



## ***NORTH DAKOTA BOARD OF MASSAGE THERAPY***

### ***Policies and Procedures Manual***

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These are the official policies and procedures of the North Dakota Board of Massage Therapy (NDBMT), approved and effective as of September 12, 2025. In the event of a conflict between these policies and procedures and any regulations or laws, regulations and laws shall take precedence. These policies may be subject to change at a later date by voted approval of a majority of the board present at public meetings. Any policy amendment desired shall be proposed in a general business meeting and voted on by the members of the board.

When a board is established so that a portion of its membership is elected each year, in effect it becomes a new board each year. Any business that was pending does not carry over to the next meeting. It must be presented as new business. New boards require new committee chairs. Each board member should be thoroughly familiar with the governing documents, as well as parliamentary law and procedures.

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### ***MISSION***

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- Assure that public consumers will have access to competent, safe, and ethical practitioners of massage therapy
- Prescribe regulations for the practice of massage therapy
- Conduct inspections of massage establishments

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### ***NEW BOARD MEMBER ORIENTATION***

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- Access to board website
- Access to law, rules, policies and procedures, and past minutes
- Access to open records and meetings law
- Committee assignment and accompanying portfolio, in any

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## *MEMBERS OF THE BOARD*

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- Provide a public service
- Must set and model a standard of high ethics to serve as individual examples to the massage therapy community and to the public at large
- Must strive beyond the norm to avoid an actual or perceived conflict of interest that may compromise the integrity of the board
- Must strive beyond the norm to avoid relationship, activity or position that may influence directly, or indirectly, the performance of his or her official duties of the board
- Shall maintain confidentiality of information entrusted to them by the board
- Shall not advance their personal interests at the expense of the board
- Shall conduct their professional life in a manner that befits the dignity of a member of the board and befits their obligation to provide leadership by example to others
- Have the right to talk with groups individually at their discretion about all topics, subject to open meeting laws. If a board member does so, they inform the board and present a small summary of the interaction, to aid in board communication
- No member of the board shall concurrently hold an elected or appointed office in a state or national association that, in the opinion of this board, would result in potential or actual conflict of interest with the board
- Must have board pre-approval for a public presentation made by a board member on behalf of the board

## **COMPENSATION OF BOARD MEMBERS**

- Board members serve at the pleasure of the Governor and volunteer their time and expertise; they do not receive a salary for their service.
- Reimbursement of actual expenses and receipted items within 90 days on a board approved reimbursement form.
- Expenses submitted after 90 days will not be reimbursed except as approved by motion.
- As of July 26, 2024: Reimbursement for quarterly, in-person meetings is \$100. Reimbursement will be an hourly rate of \$20/hour and anything over 4 hours to be \$100 for other meetings, special meetings, and inspections. The hourly rate will not be paid for driving time. Other tasks related to board business will be paid at \$20/hour not to exceed \$100 per day.
- Mileage and travel expenses as provided in NDCC sections 44-08-04 and 54-06-09, for board meetings, conducting inspections, and specific tasks as approved by the full board.
- If hotel breakfast is included in the quoted rate, breakfast allowance will not be reimbursed.
- Approved reimbursement will be paid out within ten business days after board meeting.

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### *POWERS OF THE BOARD*

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- To approve and recognize pre-licensure education and post-licensure continuing education
- Evaluate the qualification of applicants for licensure
- Issue licenses to persons who meet the requirements of its chapter
- Regulate the practice of massage therapy by interpreting and enforcing its chapter
- Adopt and revise rules consistent with its chapter
- Meet at least once annually or as deemed necessary, a majority constituting a quorum for the transaction of business
- Establish and collect fees for sustaining the necessary operation and expenses of the board
- Elect officers from its members necessary for the operations and obligations of the board
- Provide for the timely orientation and training of new professional and public appointees to the board regarding licensing and disciplinary procedures, its chapter, and board rules, policies and procedures
- Maintain a current list of all persons regulated under its chapter
- Report final disciplinary action taken against a licensee to a database recognized by the board
- The board may employ, and at its pleasure discharge within the terms of any contract, an executive secretary and other officers and employees which may be necessary, including an attorney, to implement this chapter. The board shall also outline the duties and fix the compensation and expense allowances of the employees
- Develop and maintain a policies and procedures manual

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### *GENERAL DUTIES OF BOARD OFFICERS*

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Along with duties as outlined in NDCC Chapter 43-25:

#### **President**

- Presides over board meetings
- Works in partnership with other board members to make sure board resolutions are carried out
- Calls special meetings if necessary
- Appoints committees
- Sets the agenda based on input from members of the board and members of the public
- Assists the vice president in conducting new board member orientation
- Coordinates office personnel annual performance evaluation
- Aid board office staff and administration ensuring that notice of meetings is provided in accordance with state open meetings law

### **Vice President**

- Understand the responsibilities of the board president and be able to perform these duties in the president's absence
- Carry out special assignments as requested by the board president
- Conducts new board member orientation

### **Secretary**

- Aid board office staff and administration ensuring
  - accuracy of all board records and minutes
  - having available copies of last meeting minutes, current meeting agenda
  - have available reports of requests or information requested at last meeting
  - correcting minutes and posting as official minutes within two weeks as motioned by the board
- Follow-through to ensure that agreed actions are carried out
- Assume responsibilities of the president in the absence of the board president and vice president

### **Treasurer**

- Oversee the management and reporting of the board's finances
- Serve as the chair of the finance committee
- Maintain financial records, leaving clear trails for audits
- Ensure that appropriate financial reports are made available to the board on a timely basis
- Present the annual budget to the board for approval
- Review with president the annual audit and answer board members questions about the audit

### **All board members shall:**

- Maintain knowledge of the organization and be committed to its mission
- Strive to attend all regular meetings of the full board
- Adhere to open records laws and the open meeting laws when a quorum of the board or a committee thereof is present
- Receive notice of all board meetings and committee meetings
- Be accessible to the public
- Participate as a vital part of the board

### **All committees shall:**

- Have board representation on every committee meeting
- Be open to the public; anyone can attend
- Follow the open records law
- Recognize and adhere to the quorum and meeting notice requirements
- Keep accurate minutes
- Operate within assigned budgets, if any

- Submit progress reports to the board

#### **Office Administrator (if appointed)**

- Shall meet or exceed duties as outlined in job description
- Shall perform all duties incident to the office, and oversee maintenance of all documents and records of the board and shall perform such additional duties as may be defined and directed by the board
- Office manager will supply to the board president all requested website addresses, sign-ins and passwords

#### **Legal Counsel**

- Will review and negotiate, when necessary, all contracts affecting the board
- May attend board meetings and participate in other official activities as requested by the board president or a majority of the board
- May review rules and policies for accuracy and legality and provide recommendations and input for proposed changes
- Will provide legal consultation as necessary to the board
- Will aid the board in proposed changes to the Administrative and Century Codes

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### *BOARD MEETINGS*

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- Guided by Roberts Rules of Order
- Regular meeting dates are set at the beginning of the calendar year and posted on the website within two weeks of the date being set
- Any board members who have items they wish placed on the agenda should contact the board president or office staff two weeks prior to the scheduled board meeting
- Board members may meet by remote means for any purpose of a quorum.
- The meeting agenda will be sent to all board members and posted to the website two weeks prior to the scheduled board meeting
- Meeting agendas will be posted at the location of the meeting on the day of the meeting
- Meetings may be recorded to ensure accuracy of minutes
- Members of the public who have an agenda item they wish to have brought before the board may contact any board member at least two weeks prior to the scheduled meeting to request the item to be added to the agenda
- Members of the public who do not meet the two-week deadline may have agenda items added to a subsequent meeting. Visitors who feel their matter is urgent may contact the president, who will determine if the item warrants being added to the current meeting under “other board business”
- Non-board members can attend meetings, but they do not have the right to participate unless invited to do so, or the board allows time in the agenda for them to do so

- Unofficial meeting minutes will be posted to the board website within fourteen days of a meeting; and will be replaced with official minutes following approval by the board at a duly convened meeting
- Executive sessions can be held as allowed under open meetings law. Any action needs to be taken at an open portion of the meeting, allowing for the action to be recorded in the minutes
- Members of the public who attend the meeting will have the opportunity to introduce themselves to the board at the beginning of each meeting, however, members of the public are not required to identify themselves to attend any meeting.

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### *BOARD RESPONSIBILITIES*

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#### **Complaints:**

The board will only accept complaints in writing by individuals who include their name and contact information.

#### Reports of practicing without a license

- The board has no jurisdiction over unlicensed practice. When the board receives such a complaint, a response will be sent to the complainant that he/she should refer the matter to the State's Attorney or other appropriate agency. The board may, at its discretion, send the individual information on the laws pertaining to massage therapy in North Dakota, and the process for licensure.

#### Complaints to the board against a licensee

- An individual who contacts the board with a complaint against a licensed massage therapist will be informed that they must provide a signed complaint in order for the board to review, pursuant to N.D.C.C. § 43-25-10 (3). The complaint must outline the specific basis the individual believes warrants review and disciplinary action of the board. If the individual is unwilling to sign a complaint, the information will be forwarded on to the board president to review. If there is no disciplinary action that could be taken, the board president may administratively dismiss the information. If, however, there may be a basis for discipline, the information will come before the full board who will then decide whether to initiate a board complaint on its own motion.
- Complaints will be dated and be assigned a case number
- Each case will be handled expediently according to statute and administrative rules

- Once the formal complaint is signed and received by the board office, or a board member initiates a complaint on its own motion, the board office sends a copy of the complaint by certified mail to the massage therapist, requesting a written response
- The board president may assign the complaint to her/himself or a board member for a preliminary investigation to determine whether grounds exist to pursue disciplinary action and what additional information is needed. The designated investigator shall obtain the appropriate information and make a recommendation to the board on whether it should pursue disciplinary action. When feasible, a copy of the complaint, response, and any other information obtained in the investigation will be provided to all board members prior to the board meeting where the complaint is addressed
- If the board determines there is inadequate information that identifies grounds for further action by the board, that the information available demonstrates that no violation of licensing laws and rules occurred, or that the board has no legal jurisdiction in the matter, the complaint is dismissed and the complainant and the counselor will be so informed in writing
- If the investigation reveals grounds to support the complaint, the board, through legal counsel, shall attempt to either informally resolve the complaint or initiate disciplinary action. If disciplinary action is initiated by the board, the board shall follow the procedures of N.D.C.C. ch. 28-32.

#### **Minutes:**

- Minutes of the board are a record of what was done, not what was said
- Minutes of the board and its committee meetings will contain
  - Name of the organization
  - Type of meeting – general, teleconference, committee, special purpose
  - Date, place, time of convening and adjourning
  - Roll call – board members, public members who wish to introduce themselves, special guests including board office staff and board legal counsel
  - Exact wording on motions including name of person who proposed the motion and who seconds
  - The result of a motion, roll call if necessary
  - To ensure accuracy, the motion author may submit the motion in writing; this may be made official policy for motions above a certain number of words
  - Discussion will be noted, not recorded in specific detail, nor quoted verbatim
  - Each point of order will be its own paragraph, be objective, be clearly written to the point and not overly descriptive
  - Minutes may be corrected after being accepted; strike-through of incorrect words, with the correction immediately following

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## *FINANCE POLICY*

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### **Finances:**

- The board shall have a fiscal year of July 1 through June 30
- Financial affairs of the board shall be maintained in conformance with accepted accounting principles
- The board shall adopt an annual budget
- No officer, director, committee or employee of the board shall have the right or authority to expend any money of the board, to incur any liability in its behalf or to make any commitment which binds the board to any expense or financial liability, unless such expenditure, liability or commitment has been incorporated in the budget, or the board has made an appropriation to pay same
- Submit to the state auditor an annual report as per 54-10-27
- Single signature on checks except for those exceeding \$1000.

### **Finance committee shall:**

- Have the board treasurer shall head meetings
- Review the annual budget
- Working in conjunction with the board president, recommend a budget to advise the board on fiscal policy to assure prudence and integrity of fiscal management
- Review and verify the board's annual expenditures during the last trimester of the fiscal year as part of setting up the budget for the next year.

### **The treasurer shall:**

- Be given a copy of these policies and procedures
- Be given the past three months' expense report and balance sheet for review
- Be given a copy of the budget
- Monitor monthly income by reviewing monthly statements and the general ledger
- Work with the office administrator to submit to the governor a biennial report
- Ensure that a treasurer's report is provided at regular board meetings and will include:
  - Name of the organization
  - Period which the report covers
  - Cash balance at the beginning of the period
  - Income received during the period
  - Expenses paid during the period
  - Cash balance at the end of the period
  - Outstanding expenses

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## *CONTINUING EDUCATION*

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### **Instructors/Presenters:**

The board accepts instructors/providers who are vetted by professional organizations. The instructors/providers will be offering courses representing their areas of specialization.

The board retains the right to rescind instructor/provider approval if:

- They are found to have disseminated any false or misleading information in connection with continuing education specifications
- They lose their standing with the vetting organization

Any continuing education earned from a rescinded/unapproved instructor/provider will not be approved or accepted for the renewal period during which such continuing education is acquired.

### **Course Material:**

(All time frames and hours pertain to a two-year licensing period.)

NDCC 43-25 requires 24 hours of continuing education every two years which can be obtained by:

1. Contact application: (may be referred to as face-to-face, in-person, or on location course)
  - A course presentation that takes place in a physical setting with an attending provider physically present during the entire process. Attendees interact by verbal communication and/or physical touch (practical learning) to other attendees while the instructor/provider and/or their associates supervise.
  - At least half of the licensee's required continuing education hours are required by law to be hands-on tissue manipulation therapies and given in the physical presence of the class instructor/presenter or via live webinar.
2. Remote application:
  - Of the required continuing education hours, up to half of the hours may be by remote means and may include:
    - Webinar/Podcasts that are not live-feed
    - DVD with written materials and student feedback

### **Course material considered appropriate for continuing education hours:**

- Application of general massage techniques as defined by NDCC 43-25 and ND Admin. Code Title 49.
- Massage business related topics. The LMT must submit an explanation on how this relates to massage therapy.
- Ethics (not hands-on): Patient/therapist boundaries, therapist confidentiality, courses offering an insight for specific needs of clientele (vulnerable populations), human trafficking, DEI.
- Self-care courses (not hands-on) – such as yoga, self-defense, hand care, stretching, proper body mechanics for injury prevention.
- Stretching as defined in NDCC 43-25-02(2a-3).
- Courses outlining contraindications for massage therapy.
- Communicable diseases; prevention/infection control.

- Specialty training as pertaining to massage therapy: Diabetes, Cancer, Fibromyalgia, PTSD and other diagnosed illnesses that can be alleviated with massage.
- Courses relating to massage therapy research – at board discretion.
- First aid training/recertification accredited by American Red Cross and/or American Heart Association (hands-on).
- Cardiac Pulmonary Resuscitation initial course and refresher courses (hands-on).
- No-touch therapies that the board deems appropriate such as Reike.
- Intraoral manipulation of muscles techniques.
- Use of devices that mimic or enhance massage therapy treatment and care.
- Attendance at a NDBMT regular meeting via in-person or virtual means (if virtual, the licensee must have camera on and be visible at all times during meeting). Two hours per meeting with a limit of four hours per 2-year continuing education cycle. Not allowed for acting board members.
- College course(s) (not hands-on):
  - Must provide a transcript showing course completion and passing grade. Transcript must show that class was taken within two years prior to initial/renewal of licensing.
  - Must provide a course syllabus with detailed explanation of how course pertains to massage therapy.
  - Board review is required before approval. The decision is dependent on the course material submitted to the board.

**Course material the board may take into consideration but give no guarantee of approval:**

- Hours obtained while completing allopathic medical programs will not be considered for massage continuing education as it is out of scope of practice as per NDCC 43-25. Transcript and certification card is required for approval.

**Course material that is not acceptable for continuing education hours but is not limited to:**

- Diagnoses of clinical conditions.
- Implementation of allopathic medical/surgical procedures.
- Physically invasive modalities, e.g., ear candling, intra-anal, intra-vaginal modalities, etc.
- Incorporation of chiropractic/osteopathic, e.g., ballistic, thrust oriented.
- Services and procedures which require additional licensure or certification outside massage therapy scope of practice.
- Prescription of herbs, nutritional supplements, and/or pharmaceuticals.
- Performing hypnosis.
- Performing esthetician procedures/modalities.
- The use of devices that are not legally able to be purchased by the general public.
- Psychological counseling.
- Psychic, clairvoyance, telepathic, astrology, religious practices.
- Modalities where the skin is pierced, cut, or penetrated – e.g., dry needling, acupuncture, breaking or removing tissue from the body.
- Massage on non-human life forms.
- Other course material the board deems unacceptable.

**RANDOM AUDIT OF CONTINUING EDUCATION**

The board will monitor a licensee's compliance with continuing education requirements using a random audit system. Proof of completion of continuing education hours need not be submitted unless an audit notice is received informing the licensee that he/she has been selected for an audit.

**Audit Process:**

- The board shall select for audit a random sample of 5 percent of either even-numbered or odd-numbered licensees for each license renewal period. Licensees will be notified of the continuing education audit when they receive their license renewal notice.
- If selected for an audit, the licensee shall submit copies of certificates, transcripts, or other documentation satisfactory to the board, verifying the licensee's attendance, participation, and completion of the continuing education event. All documentation must be provided at the time the licensee submits their renewal of license application and fee.
- Failure to furnish this information or providing false information during the audit process or the renewal process are grounds for disciplinary action against the licensee and may result in denial or revocation of licensure.
- A licensee who is selected for the audit may apply for license renewal through the on-line renewal process. However, the license will not be renewed until required continuing education documents are met by board approval.
- Licensees are responsible for maintaining continuing education records for a period of five years.

**LMT CONTINUING EDUCATION VERIFICATION REQUEST:**

A LMT may request approval before taking a course. The LMT must complete the LMT course Approval Request form, which may be obtained from the board's website. Information included on this form:

- Full name, license number and e-mail address of requestor.
- Institution providing course, if applicable.
- First and last name of provider.
- Contact information of provider.
- Course title and syllabus.
- Location and date of course.
- Number of continuing education hours provided.
- Is the course approved by a professional association or national association?

The LMT will attach course material or other criteria requested by the board, after which the board will review the course materials and notify the LMT whether or not the course is approved.

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*LICENSING*

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To apply for an initial, reinstatement, or reciprocity license, applicants shall follow requirements as outlined on the applicable form, all of which are found on the website. All correspondence will be sent to the board office. Application requests expire one year from date of initiation.

Documentation of uncompleted applications will be kept for five years as outlined in 43-25-13.

Payment for the license will be accepted in the form of a money order, cashier's check, or credit card only. Licenses will not be granted until all applicable fees are paid.

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### *LICENSE RENEWAL*

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License renewal notices are sent via e-mail beginning 90 days prior to the expiration date of the odd or even licenses. Applications may be accepted by U.S. Postal Service or the preferred method of on-line. Payment for the license will be accepted in the form of a money order, cashier's check, or credit card only.

**Continuing education requirements for licensure are as follows:**

For the first license renewal after becoming license in the State of North Dakota, licensees are not required to obtain continuing education hours. The second license renewal after becoming licensed in the State of North Dakota, licensees will be required to obtain 24 continuing education hours including a minimum of 3 hours in ethics education. Thereafter, 24 hours of continuing education are required with ethics education optional. Of the 24 hours, at least 12 hours must be classroom, hands-on. No more than 12 hours may be earned by remote/on-line means. Remote is anything that is not presented in person in a physical location or via live webinar.

For licensees actively practicing for 15 to 24 years, six (6) hours of continuing education are required every two years. Of the 6 hours, at least 3 hours must be classroom, hands-on. No more than 3 hours may be earned by remote/on-line means. Remote is anything that is not presented in person in a physical location or via live webinar.

For licensees actively practicing for 25 or more years, three (3) hours of continuing education are required every two years. Of the 3 hours, at least 1.5 hours must be classroom, hands-on. No more than 1.5 hours may be earned by remote/on-line means. Remote is anything that is not presented in person in a physical location or via live webinar.

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### *INSPECTIONS*

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Board members or an inspector hired by the NDBMT will perform in-person, random inspections of all licensees and massage establishments.

- The board shall select for audit a random sample of 5 percent of license holders each year to receive an inspection of massage premises. The board may choose to do an inspection of a massage establishment upon receiving information or a complaint.
- At least one board member/inspector does the inspection.
- Inspection will be performed during the individual massage establishment's business hours or by appointment.
- Prior notice is not mandatory but may be needed to establish a timetable for traveling a vast distance.
- Once the inspection is completed, the inspector and LMT will sign and date the inspection sheet. The original will be sent to the NDBMT office and a copy left with the LMT.

Board member/inspector should:

- No more than 18 hours per week may be submitted for reimbursement (hours must be completed during standard business hours)
- Be a current NDBMT member or hired by the NDBMT to perform the inspections
- Should hold a ND State issued identification badge stating "Member of NDBMT" or an identifying badge stating associated with the NDBMT
- Wear appropriate business casual clothing while inspecting massage establishments
- Conduct themselves in a professional business manner
- Should treat the licensed therapist professionally and respectfully

If the establishment is in the licensed massage therapist's residence or a therapist practices "on-site"

- The massage license should be placed in an appropriate viewing place
- The licensed massage therapist needs to be present or give permission to establishment staff during the inspection. The inspection sheet will be signed by the LMT's designated agent or staff member if LMT is not present.

If the licensee is no longer "actively practicing" massage, but is maintaining a license, and is chosen for an inspection:

- If a licensee asserts he/she is no longer actively practicing, he/she must state this in writing and sign the statement. The inspector must note such information on the inspection form and submit the form, along with a written statement from the licensee, to the office.
- The inspector will inform the licensee it is their responsibility to get in touch with the Board to switch their status from employed to not employed. It is the licensee's responsibility to update employment status via the NDBMT website.

If a licensee does out calls and therefore does not have an establishment for inspection, inspectors will verify that any equipment and supplies being used are in good working order and that the licensee has an adequate supply of clean linens, coverings, and sheets. Inspectors will check that all liquids, creams, or other products are kept in clean, closed containers in accordance with N.D.A.C. 49-03-01-01(12). Client records must be stored in a place not readily accessible to the public.

Inspectors will look for items in accordance with N.D.A.C. 49-03-01-01. Sanitation, Location, and Conditions and any other law or rule under NDBMT's authority.

Repercussions if LMT and or massage establishment fails the inspection:

- If deficiencies are noted in the inspection report, the inspector will give a date at which the licensee will need to make improvements. Another inspection may occur after this date.
- If the licensee fails two inspections, the matter may be taken up by the NDBMT to determine whether disciplinary action is appropriate, which may include revocation of the license.

Repercussions if the LMT avoids the inspectors:

- The LMT will be notified that his/her license is being reviewed for disciplinary action.

Inspector Wages/Criteria:

- \$20.00 per hour plus state mileage. No more than 18 hours per week may be submitted for reimbursement (hours must be completed during normal business hours.)
- Hotel stay, and meals will be reimbursed at State rate if overnight stay is required and approved by NDBMT Chair
- Inspector will use own vehicle. Must have valid ND drivers license and approved by the NDBMT
- Inspector must undergo a public records background check
- Inspector must be a current LMT or a retired LMT
- Inspector must be familiar with statute and administrative rules
- Inspector must have personal and professional references.

Protocol for Inspector Applications

- Office receives application. All applications received by the board will be considered "finalists" – and designated as such for purposes of N.D.C.C. § 44-04-18.27.
- Office will research to see if applicant meets hiring requirements.
- Office responds via email thanking applicant for their interest and to please send a resume if one was not submitted, also stating that the application and resume will be forwarded to the Inspection Coordinator (IC) who will be in contact shortly.
- Office forwards application the IC.
- IC, after receiving forwarded application from office, will contact the applicant via a new email and will include:
  - Thank you for their interest in doing inspections;
  - If the board is hiring at this time, then the application will be reviewed, and the IC will be in contact if more information is needed;
  - The applicant will be contacted when a decision is made; and
  - If the board is not currently hiring, then the application and resume will be held for one year and the applicant will be contacted if still interested when the board reopens inspection positions.

- If the board is hiring, the IC will bring the applications to the board at its next meeting for a vote on whether to hire. IC has 20 days to review and respond after receipt of resume to accept/decline.
- When practical, IC shall respond to the applicant within 30 days whether accepted or declined and again thank them for their interest.
- If board hires the applicant, email will be sent by IC and will state that the board office will send an instruction form, reimbursement form, and a list of LMT addresses in the region the LMT wishes to conduct inspections.
- Office will keep a list of inspectors to date.

#### Instructions to Inspectors

- Be familiar and comfortable with these instructions. If you have any questions after reviewing this information, please contact the board Inspection Coordinator.
- Read and understand the board Policy Manual section on inspections. Read and understand each point on the massage inspection form. These forms can be found on the board website, [www.ndbmt.org](http://www.ndbmt.org) (or office can provide links).
- Set up a separate email account for conducting inspection business.
- Be professional in dress and manner at all times.
- Introduce yourself as a NDBMT inspector. Show board issued ID badge.
- Find out how many LMTs are working at that address.
- Inspect any massage rooms not in use. Set up a time later in the day to inspect any rooms that are in use. Be firm yet allow some flexibility. You are an agent of the NDBMT and are here today to do the inspection.
- Enter massage room and go through the inspection report point by point. LMT or office manager should be in room during inspection.
- Make suggestions if needed.
- Note discrepancies. Make notation on form – use extra paper if necessary.
- Use your professional experience and knowledge during the inspection. If you do not know the answer to a question, either contact a board member at that time or let the LMT know you will research and get back to them as soon as possible.
- Review the form with the LMT for clarity and get the required signatures.
- Leave bottom copy of inspection form with LMT.
- Fill out your reimbursement form making sure time, mileage, and other expenses are clearly documented. Call the office if you have questions.
- Mail original copy of inspection form of all establishments inspected along with notes and reimbursement form to office.

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### *COMMUNICATIONS*

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The communications committee will coordinate and monitor activities related to bringing information to the NDBMT and massage therapists. Board will appoint one of its members to head the committee.

Duties:

- Compile current and necessary information, communicating industry activities assuring transparency and visibility.
- Facilitate communication between the board and the public by establishing a system that provides timely notifications.
- Monitor various media for issues concerning the massage industry, and keeping the full board approved of chatter in the field.
  - What information are they seeking?
  - What are the most pressing issues?
- Manage content of newsletters, email blasts and other media the board uses in order to ensure board mission and goals are upheld.
- Notify NDBMT of upcoming communications committee meetings and make agendas available to the board.
- Compile and submit minutes of committee meetings in a timely manner.
- Board secretary will chair.

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*BCI REPORTS*

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BCI will send criminal history record checks to a designated board member, who may seek the opinion of board counsel. Reports deemed to need full board review will be discussed in executive session. The designated representative of the board has the authority to use his/her discretion to approve background checks revealing up to two misdemeanor charges, convictions, or incidents that are more than five years old. All felony charges or charges involving sexual assault must be brought to the board for full approval.