

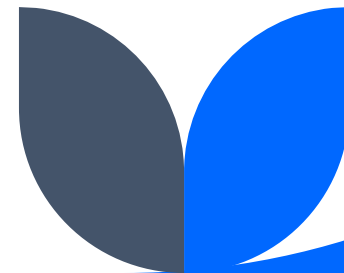


Inspection and Investigation Team

Meet the team

Becky SanGregorio – Compliance Inspector

- * Licensed Massage Therapist in NV
- * Owner/Operator Massage School in PA
- * 1.4 years with NSBMT



Meet the Team

Ryan Huffman – Compliance Inspector

- * Licensed Massage Therapist in NV
- * Corrections Counselor/Supervisor at a Youth Facility
- * 6 months with NSBMT



Meet the Team

Christy Brunner – Compliance Investigator

- * Human Resources
- * NSBMT Executive Asst to Inspector to Investigator
- * 11 years with NSBMT



What we do:

- Establishment Certificates
- Outcall Inspections
- Establishment Inspections
- Complaint Investigations



Becky:

- E.C. Applications/ Renewals
- Outcall Inspections
- Back up Establishment Inspections
- School Appearances



Ryan:

- Establishment Inspections
- Follow-up Inspections
- Agency Collaborations
- Investigations Assistance



Christy:

- Lead the Inspection Team
- Establishment Inspections
- Agency Collaborations
- School Appearances
- Complaint Investigations



*** Establishment inspections**

vs.

*** Outcall inspections**



Establishment inspections

- * Yearly
- * We aim to inspect 100% of the establishments in the state each year
- * Status of an inspection:
 - * Satisfactory
 - * MNO
 - * OOB
 - * Unsatisfactory
- * Unsatisfactory inspection triggers a follow up inspection 15 business days later



Nevada State Board of Massage Therapy

1755 E. Plumb Lane, Suite 252 Reno, NV 89502

PHONE: (775) 687-9955 FAX: (775) 786-4264

E-Mail: nvmassagebd@lmt.nv.gov

Website: <http://massagetherapy.nv.gov>

NSBMT COMPLIANCE INSPECTION

DATE: _____ TIME: _____ COMPLIANCE DATE: _____

ESTABLISHMENT NAME: _____

ADDRESS: _____

PHONE: _____ E-MAIL: _____

OWNER/MANAGER INFO: _____

REPRESENTATIVE NAME: _____ INSPECTION FOLLOW-UP

ESTABLISHMENT

FACILITIES NAC 640C.200	<input type="checkbox"/> SAT	<input type="checkbox"/> UNSAT	CLOTHING NAC 640C.250	<input type="checkbox"/> SAT	<input type="checkbox"/> UNSAT
CLEAN EQUIPMENT/ALL NAC 640C.200(2)(a)(b)	<input type="checkbox"/> SAT	<input type="checkbox"/> UNSAT	LICENSE DISPLAY NRS 640C.450(1)	<input type="checkbox"/> SAT	<input type="checkbox"/> UNSAT
MASSAGE EQUIPMENT NAC 640C.200(2)(c)	<input type="checkbox"/> SAT	<input type="checkbox"/> UNSAT	RESTROOM NAC 640C.300	<input type="checkbox"/> SAT	<input type="checkbox"/> UNSAT
FURNITURE NAC 640C.200(2)(c)	<input type="checkbox"/> SAT	<input type="checkbox"/> UNSAT	WATER 100° NAC 640C.260	<input type="checkbox"/> SAT	<input type="checkbox"/> UNSAT
ELECTRICAL EQUIPMENT NAC 640C.200(2)(d)	<input type="checkbox"/> SAT	<input type="checkbox"/> UNSAT	GARBAGE NAC 640C.290	<input type="checkbox"/> SAT	<input type="checkbox"/> UNSAT
HYDROTHERAPY EQUIPMENT NAC 640C.200(2)(e)	<input type="checkbox"/> SAT	<input type="checkbox"/> UNSAT	ADVERTISEMENTS NRS 640C.930/NAC 640C.350	<input type="checkbox"/> SAT	<input type="checkbox"/> UNSAT
LUBRICANT DISPENSED NAC 640C.210(1)(a)(2)	<input type="checkbox"/> SAT	<input type="checkbox"/> UNSAT	CLEAN LINEN NAC 640C.240(2)(3)	<input type="checkbox"/> SAT	<input type="checkbox"/> UNSAT
LUBRICANT STORAGE NAC 640C.210(1)(b)	<input type="checkbox"/> SAT	<input type="checkbox"/> UNSAT	DIRTY LINEN NAC 640C.240(1)	<input type="checkbox"/> SAT	<input type="checkbox"/> UNSAT
INSECTS/RODENTS/VERMIN NAC 640C.220(1)	<input type="checkbox"/> SAT	<input type="checkbox"/> UNSAT	SHOWERS NAC 640C.270(3)	<input type="checkbox"/> SAT	<input type="checkbox"/> UNSAT
EXT. DOOR/WINDOW NAC 640C.220(1)	<input type="checkbox"/> SAT	<input type="checkbox"/> UNSAT	IMPERVIOUS MATS NAC 640C.270(2)(b)	<input type="checkbox"/> SAT	<input type="checkbox"/> UNSAT
WALLS/CEILINGS/FLOORS NAC 640C.220(2)	<input type="checkbox"/> SAT	<input type="checkbox"/> UNSAT	BATHING FACILITIES NAC 640C.270(5)(a)(b)	<input type="checkbox"/> SAT	<input type="checkbox"/> UNSAT
PRIVACY NAC 640C.230(1)(a)	<input type="checkbox"/> SAT	<input type="checkbox"/> UNSAT	DOMESTIC PURPOSES NAC 640C.230(2)	<input type="checkbox"/> SAT	<input type="checkbox"/> UNSAT
ROOM TEMP 75° NAC 640C.230(1)(b)	<input type="checkbox"/> SAT	<input type="checkbox"/> UNSAT	DUTIES/ESTABLISHMENT NAC 640C.310(1)(2)	<input type="checkbox"/> SAT	<input type="checkbox"/> UNSAT
VENTILATION NAC 640C.230(1)(c)	<input type="checkbox"/> SAT	<input type="checkbox"/> UNSAT			
LIGHTING NAC 640C.230(1)(d)	<input type="checkbox"/> SAT	<input type="checkbox"/> UNSAT	ESTABLISHMENT CERTIFICATE NAC 640C.083	<input type="checkbox"/> SAT	<input type="checkbox"/> UNSAT

NUMBER OF ROOMS INSPECTED:

#	<input type="checkbox"/> SAT	<input type="checkbox"/> UNSAT
#	<input type="checkbox"/> SAT	<input type="checkbox"/> UNSAT
#	<input type="checkbox"/> SAT	<input type="checkbox"/> UNSAT
#	<input type="checkbox"/> SAT	<input type="checkbox"/> UNSAT
#	<input type="checkbox"/> SAT	<input type="checkbox"/> UNSAT
#	<input type="checkbox"/> SAT	<input type="checkbox"/> UNSAT

THERAPIST VERIFICATION:

NAME	LICENSE #	EXP. DATE

This inspection is not complete until NSBMT verifies all licensees.

NOTES: Please have all corrections completed by the compliance date. NSBMT will re-inspect on or after the date listed above.

Unsatisfactory inspections

- * Follow up inspection 15 business (or more) days after the first inspection
- * We are checking licenses and the unsatisfactory item(s)
- * If corrections haven't been made, we have the option to issue a citation



Administrative Citation
 Nevada State Board of Massage Therapy
 1755 E. Plumb Lane, Suite 252 Reno, NV 89502
 P: (775) 687-9955 E: nvmessagebd@lmt.nv.gov
 Website: <http://massagetherapy.nv.gov>

Citation Date: _____

Incident Date: _____

NVMT#: _____

Name: _____ DL/ID: _____ ST _____

Home Address: _____

City: _____ St: _____ Zip: _____

Business Name: _____

Business Address: _____

THE UNDERSIGNED NEVADA STATE BOARD OF MESSAGE THERAPY REPRESENTATIVE HEREBY DECLARES UNDER PENALTY OF PERJURY THAT THE ABOVE-NAMED PARTY DID ENGAGE IN THE FOLLOWING ACTIVITY, TO WIT:

Violation - NAC/NRS Code	First	Second	Third	Total
LICENSEE/ESTABLISHMENT				
NRS 640C.910(2)(a): Practicing with an expired license	\$200	\$500	\$1000	
NRS 640C.450/ NAC 640C.333: Failure to display license	\$200	\$500	\$1000	
NRS 640C.930(2): Using advertisements which contain knowingly false or deceptive statements	\$500	\$1500	\$2500	
NRS 640C.920: Altering a license	\$1000	\$3000	\$5000	
NAC 640C.350: Advertising without a license number	\$100	\$250	\$500	
NAC 640C.200-320: Failure to comply with sanitation	\$200	\$500	\$1000	
NAC 640C.085: Failure to notify the Board - change of address	\$100	\$200	\$500	
NAC 640C.340: Failing to drape a client as required	\$200	\$500	\$1000	
NAC 640C.345: A reflexologist shall not perform reflexology on a client unless the client is fully clothed	\$200	\$500	\$1000	
NAC 640C.083: Operating an establishment without certificate	\$1000	\$2500	\$5000	
	\$1000	\$2000	\$5000	
ANY PERSON				
NRS 640C.910 (1)(a): Practicing massage therapy, reflexology or structural integration without a license	\$1000	\$2500	\$5000	
NRS 640C.920(1)(a)(b): Copying or altering a license or certificate for the purposes of fraud, deception, misrepresentation or other illegal purpose	\$1000	\$3000	\$5000	
NRS 640C.920 (2): Using a copied or altered license	\$1000	\$2000	\$5000	
NRS 640C.910(1)(b)(c): Offering to perform massage therapy, reflexology or structural integration without a license	\$1000	\$2000	\$5000	
NRS 640C.910 (1) (b) and/or (c): Advertising	\$1000	\$2500	\$5000	

The Nevada State Board of Massage Therapy hereby issues this citation to the above-named party for the described violation(s), fine and administrative fee. Fine(s) _____ + Fee _____ = \$ _____ total amount due and payable within 15 business days (640C.755(2)(a))

 Signature and Date

 NSBMT Representative and Date

 Print Name

 Print Name

Outcall inspections

- * Outcall list is driven by renewal responses
- * Inspections are completed yearly
- * Can be completed by zoom or in person
- * Limited version of the establishment inspection



Out-Call Compliance Check

Licensee Name: _____ Date: _____

Address: _____ Time: _____ Route Number _____ Out Call _____

City _____ State: NV Zip _____

License Number: _____ Compliance Date _____

License Expiration: _____ Please have corrections done by the above date. NSBMT will re-inspect after the above date.

Business Phone #: _____ Inspection

Follow-up Inspection

	Sat	Unsat		Sat	Unsat
CLEAN EQUIPMENT NAC 640C.200 (2)(a)(b)					
LUBRICANT DISPENSED NAC 640C.210(1)(a)(2)					
ADVERTISEMENTS NRS 640C.930/NAC 640C.350					
SANITATION DIRECTIVES					
			CLOTHING NAC 640C.250		
			LICENSE DISPLAY NRS 640C.450(1)		
			CLEAN LINEN NAC 640C.240 (2)(3)		
			DIRTY LINEN NAC 640C.240(1)		

Business License Information	
Business License Jurisdiction	License Type <input type="checkbox"/> Massage <input type="checkbox"/> Reflexology <input type="checkbox"/> Cosmo <input type="checkbox"/> Chiro/Medical <input type="checkbox"/> Other
Business Name	Date: _____
Business License Number	

Comments

NSBMT Signature

PLEASE NOTE: IT IS A MISDEMEANOR TO PRACTICE OR ADVERTISE MASSAGE THERAPY WITHOUT A CURRENT VALID NSBMT MASSAGE LICENSE

**Let's talk about
the complaint
and
investigative
process...**



How do we receive complaints?

- * Directly from the victim
 - * phone
 - * email
 - * mail
- * Establishments (NAC 640C.090)
- * Law Enforcement
- * News 😞

Now we begin the investigation

- Subpoena records from prior employers and/or law enforcement
- Interview victim(s), licensee, witnesses, managers, etc.

Review the case with legal counsel

- Send a detailed report along with all information to Zi.
- If there is sufficient evidence to prosecute the case, we will receive a Complaint Notice of Hearing to send to the licensee.
- If there is not sufficient evidence to prosecute the case, it will be closed with no action taken.

Why would a case not be heard by the Board?

- The person that committed the offense is not licensed by the NSBMT - citation
- The victim declines to testify
- It is a criminal case that is proceeding through the justice system
- A voluntary surrender is offered/accepted

Confidentiality

NRS 640C.760

Confidentiality of certain records of Board; exceptions.

1. Except as otherwise provided in this section and [NRS 239.0115](#), a complaint filed with the Board, all documents and other information filed with the complaint and all documents and other information compiled as a result of an investigation conducted to determine whether to initiate disciplinary action against a person are confidential, unless the person submits a written statement to the Board requesting that such documents and information be made public records.

2. The charging documents filed with the Board to initiate disciplinary action and all documents and information considered by the Board when determining whether to impose discipline are public records.

3. The provisions of this section do not prohibit the Board from communicating or cooperating with or providing any documents or other information to any other licensing board or any other federal, state or local agency that is investigating a person, including, without limitation, a law enforcement agency.

(Added to NRS by [2005, 1133](#); A [2007, 2144](#))

Questions?

