can someone keep track of which locker was used and where did they place their close on the locker bench and what did they touch in the room. Locker rooms should be shut down for now. Am up for discussion on that one. If locker rooms are open only one in there at all times and the entire room has to be sanitized in between each use

That's all I have.

Oh yes, and we need to school Governor Sisolak on the proper language to refer to massage therapists. I am happy to take this on if it is easier. Massage parlors refer to sex workers. Please refer to massage therapists as, well, massage therapists and their businesses as massage businesses or massage establishments.

Thanks.

Laura B. Embleton

Government Relations Director

Associated Bodywork & Massage Professionals

Laura@abmp.com