

**IN THE MATTER OF
CHLOE BASTIEN, LMT
RESPONDENT**

*** BEFORE THE MARYLAND
* STATE BOARD OF
* MASSAGE THERAPY
* EXAMINERS
* Case Number: 25-01M**

License Number: M06525

*** * * * ***

CONSENT ORDER OF REPRIMAND/CONSENT ORDER

On July 17, 2025, the Maryland State Board of Massage Therapy Examiners (“the Board”) charged the license of **CHLOE BASTIEN**, Licensed Massage Therapist, License Number **M06525** (“the Respondent”) under the Maryland Massage Therapy Act, Md. Code Ann., Health Occ. §§ 6-101 *et seq.* (2021 Repl. Vol & 2025 Supp.).

On January 28, 2026, the Respondent attended a Case Resolution Conference (“CRC”) before a Committee of Board members to determine whether it would be possible to resolve the Charges with a consent order in lieu of an evidentiary hearing. The Assistant Attorney General representing the State and the Respondent and her counsel attended. At the CRC, the Respondent and the State agreed to, and the Board hereby accepts, the following Findings of Fact, Conclusions of Law, and Order.

FINDINGS OF FACT

The Board finds that:

I. BACKGROUND

1. At all times relevant hereto, the Respondent was licensed to practice massage therapy in the State of Maryland. The Respondent was initially licensed to practice massage therapy in Maryland on September 8, 2020, under License Number M06526. The Respondent's license expires on October 31, 2026.

2. At all times relevant hereto, the Respondent owned a massage therapy practice (the "Practice")¹ in Anne Arundel County, Maryland. The Respondent provided massage therapy services at the Practice.

3. The Practice included another individual (the "Employee") who performed massage therapy at the Practice.

4. The Employee is not and has never been licensed to practice massage therapy in Maryland.

5. On or about July 5, 2024, the Board received a complaint (the "Complaint") alleging that on May 14, 2024, the Employee performed a massage on an undercover detective ("UC-1").

II. POLICE INVESTIGATION

6. On May 14, 2024, at approximately 11:00 a.m., Anne Arundel County Police conducted an undercover operation at the Practice. UC-1 requested a one-hour Swedish massage.

¹ For confidentiality reasons, the names of all massage facilities, clients, or other individuals referenced in this document will not be identified by name. The Respondent may obtain the identity of any facility, client, or individual referenced herein by contacting the assigned administrative prosecutor.

7. Prior to the massage, the Employee gave UC-1 a laminated form² to provide his personal and medical information.

8. The Employee performed the full-body massage in a private room. UC-1 paid seventy dollars plus a twenty-dollar tip.

9. Approximately fifteen minutes after UC-1 arrived, a second detective (“UC-2”) entered the Practice and spoke with the Respondent about scheduling a massage. The Respondent stated that she was unavailable at the time, but the Employee was available for a massage at 12:10 p.m. or the detective could schedule for another time. UC-2 then left the Practice.

10. At approximately 12:36 p.m., a third detective (“UC-3”) entered the Practice and told the Employee that he was there to verify licenses. The Employee informed the Detective that she “only cleans” the business and does not have a massage license. The Respondent identified herself as the Practice owner and provided a copy of her massage license to UC-3. The Respondent explained that she was the only provider at the Practice and that the Employee “cleans the business.”³

III. BOARD INVESTIGATION

² According to the police report, “it appeared the laminated form is repeatedly used, then wiped off for the next customer to write on.”

³ On May 15, 2024, the Employee was charged in Anne Arundel County District Court with practicing massage therapy without a license (Case No. D-07-CR-24-006301). The case was placed on the “stet” docket on September 10, 2024. The “stet docket” is an inactive docket where the State elects not to prosecute the case, often subject to the Defendant completing certain conditions, after which the State will dismiss the case.

12. As part of the Board's investigation, the Board subpoenaed all employee and licensing records from the Practice, requested the Practice's appointment book for May 15-16, 2024, and conducted an under-oath interview of the Respondent.⁴

13. On September 30 2024, the Board issued a *Subpoena Duces Tecum* to the Respondent directing her to provide, "A list of all employees in your practice for the period of January 1, 2024 to July 30, 2024, including names; addresses; contact number; dates of employment; job titles and assigned duties. In addition, copies of all licenses or certificates, where applicable, for all persons employed at the [p]ractice including you."

14. On October 7, 2024, the Respondent's attorney answered via e-mail and stated the following; "There was/is only one employee/owner/licensee...employed/owner-operated since September 8, 2020; owner/operator/licensee; all tasks/duties required to operate the business."

15. On October 7, 2024, the Board investigator conducted an under-oath interview of the Respondent with her attorney and an interpreter present.

16. The Respondent stated that she is the owner of the Practice and "didn't hire any staff." She advised that "[the Employee] she is my friend. She comes to my store to help me and look at how I do my own business...[sic]help me cleaning [sic]and look at

⁴ On October 11, 2024, November 18, 2024, and February 4, 2024 the Board investigator attempted to contact the Employee to schedule an interview and left a voicemail on each date. The Employee did not respond.

how I do it.” The Respondent stated she did not pay the Employee. The Respondent also stated the Employee did not provide massage therapy and worked there for only two weeks.

17. When asked if she recommended the Employee to perform a massage on May 14, 2024, the Respondent stated, “I really don’t remember. I don’t think I would do that...”

18. On April 22, 2025, the Board investigator requested a copy of the appointment book for May 15-16, 2024. The Respondent emailed a screenshot of a digital schedule from her phone, which included four entries on May 15, 2024. The first entry had a first and last name with no contact information. The second entry had a first name with no last name and included a phone number. The last two entries are not in English and do not have phone numbers. There are also four entries on May 16, 2024. The first entry has a first name and last initial, and no contact information. The remaining three entries are not English, and only one has a phone number.⁵

CONCLUSIONS OF LAW

Based on the foregoing Findings of Fact, the Board concludes as a matter of law that the Respondent’s conduct, as set forth above, in whole or in part, constitutes grounds for disciplinary action pursuant to the following statutory and regulatory provisions:

§ 6-308. Denials, reprimands, suspensions, and revocations – Grounds.

(a) Subject to the hearing provisions of § 6-309 of this subtitle, the Board may deny a license or registration to an applicant, reprimand a

⁵ The Respondent also included a screen shot from May 14, 2025 which included two entries. The first entry is a first and last name and for an appointment “with Ling.” The second entry is a first name only a phone number, also for an appointment “with Ling.”

licensee or registration holder, place any licensee or registration holder on probation, or suspend or revoke the license of a licensee or the registration of a registration holder if the applicant, licensee, or registration holder:

...

(8) Does an act that is inconsistent with generally accepted professional standards in the practice of massage therapy;

(9) Is negligent in the practice of massage therapy;

...

(11) Has violated any provision of this title;

...

(20) Engages in conduct that violates the professional code of ethics;

(21) Knowingly does an act that has been determined by the Board to be a violation of the Board's regulations[.]

COMAR 10.65.03.03 Standards of Practice

A. The license holder or registration holder shall be concerned primarily with the welfare of the client.

...

C. A license holder or registration holder shall:

(1) Use professional discretion and integrity in relationships with members of the public and health care community;

(2) Engage in professional conduct at all times, with honesty, integrity, self-respect, and fairness[.]

D. A license holder or registration holder may not:

...

(6) Aid or abet any individual violating or attempting to violate any provision of law or regulation.

COMAR 10.65.03.04 Relationship with Client

C. A license holder or registration holder shall:

...

- (4) Maintain legible, organized written records of treatment of any client under the care of the licensee or registrant for at least 5 years after termination of treatment and as provided by applicable provisions of Health-General Article, Title 4, Subtitle 3, Annotated Code of Maryland[.]

COMAR 10.65.01.05. Licensure or Registration Required; Exceptions.

An individual shall be licensed by the Board in order to practice massage therapy, and shall be registered by the Board in order to practice massage therapy in a setting that is not a health care setting...[.]

COMAR 10.65.01.08 Licensure

- D. A licensee shall display the license and any current renewal license conspicuously in the space where the licensee is engaged in practice, including in any temporary space or in any exhibit location.

ORDER

Based upon the foregoing Findings of Fact and Conclusions of Law, it is hereby:

ORDERED that the license to practice massage therapy in the State of Maryland held by the Respondent, **CHLOE BASTIEN**, License Number **M06525**, is **REPRIMANDED**; and it is further

ORDERED that the Respondent's license is placed on **PROBATION** for a minimum of **ONE (1) YEAR**, subject to the following terms and conditions:

1. The Respondent's status as a licensed massage therapist will be listed in the Board's computer records and website as being on "Probation;"

2. Within **SIX (6) MONTHS** of the effective date of this Order, the Respondent shall take and successfully complete a live (not pre-recorded) Board-approved course in **ETHICS**. The following terms apply:
 - a. It is the Respondent's responsibility to locate, enroll in, and obtain the Board's approval of the courses before the courses begin;
 - b. The Board may accept courses taken in person or online;
 - c. The courses must be a minimum of three (3) credit hours.
 - d. The Respondent must provide documentation to the Board that the Respondent has successfully completed the courses;
 - e. The courses may not be used to fulfill the continuing education credits required for license renewal; and
3. The Respondent shall submit to random record reviews conducted by Board staff and/or Board-approved reviewers throughout the term of probation;
4. The Respondent shall allow random quarterly onsite inspections by Board staff and/or Board-approved inspectors;
5. The Respondent shall pay a monetary penalty in the amount of **\$2,500** to the Board within **90 DAYS** of the effective date of this Order; and
6. The Respondent shall comply with the Maryland Massage Therapy Act and all laws and regulations governing the practice of massage therapy in Maryland; and it is further

ORDERED that the Respondent shall at all times cooperate with the Board in the monitoring, supervision, and investigation of the Respondent's compliance with the terms and conditions of this Order. The Respondent's failure to fully cooperate with the Board shall be considered a violation of probation and this Order; and it is further

ORDERED that, if the Respondent allegedly fails to comply with any term or condition imposed by this Consent Order, the Respondent shall be given notice and an opportunity for a hearing. If the Board determines there is a genuine dispute as to a material fact, the Board shall schedule an evidentiary hearing before the Board. If the Board determines there is no genuine dispute as to a material fact, the Respondent shall be given the opportunity to request a show cause hearing before the Board; and it is further

ORDERED that, after the appropriate hearing, if the Board determines that the Respondent has failed to comply with any term or condition imposed by this Consent Order, the Board may reprimand the Respondent's license, place the Respondent's license on additional probation with appropriate terms and conditions, suspend the Respondent's license with appropriate terms and conditions, or revoke the Respondent's license to practice massage therapy in the State of Maryland. The Board may, in addition to one or more of the sanctions set forth above, impose an additional civil monetary fine on the Respondent; and it is further

ORDERED that, no earlier than **ONE (1) YEAR** after the effective date of this Consent Order, the Respondent may submit a written petition to the Board requesting termination of probation. Upon consideration of the petition, the Board, or designated Board committee, may grant the petition and terminate probation, provided that the Respondent has fully and satisfactorily complied with all probationary terms and conditions of this Consent Order, and there are no pending complaints against the Respondent; and it is further

ORDERED that the effective date of the Consent Order is the date the Consent Order is signed by the Board; and it is further

ORDERED that for purposes of public disclosure and as permitted by Md. Code Ann., Gen. Prov. § 4-333(b)(6), this document consists of the foregoing Findings of Fact, and is reportable to any entity to whom the Board is obligated to report; and it is further

ORDERED that this Consent Order is a Final Order of the Board, and, as such, is a **PUBLIC DOCUMENT** pursuant to Md. Code Ann., Gen. Prov. § 4-333(b)(6) and Md. Code Ann., Health Occ. § 1-607.

02/25/2026
Date

Sharon Oliver
Sharon J. Oliver, MBA
Executive Director
Maryland State Board of Massage Therapy Examiners

CONSENT

I, Chloe Bastien, assert that I am aware of my right to consult with and be represented by counsel in considering this Consent Order and in any proceedings that would otherwise result from the charges currently pending. I have chosen to proceed with counsel and I acknowledge that the decision to proceed with counsel is freely and voluntarily made.

By this Consent, I agree to be bound by this Consent Order and all its terms and conditions and understand that the Board will not entertain any request for amendments or modifications to any condition.

I assert that I am aware of my right to a formal evidentiary hearing, pursuant to Md. Code Ann., Health Occ. § 6-309 and Md. Code Ann., State Gov't §§ 10-201 et seq. I waive this right and have elected to sign this Consent Order instead.

I acknowledge the validity and enforceability of this Consent Order as if entered after the conclusion of a formal evidentiary hearing in which I would have had the right to

counsel, to confront witnesses, to give testimony, to call witnesses on my behalf, and to all other substantive and procedural protections as provided by law. I waive those procedural and substantive protections. I acknowledge the legal authority and the jurisdiction of the Board to initiate these proceedings and to issue and enforce this Consent Order. I voluntarily enter into and agree to comply with the terms and conditions set forth in the Consent Order as a resolution of the charges. I waive any right to contest the Findings of Fact and Conclusions of Law and Order set out in the Consent Order. I waive all rights to appeal this Consent Order.

I sign this Consent Order, without reservation, and fully understand the language and meaning of its terms.

Chloe Ling Bastien
Chloe Bastien

NOTARIZATION

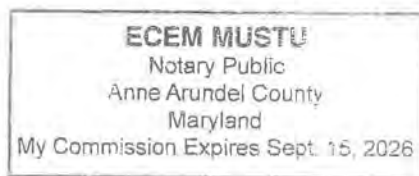
CITY: SEVERN PARK

COUNTY: ANNE ARUNDEL

I **HEREBY CERTIFY** that on this 20 day of February, 2026, before me, Notary Public of the State and City/County aforesaid, **Chloe Bastien** personally appeared, and made oath in due form of law that signing the foregoing Consent Order was the voluntary act and deed of **Chloe Bastien**.

AS WITNESSETH my hand and notarial seal.

SEAL



[Signature]
Notary Public

My Commission Expires: September 15, 2026