



**Rules of
Department of Commerce and
Insurance**

**Division 2197—Board of Therapeutic Massage
Chapter 5—Massage Therapy Business Requirements**

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**Title 20—DEPARTMENT OF
COMMERCE AND INSURANCE
Division 2197—Board of Therapeutic
Massage
Chapter 5—Massage Therapy Business
Requirements**

20 CSR 2197-5.010 Massage Therapy Business—Survey Inspections

PURPOSE: This rule specifies the requirements to operate a massage therapy business.

(1) A massage therapy business shall—

(A) Employ or permit to practice on the premises a licensed or provisionally licensed massage therapist (hereinafter referred to as licensee or licensees) to perform massage therapy as defined in section 324.240(7), RSMo;

(B) Ensure that no licensee practices beyond their scope and expertise; direct or require a licensee to practice beyond their scope and expertise; or allow any unlicensed employees, staff, or independent contractors to provide massage pursuant to section 324.240(7), RSMo, for which a license is required;

(C) Maintain a copy of the professional liability insurance of the licensee as required in 20 CSR 2197-3.020(4)(A);

(D) Display, in a conspicuous place, the massage therapy business license;

(E) Display, in a conspicuous place, an original massage therapist license, to include a photograph of the massage therapist taken within the last two (2) years;

(F) Maintain accurate client records. Records must be stored for at least three (3) years from the last date of service and in a manner that secures client confidentiality.

1. The licensed massage therapist providing massage therapy must sign each client record.

2. Unless waived in writing and signed by the client, and prior to providing massage therapy, the client record shall include:

A. Purpose for visit to include presence of pain;

B. Allergies, preexisting conditions, recent surgeries, and current medication;

C. If the client is currently under the care of any health or mental healthcare professional;

D. Date, type, and length of massage therapy service(s);

E. Outcome assessment;

F. Consent for treatment that is signed and dated by client;

(G) Maintain current general liability insurance and provide proof that the massage therapy business has general liability insur-

ance upon request or during the course of an inspection;

(H) Provide safe and unobstructed passage in the public areas of the business;

(I) Provide rest room facilities, including at least one (1) water-flushed toilet. A massage therapy business located in a building housing multiple businesses under one (1) roof such as arcades, shopping malls, terminals, and hotels may substitute centralized restroom facilities; and

(J) Maintain a sink for hand cleansing within a reasonable distance from where massage therapy is provided. The sink must be clean and in good working condition.

(2) The area used for massage therapy must be used exclusively for massage and other clinical or healthcare related purposes adequately lighted, ventilated, and kept clean. Floors, walls, ceilings, and windows must be in good repair and free of dust and other unclean substances.

(3) All equipment used to perform massage therapy must be maintained in a safe and sanitary manner that includes, but is not limited to:

(A) Covering the massage table or equipment that does not have an impervious barrier with a single service material;

(B) Repairing all cuts or nicks in upholstery;

(C) Cleaning all equipment such as the massage table, massage chair, face cradle, and items coming into contact with a client with an antibacterial agent between each client usage to eliminate any liquid, oil, and/or body fluid. Massage tables, chairs, face cradles, and arm rests must be cleaned with an antibacterial agent between each client whether or not a single service material was used;

(D) Keeping all multiple use containers such as pump bottles and tubes free of debris.

1. Storing and dispensing massage therapy products from suitable containers that are sanitized with an antibacterial agent after each client.

2. Products, to include soap, oil, lotion, alcohol, powder, shampoo, and salt used during the massage, shall be stored separately from cleaning supplies;

(E) Storing all single service materials and linens such as towels, sheets, and pillowcases in closed covered shelves, containers, cabinets, or closets;

(F) Using a clean, single service material such as sheets, towels, and gowns between each client;

(G) Launder or wash in a clothes washing machine, all soiled, single service materials

and drapes on a hot water setting with detergent and at least one (1) cup of bleach or an antibacterial laundry detergent used in accordance with product instructions and dried on a high heat setting in a clothes dryer;

(H) Store all dirty or soiled single service materials, garbage, or refuse in a closed container, closed shelves, cabinets, or closets and separate from clean, single service materials; and

(I) Remove all garbage or refuse in a sanitary manner.

(4) A massage therapy business must be free of insects. Only service animals whose purpose is to provide assistance to a client shall be allowed in a massage therapy business.

AUTHORITY: sections 324.240, 324.245, 324.247, 324.250, 324.252, 324.255, 324.257, and 324.260, RSMo 2016. This rule originally filed as 4 CSR 197-5.010. Original rule filed Feb. 25, 2000, effective Sept. 30, 2000. Amended: Filed Nov. 26, 2003, effective June 30, 2004. Moved to 20 CSR 2197-5.010, effective Aug. 28, 2006. Amended: Filed Aug. 21, 2007, effective March 30, 2008. Rescinded and readopted: Filed Aug. 21, 2019, effective Feb. 29, 2020.*

**Original authority: 324.240, RSMo 1998, amended 1999, 2008; 324.245, RSMo 1998, amended 1999, 2003, 2006; 324.247, RSMo 1998, amended 1999, 2006, 2009; 324.250, RSMo 1998, amended 1999; 324.252, RSMo 1998; 324.255, RSMo 1998; 324.257, RSMo 1998, amended 1999, 2006; and 324.260, RSMo 1998, amended 1999.*

20 CSR 2197-5.020 Issuance, Renewal, and Changes to a Business License

PURPOSE: This rule outlines the requirements for this issuance and renewal of a business license.

(1) A person applying for a business license shall be at least eighteen (18) years of age and shall submit—

(A) A completed notarized application and application fee;

(B) A background check conducted by the Missouri State Highway Patrol and Federal Bureau of Investigation and pay any fees to the Missouri State Highway Patrol or its approved vendor(s);

(C) Proof of general liability insurance for the business location; and

(D) The name(s) of all owners, whether sole proprietorship, partnership, limited liability company, or corporation; operator, or both for the entity, including the address for all correspondence with the board and service of process.



(2) A survey inspection shall be completed with no violations and on file with the board prior to the issuance of a business license.

(3) The board may conduct a survey inspection, during business hours.

(4) A copy of the inspection report and the list of violations shall be provided to the massage therapy business and state the statute or rule which the massage therapy business is alleged to have violated.

(5) Within thirty (30) days of receipt of the initial or biennial routine inspection report the board must receive a plan of correction from the business owner or manager to include time necessary for compliance.

(6) At least fifteen (15) days prior to a proposed name change and before revising any promotional materials, the massage therapy business owner shall notify the board of the proposed name change.

(A) The license reflecting the name change shall replace the original license and be displayed in a conspicuous place on the premises of the licensed massage therapy business.

(7) When a massage therapy business changes location, an application for a location change must be submitted to the board along with the required fee. The business shall submit to a survey inspection at the new location.

(8) When a massage therapy business is sold, or ownership or management is transferred, or the corporate legal organization status is substantially changed, the massage therapy business shall apply for a license by submitting an application and fee, submitting to an inspection, and completing a background check conducted by the Missouri State Highway Patrol and Federal Bureau of Investigation. Any fees due for fingerprint background checks shall be paid directly to the Missouri State Highway Patrol or its approved vendor(s).

(A) In addition to the application, fee, and background check, the applying business shall provide documentation of proof of the sale or change in ownership, management, or organization.

(B) The name(s) of all owners, whether sole proprietorship, partnership, limited liability company, or corporation; operator, or both for the entity, including the address for all correspondence with the board and service of process.

(9) A business license issued pursuant to section 324.250, RSMo, shall be renewed on or

before the expiration of the license by submitting the signed renewal application, renewal fee, and a statement of any changes in the information previously filed with the board in the original business license application.

(10) Failure of a licensee to receive the notice and application to renew the license shall not excuse the licensee from the requirements of section 324.250, RSMo, to renew the license.

(11) A massage therapy business license that has expired may be reinstated by completing the reinstatement form and paying the required late and renewal fees as defined in 20 CSR 2197-1.040. A massage therapy business shall not offer massage therapy until filing the reinstatement form and paying the required fees.

AUTHORITY: sections 324.240, 324.245, 324.247, 324.250, 324.252, 324.255, 324.257, and 324.260, RSMo 2016. This rule originally filed as 4 CSR 197-5.020. Original rule filed Feb. 25, 2000, effective Sept. 30, 2000. Amended: Filed Nov. 26, 2003, effective June 30, 2004. Moved to 20 CSR 2197-5.020, effective Aug. 28, 2006. Amended: Filed Aug. 21, 2007, effective March 30, 2008. Amended: Filed Aug. 21, 2019, effective Feb. 29, 2020.*

**Original authority: 324.240, RSMo 1998, amended 1999, 2008; 324.245, RSMo 1998, amended 1999, 2003, 2006; 324.247, RSMo 1998, amended 1999, 2006, 2009; 324.250, RSMo 1998, amended 1999; 324.252, RSMo 1998; 324.255, RSMo 1998; 324.257, RSMo 1998, amended 1999, 2006; and 324.260, RSMo 1998, amended 1999.*

20 CSR 2197-5.030 Massage Therapy Business—Change of Name, Ownership or Location

(Rescinded February 29, 2020)

AUTHORITY: sections 324.240, 324.250, 324.252, 324.255 and 324.260, RSMo 2000 and sections 324.245, 324.247, 324.257 and 324.262, RSMo Supp. 2007. This rule originally filed as 4 CSR 197-5.030. Original rule filed Feb. 25, 2000, effective Sept. 30, 2000. Amended: Filed Nov. 26, 2003, effective June 30, 2004. Moved to 20 CSR 2197-5.030, effective Aug. 28, 2006. Amended: Filed Aug. 21, 2007, effective March 30, 2008. Rescinded: Filed Aug. 21, 2019, effective Feb. 29, 2020.

20 CSR 2197-5.040 Massage Therapy Business License Renewal

(Rescinded February 29, 2020)

AUTHORITY: sections 324.245, 324.257, and 324.262, RSMo Supp. 2007 and sections 324.250, 324.255, and 324.260, RSMo 2000. This rule originally filed as 4 CSR 197-5.040. Original rule filed Feb. 25, 2000, effective Sept. 30, 2000. Amended: Filed Nov. 26, 2003, effective June 30, 2004. Moved to 20 CSR 2197-5.040, effective Aug. 28, 2006. Amended: Filed Aug. 21, 2007, effective March 30, 2008. Amended: Filed June 27, 2008, effective Dec. 30, 2008. Rescinded: Filed Aug. 21, 2019, effective Feb. 29, 2020.