



LINDA LINGLE  
GOVERNOR  
  
JAMES R. AIONA, JR.  
LT. GOVERNOR

STATE OF HAWAII  
OFFICE OF THE DIRECTOR  
DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS  
335 MERCHANT STREET, ROOM 310  
P.O. Box 541  
HONOLULU, HAWAII 96809  
Phone Number: 586-2850  
Fax Number: 586-2856  
[www.hawaii.gov/dcca](http://www.hawaii.gov/dcca)

LAWRENCE M. REIFURTH  
DIRECTOR  
  
RONALD BOYER  
DEPUTY DIRECTOR

TO THE SENATE COMMITTEE ON  
COMMERCE AND CONSUMER PROTECTION

TWENTY-FIFTH LEGISLATURE  
Regular Session of 2009

Wednesday, March 11, 2009  
9:00 a.m.

**TESTIMONY ON GOVERNOR'S MESSAGE NO. 263.**

TO THE HONORABLE ROSALYN H. BAKER, CHAIR,  
AND MEMBERS OF THE COMMITTEE:

The Department of Commerce and Consumer Affairs ("Department") thanks you for the opportunity to testify on Governor's Message No. 263, regarding the **appointment** of Olivia B. Nagashima to the Board of Massage Therapy ("Board"). The Department supports the confirmation of Ms. Nagashima's appointment to the Board.

Ms. Nagashima is being appointed to the Board as a licensee member. She has been licensed since September 20, 1996, and her massage therapist license is current, active, and in good standing.

Ms. Nagashima was originally appointed to the Board in October 2008 as an interim member. It is noteworthy that, prior to her appointment to the Board, Ms. Nagashima attended Board meetings so that she could familiarize herself with local and

national issues that the Board was addressing. Since her appointment to the Board, Ms. Nagashima attended every scheduled meeting, is always prepared and actively participates in discussions.

We believe that Ms. Nagashima's continued service on the Board will enhance the effectiveness of the Board.

The Department supports the confirmation of Ms. Nagashima to the Board of Massage Therapy and thanks you for the opportunity to provide testimony.

Massage Therapist Association of Hawaii  
Dustin Ebesu, LMT #MAT 2826  
98-1231 Pakonane Pl.  
Aiea, HI 96701  
(808) 225-7822

March 6, 2009

To whom it May Concern,

My name is Dustin Ebesu. I am the current President of MATAH, Massage Therapists Association of Hawaii. Thank you for this opportunity to give my high recommendation for confirmation of Olivia Nagashima for appointment to the Hawaii State Board of Massage.

I have known Ms. Nagashima for over 10 years as a colleague in the massage profession. I have always known her to be a person of good character. Her enthusiasm and positive attitude have inspired me on many occasions. I have worked with Ms. Nagashima during her term as President of the American Massage Therapy Association, Hawaii Chapter. She has been a great leader and was highly respected throughout her term. I worked with Ms. Nagashima on events and projects involving many volunteer massage therapists. She has been an effective motivator, speaker, and ethical decision maker. She has shown strength and bravery during stress, tenacity for service, thirst for knowledge in pursuing education, creativity in project planning, and versatility in activity planning. I would gladly have her on my team any day.

Please confirm Ms. Olivia Nagashima for appointment to the Hawaii State Board of Massage. I feel that she would be an excellent addition to the Board.

Thank you for your consideration.

Sincerely yours,



Dustin Ebesu, President of Massage Therapists Association of Hawaii

February 27, 2009

Senator Rosalyn H. Baker, Chair  
Senator David Y. Ige, Vice-Chair  
Commerce and Consumer Protection Committee

Aloha Madam/Sirs,

May I offer to you my recommendation of Ms. Olivia Nagashima for a permanent position on the Hawaii State Board of Massage Therapy.

Ms. Nagashima's dedication to the profession of Massage Therapy is recognized in her efforts to provide continuing education to the members of her professional group these past few years. Not only is she a great teacher, she also advocates for both professional and client. As a business owner, she brings the sensibility of order, as well as creativity, to enhance and further the growth of her profession.

Her ability to communicate and rally with other massage therapists throughout the islands is a great asset. Her influence with the massage therapists will create a forum that will appropriately address the needs and safety of both professional and public. She is also a progressive professional, someone who recognizes the climate of changing legislative and regulatory rules.

Should you need further recommendation for Ms. Nagashima, please feel free to contact me.

Mahalo,



Marieta Momii, RN, CNN  
Regional Quality Manager/Director of Education  
Fresenius Medical Care – Hawaii Region  
98-1005 Moanalua Road, Suite 420  
Aiea, HI 96701  
Telephone: 808-440-4883  
e-mail: meta.cabildo@fmc-na.com

February 12, 2009

Senator Rosalyn H. Baker, Chair

Senator David Y. Ige, Vice-Chair

Consumer Protection and Commerce Committee

Dear Sirs:

I am writing to you today to highly recommend that you confirm Ms. Olivia Nagashima for a permanent position on the Hawaii State Board of Massage Therapy. I have had the pleasure of knowing Ms. Nagashima both professionally and personally over the past two years. She is highly dedicated to our profession as a massage therapist, business owner, teacher and advocate for the massage therapy profession and she will greatly enhance the decision making capability of the Board of Massage Therapy.

Ms Nagashima is a true team player yet she will voice her concerns at the appropriate forum to allow for the voice of the massage therapist to be heard. We are a changing profession with over 9000 active massage therapists in the State of Hawaii and we need someone of Ms. Nagashima's capability as a leader to represent us in the legislative and regulatory arenas of our profession. She will be a great asset to the Board of Massage Therapy and her dedication to the ethical standards and practice of massage therapy in the state of Hawaii will deliver a strong message to the public that massage therapy is a safe and therapeutic profession.

Sincerely,



Stephanie R. Pualani Gillespie RN, LMT, NCTMB

Chair, Ethics and Standards Committee

National Certification Board for Therapeutic Massage and Bodywork

PO Box 253

Kealakekua, HI 96750



## The Hawaiian Islands School of Massage

Senator Rosalyn H. Baker, Chair  
Senate Committee on Commerce and Consumer Protection  
Hawaii State Capitol  
415 South Beretania Street  
Honolulu, Hawaii 96813

re: Massage Licensing Board appointment  
Olivia Nagashima, LMT

February 17, 2009

Senator Baker,

Lynn Wind and myself, Darlene Ford, on behalf of The Hawaiian Islands School of Massage, enthusiastically endorse the appointment of Olivia Nagashima to the Board of Massage Therapy. We have had the pleasure of working with Olivia over the past year on several massage initiatives including a trip to China with a goal of bringing western sports massage to the world of eastern medicine. In all of our professional dealings Lynn and I have found Olivia to be a highly dedicated and knowledgeable massage professional who understands the need for professional standards for our industry and is committed to not only maintaining these standards but improving upon them.

Olivia Nagashima has served as president of our Hawaii AMTA (American Massage Therapy Association) chapter and in that role worked tirelessly to grow the enrollment in the association, educate members about standards of practice and encouraged continuing educational opportunities for the membership.

Based on our time spent with Olivia we are convinced she will be a true asset to the Board and help maintain the Board of Massage Therapy's commitment to the highest professional standards for all Hawaii's massage practitioners.

Mahalo for allowing us this opportunity to share with you our conviction that Olivia is the best selection your office can make to fill this role.

Darlene Ford  
Business Manager

Lynn Wind  
President and Owner  
(in absentia)

The Hawaiian Islands School of Massage Inc.

PO Box 300 Captain Cook HI 96754 USA / Phone 808-323-3600 (US & Int'l) 808-323-8293 (HAWAII) / Fax 808-323-3700  
[www.hawaiimassagechool.com](http://www.hawaiimassagechool.com) (US) / [www.hawaiianislandsschool.com](http://www.hawaiianislandsschool.com) (HAWAII)

**Olivia Nagashima**

**Education**

Kapiolani Community College, 2001  
Associate of Science Degree in Accounting  
American Institute of Massage Therapy, 1995  
Vitousek School of Real Estate, 1980 & 2005

**Job Experience**

**September 1996-Present**

**Licensed Massage Therapist-Sole Proprietor**

Responsible for creating a massage based business to assist clients with work related and motor vehicle accident injuries to pre-injury state at Ala Moana office since 1998. Prepare treatment plans and protocol to be shared with the prescribing physician and initiate treatment. Worked with six Licensed Massage Therapists to provide service to over 60 clients per week since 1998-2005.

Responsible for creating a massage based business targeting clients for relaxation and stress relief in Kaneohe office since April 1999. Monitor client's progress, recommend frequency of treatments and provide reading material for client self care as an adjunct to massage treatments.

**January 2008-Present**

Instructor, Hawaii Healing Arts College

Teach Basic Business Start-Up and Insurance Billing/Compliance to advanced massage therapy students. Provide the basic steps and direction to complete the necessary steps to start up a business in following the laws and guidelines in Hawaii. Provide a comprehensive course on insurance billing for services rendered; follow Worker's Compensation Laws and guidelines on compliance to insurance billings.

**March 2006-Present**

**Board of Directors-President**

American Massage Therapy Association (AMTA)-Hawaii Chapter

Volunteer Officer responsible for the compliance of National Bylaws, Policy and Financial Guidelines for Hawaii Chapter as a Non-Profit Organization. Recruit, mentor and promote individuals for leadership responsibilities in the Hawaii Chapter. Provide leadership to Board of Directors, Committee Chairpersons to meet the chapter's goals on a local and national level within the 501C rules

**Resume**

**Page Two**

**Job Experience (Continued)**

Rules and guidelines. Recruit and mentor other licensed massage therapists to get involved in the promotion of massage therapy as a health maintenance program; assist in ensuring members are aware of licensing requirements and initiated the chapter as a clearing house for the reporting of unlawful practices in the State of Hawaii.

**March 2004-2006**

**Board of Directors-Vice President**

American Massage Therapy Association (AMTA)-Hawaii Chapter

Volunteer Officer responsible for the member activities, community outreach programs, educational workshops and liaison for Oahu members. Provide opportunities for members to network with the massage community on each island.

**March 2004-Present**

**Board of Directors-Education Chair**

American Massage Therapy Association (AMTA)

Volunteer Committee Chair responsible for negotiating contracts for educational speakers from Hawaii and the mainland USA for continuing education workshops for all chapter members. Responsible for ensuring education workshops are delivered as contracted. Assist out of state speakers in accommodations, transportation and recreational activities.

**March 2004-Present**

**Board of Directors-Membership Chair**

American Massage Therapy Association (AMTA)

Volunteer Committee Chair responsible for the recruitment of individual members, introduction of the association benefits to students and schools and promote support of the massage community.

**Realtor-Associate, 1990-1996**

Century 21 Pali Properties

Employed part-time as a real estate salesperson while attending Kapiolani Community College.

**Property Manager, 1981-Present**

Self-employed

Maintain and manage two rental units owned.



**Resume**  
**Page Three**

**Job Experience (continued)**

**Realtor-Associate, 2005-Present**

Realty 808, Inc.

Employed as a part-time real estate sales person. Assisted several clients with the selection and purchase of real estate on Oahu. Assisted several clients in the promotion and sale of real estate on Oahu.

**Skills**

Computer: Microsoft Excel, Microsoft Word, Microsoft PowerPoint  
10-key by touch  
Type 60 wpm  
CPR Certified  
First Aid Certified

**Activities and Community Events**

Provided Post-event Massage at Honolulu Marathon, 1998-Present  
Provided Post-event Massage at Special Olympics, 1998-2005  
Provided Pre and Post-event Massage at China Ironman Triathlon, April 2008 in Hainan, China  
Hope Chapel Olomana Hospitality Team, 2007-Present

**Hobbies**

Ballroom Dancing since April 1999  
Tennis  
Golf (Novice)  
Fishing with family members  
Camping with family and friends

Personal References:

Marieta Momii, RN, CNN  
Regional Quality Manager/Director of Education  
Fresenius Medical Care-Hawaii Region

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

Stephanie R. Pualani Gillespie, RN, LMT, NCBTMB  
Chair, Ethics and Standards Committee  
National Certification Board for Therapeutic Massage and Bodywork

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

Conchita Cadiz, MSN, RN, LMT  
Kapolei Healthcare Massage, LLC

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

Darlene Ford  
Business Manager, Hawaiian Islands School of Massage

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

Nolan Matsushige

[REDACTED]  
[REDACTED]  
[REDACTED]

Anne Fritz, LMT  
Treasurer, American Massage Therapy Association-Hawaii Chapter

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

Melissa McCoy  
McCoy Custom Travel

[REDACTED]  
[REDACTED]  
[REDACTED]

Senate Committee on Commerce and Consumer Protection (CPN)  
Senate Confirmation Hearing  
March 11, 2009

Senator Rosalyn Baker, Chair  
Senator David Y. Ige, Vice-Chair

Chair Baker, Vice-Chair Ige:

Thank you for the opportunity to provide you some background information about myself in your consideration of my confirmation to the Hawaii Massage Board.

I have been a licensed massage therapist since September 1996 and have had the good fortune of being able to work as a sole proprietor for the past 12-1/2 years in the field of massage therapy. In my beginning as a massage apprentice through my years as a practicing licensed massage therapist I have established a successful practice and position of seniority and leadership in my field. I bring my experience to help the board understand the situations in our professional community as well as the general public and use this information to aid the board in making binding decisions.

As a form of Alternative Health Care, massage therapy is fast becoming a choice of many consumers. It has also become a fast growing segment of practitioners/professional in the past decade on a national and international level with a wide range of standards. With this influx of practitioners, the Hawaii Massage Board is challenged with the task of ensuring that the licensees demonstrate a degree of competency through their education and abide by the laws that protect the general public.

The Hawaii Massage Board reviews situations that involve massage therapists and the well being of the general public which may challenge our laws and regulations. I can appreciate the roles and responsibilities of the board to maintain a position of neutrality when facing a diverse range of issues that challenge our laws, rules and regulations and be able to apply a consistent and fair interpretation of the law. I welcome this challenge to be a member of the board and provide my expertise in ensuring that consumer protection guidelines are adhered to.

As a past administrator of a non-profit organization, I bring my strengths in leadership, negotiations, logistics planning, co-ordination, delegation and the interest and ability to get all the facts before rendering a just decision. I ask for your support in my nomination to the Board of Massage Therapy.

Thank you for your consideration.

Sincerely,



Olivia Nagashima, LMT