



**Nevada State Board of Massage Therapy**

1755 E. Plumb Lane Suite 252

Reno, NV 89502

Reno Phone (775) 687-9955

Fax (775) 786-4264

Email: [nvmassagebd@lmt.nv.gov](mailto:nvmassagebd@lmt.nv.gov)

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

September 23, 2022

Mario Hawkins, Franchisee/Owner  
Massage Envy

Re: Notice of meeting of the Nevada State Board of Massage Therapy to consider your request to appeal citation number 22035.

Dear Mr. Hawkins:

In connection with your citation appeal, the Nevada State Board of Massage Therapy (Board) will hear this matter at its meeting on October 26, 2022. There will be no physical location for this meeting. Participants can join the meeting via Zoom. The meeting will begin at 9:00 a.m:

Zoom sign-in available at 8:30 a.m.

Register in advance:

<https://us06web.zoom.us/j/89023133843?pwd=Mlp1SFYwT3FMdTlGSk93c0JlMHRHZz09>

Meeting ID: 890 2313 3843

Password: 649868

Dial by your location

+1 253 215 8782 US (Tacoma)

+1 346 248 7799 US (Houston)

+1 669 900 6833 US (San Jose)

+1 301 715 8592 US (Washington DC)

+1 312 626 6799 US (Chicago)

+1 929 205 6099 US (New York)

Meeting ID: 821 7385 3899

Passcode: 788395

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The meeting is a public meeting. You are not required to attend; however, your attendance is recommended. You are specifically informed that you have the right to appear and be heard in your defense, either personally or through counsel of your choice. You have the right to respond and to present relevant evidence and argument on all issues involved. You have the right to call and examine witnesses, introduce exhibits, and cross-examine opposing witnesses on any matter relevant to the issues involved. You have the right to contest:

- 1) The facts forming the basis for the determination that you have committed an act which constitutes a violation of this chapter or the regulations of the Board;
- 2) The time allowed to take any corrective action ordered;
- 3) The amount of any administrative fine ordered;
- 4) The amount of any order to reimburse the Board for the expenses incurred to investigate the violation; and
- 5) Whether any corrective action described in the citation is reasonable.

The Board may also consider your character, alleged misconduct, competence or physical or mental health. You may choose to have an attorney or other representative of your choosing present during the meeting, present written evidence, provide testimony, present witnesses relating to your character, alleged misconduct, professional competence, or physical or mental health.

If the Board determines it necessary, after considering your character, alleged misconduct, professional competence, or physical or mental health whether in a closed meeting or open meeting, it may take administrative action against you at this meeting. This informational statement is in lieu of any notice that may be required pursuant to NRS 241.034. This notice is provided to you under NRS 241.033. Please be aware you are one of many agenda items, and the Board may take items out of order. The meeting may last until 4:30 p.m.

In the event you need an interpreter, please provide one at your own expense.

If you have any questions, please feel free to contact the office at (775) 687-9955.

Sincerely,



Sandra J. Anderson  
Executive Director

9489 0090 0027 6461 1327 37

COPY



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September 13, 2022

Mario Hawkins, Franchisee/Owner  
Massage Envy

Re: Citation Appeal: Citation 22035

Dear Mr. Hawkins:

Our office is in receipt of the letter to appeal the citation issued on 08/29/2022.

Our office will send notification via Certified U.S. Postal Service a minimum of 30 days in advance of the Board Meeting you are scheduled for. The next available Board meeting is October 26, 2022.

If you need an interpreter, please provide someone at your cost:

Las Vegas (702) 671-4578

Reno (775) 323-7883

If you have any questions regarding this matter, please email our office at  
[nvmassagebd@lmt.nv.gov](mailto:nvmassagebd@lmt.nv.gov)

Sincerely,

A handwritten signature in blue ink, appearing to read "Tereza Van Hom".

Tereza Van Hom  
Executive Assistant



September 7, 2022

Re: Citation # 22035

Citation Date: 8/29/2022

Business Name: Rock Springs ME, LLC / Massage Envy

Business Address:

Dear Nevada State Board of Massage Therapy,

This letter is to formally request an appeal hearing for the above citation dated 8/29/2022. Please inform me the next steps and the appeal date.

Sincerely,

A handwritten signature in black ink, appearing to read 'Mario Hawkins', written over a horizontal line.

Mario Hawkins, Franchisee/Owner





**Nevada State Board of Massage Therapy**

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Reno, NV 89502

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Fax (775) 786-4264

Email: [nvmassagebd@mt.nv.gov](mailto:nvmassagebd@mt.nv.gov)

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

Date: 8/29/22

Incident Date: 8/29/22

Time: 9:21 am

Name: Massage Envy/Rock Springs ME, LLC

Mailing Address:

City/State/ZIP:

Business Number:

Business Name: Massage Envy

Dear Massage Envy/Rock Springs ME, LLC,

Enclosed is an Administrative Citation issued pursuant to NRS 640C for one or more violations related to the practice of massage therapy. Please comply with the citation by exercising one of the following options within 15 business days from the date of issuance:

1. You may remit a copy of the Citation and a cashier's check or money order in the amount of the fine state on the Citation to:  
Nevada State Board of Massage Therapy  
1755 E. Plumb Lane, Suite 252  
Reno, NV 89502
2. You may submit a written request to the Board for approval of a fine payment schedule.
3. You may appeal the issuance of the citation by submitting a written request to the Board at the address listed in Option 1. The Board will hear your appeal at its earliest convenience. You will be notified of the time and place of hearing by registered or certified mail to your last known mailing address. It is your responsibility to keep the Board apprised of your current mailing address.

Failure to comply with one of the above options may result in a referral to a collection agency, and/or denial of your application for Nevada State Massage Therapy, Reflexology or Structural Integration Licensure. This administrative citation shall not be construed as excluding or reducing any criminal or civil penalties or sanctions or other remedies that may be applicable under federal, state, or local laws and may be referred to the Nevada Attorney General's office to pursue action.

Sincerely,

Vicki Kitzman, Compliance Inspector-Las Vegas

**NSBMT**

SEP 12 2022

**RECEIVED**





Name: Massage Envy DVID: N/A St: N/A  
 Home Address: N/A  
 City: \_\_\_\_\_ St: \_\_\_\_\_ Zip: \_\_\_\_\_  
 Business Name: Massage Envy / Rock Springs ME, LLC  
 Business Address: \_\_\_\_\_

THE UNDERSIGNED NEVADA STATE BOARD OF MASSAGE 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	Thrd	Total
<b>LICENSEE/ESTABLISHMENT</b>				
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 <i>3x 200 = 600 lights in his room + floors</i>	\$200	\$500	\$1000	600
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	
	\$3000	\$2000	\$5000	
<b>ANY PERSON</b>				
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	\$2000	\$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) 600 + Fee 150 = \$ 750.00 total and any due and payable within 15 business days (640C.755(2)(a))

Meredith  
 Signature and Date  
 \_\_\_\_\_  
 Print Name

Veronica Kozman  
 NSBMT Representative and Date  
Veronica Kozman  
 Print Name

WHITE: OFFICE / CANARY: RECIPIENT / PINK: BILLING



Nevada Board of Massage Therapy

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

# Invoice

Date	Invoice #
9/7/2022	1247

Phone # 775-687-9955

<b>Bill To</b>
Message Envy

Terms	Due Date
Net 15	9/22/2022

Description	Amount
Administrative Fine - Violation of NAC.640C.200-320	600.00
Administrative Fee	150.00
**Payable with a money order or cashier's check. Personal checks will not be accepted**	
9489 0090 0027 6461 1327 13	<b>Total</b> \$750.00