

That Massage School

Student Handbook



This institution is regulated by:

Office for Career and Technical Schools, 10 N Senate Avenue, Suite SE 308, Indianapolis, IN 46204

OCTS@dwd.in.gov

<http://www.in.gov/dwd/2731.htm>

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****Any print italicized is taken directly from the association or state website. References are located on the Human Resource contact page in the end of the handbook.**

I ABOUT THAT MASSAGE SCHOOL

I.1 SCHOOL FOUNDING

Too many times in life, we come across things that we wish would be better. We typically will gripe and complain to family and friends about our experiences, but rarely do anything about it.

When the founder originally attended massage school, he was disappointed. The people who ran the school were well-intentioned and poured a lot of love and care into their business, but the experience was hard on a working parent who had a different learning style. Traditional schooling did not make it easy to overcome these obstacles.

He set out to build a massage school specifically designed with the average adult in mind. A school that would understand the challenges faced by busy adults and would help them find a way around them through innovation and imagination. He wanted the experience at this new massage school to be different than any other and truly wanted all students to succeed. So That Massage School was born.

I.2 SCHOOL MISSION AND VISION

I.2.1 Mission Statement

To bring wellness from luxury to common place by removing obstacles and creating new paths.

Wellness is not limited to getting massages, working out and eating right. It is also about self-esteem, confidence, achievement, peace of mind, and jobs to support families and oneself as well.

I.2.2 Vision

To remove obstacles to education by creating a school that looks at problems as opportunities and to explore solutions through different angles with a childlike wonder.

I.2.3 Values

- **Problem Solving:** It takes a community to create the changes needed. Communication from all sides: from students, clients, employers, industry leading organizations and state regulating bodies will highlight areas for improvement. It is our duty to listen and brainstorm solutions to the problems of the industry to the best of our ability.
- **Creativity and Imagination:** Making global and systemic changes will take doing things in ways that have not been done before. This requires a lot of creativity, imagination and viewing from different perspectives.
- **Providing Accessibility:** Using technology and innovation, course materials can be brought to the student in a multitude of ways (traditional textbook, online learning, virtual reality, read aloud, etc.) to support different learning styles and abilities.

I.3 CONTACT INFORMATION

This contact information is subject to change.; It is important to see the most current and up to date Handbook.

CEO	Joshua Ridenour	thatmassageschool@gmail.com
Enrollment		www.thatmassageschool.com/enrollnow
School Helpline		thatmassageschoolhelp@gmail.com
Incident Reporting		thatmassageschoolhelp@gmail.com
Homework line		thatmassageschoolhelp@gmail.com
MassageBook Helpline		https://support.messagebook.com/hc/en-us

Location Specific Contacts will be listed in your online portal.

ADA (Americans with Disabilities Act) ada.gov

Dept. of Labor (DOL) <https://www.dol.gov/regulations>

U.S. Department of Labor, 200 Constitution Ave NW, Washington, DC 20210

DOL coronavirus www.dol.gov/coronavirus

DOL National Toll-Free Contact Center Live Assistance M-F 0800-2000 1-866-487-2365

Ethical violation reporting can be found at www.in.gov/ig/2330.htm

Indiana governing regulations can be found at
<http://www.in.gov/legislative/ic/code/title22/ar4.1/ch21.html>

OCTS (Office for Career and Technical Schools) OCTS@dwd.IN.gov

Filing a complaint can be done to the OCTS website: <https://www.in.gov/dwd/octs.htm>

State Ethics Commission www.in.gov/ethics (317) 232-3850

Updated and detailed information, including website links, for the Indiana Standardized Policies can be found at <https://www.in.gov/spd>

I.4 ADMISSIONS & ENROLLMENT

I.4.1 Submitting and filing personal information

The first step for potential students is to schedule an interview with the local school to

- Cover the current course curriculum
- Tour the facility and meet the clinic manager or hands on instructor
- Get information on the location's bootcamp times and clinic schedules
- Review the tuition and payment options

If the student is ready to enroll, the clinic manager sends or gives them the enrollment checklist which provides links to info to:

- Review the Student Handbook
- Review policies and procedures
- Sign up to:
 - Fill out the enrollment application and financial document electronically
 - Submit identification and high school diploma
 - Get payment link for deposit
- *All applicants need to ensure they are sending sensitive information via secured channels provided by the school. Do not send over email or text, or any other unsecure channel.

The school keeps valid and up to date student profiles and prioritizes keeping information in a safe place free from HIPAA violations. It is the student's responsibility to submit all documents and required paperwork by their due dates.

1.4.2 To become an enrolled student

- Applicants must be 18 years of age by date of enrollment
- Submit a completed enrollment agreement and pay deposit on tuition.
- Submit identification and high school diploma with enrollment application.
- Decide on a payment plan and sign financial documents agreeing to make payments.
- Display a genuine desire to become a part of a learning atmosphere with the ability and aptitude to succeed in the classroom.

1.4.2.1 Reasons for denial of entry on to the program

It is the responsibility of the school to verify a potential status with regards the reasons for denial listed below. If any of these come to our attention, it is within our rights to remove a student from the program. A more thorough background search is conducted at the state and licensing level.

- General over encompassing reasons to deny
- Non-Conducive attitude towards learning and massage industry (addressed later in section)
- Narcotics and alcohol abuse
- Inability to furnish a diploma, GED or inability to complete high school
- Felony on record, prostitution conviction or any sex offense
- Under the age of 18
- Conflict of interest

1.4.3 Other Documentation to submit (if available)

- Copy of personal licenses you actively hold
- Copy of other professional licenses and/or certificates you actively hold
- A transcript from previous massage school if applicable

1.4.4 Tuition and payments

Tuition is the backbone of the school. The tuition payments support the staff that keeps the school running and the ever-changing development of the school and its program. However, tuition should not be a financial barrier for a new life-changing career, so payment plans have been designed to fit the needs of most students.

Details about the payment options available

- Discounts awarded for shorter payment terms with full payment having deepest discount
- Up to four years of payments, interest may apply, and bank withdrawal are necessary
- Students are responsible for fulfilling all their financial obligations

Payments of any amount can be made at any time during the course.

Please refer to the 'Tuition and Payment Options' document for current tuition rates.

1.4.5 Hold Status, Withdrawal Policy and Refunds

Challenges in life happen, circumstances change, and sometimes we may think that we can no longer go forward when we truly can. A student can lose all their hard work and regret a decision made in haste. It is our job as your school to help support you on your journey. Hold status and withdrawal criteria have been written to give students a second to think about their situation and to give motivation to follow policies and procedures so that students may achieve the best version of themselves.

1.4.5.1 Hold Status

Our course is self-paced and made to suit the working adult's lifestyle. Sometimes a student may need to step away from the course and re-enter at a later date. Therefore, we created the hold status. A student will go into hold status

- If the student stops communicating with staff for at least 30 days.
- If the student requests a break and plans to return to the program.
 - Students will still need to be responsible for what is on their clinic schedule. Failure to do so can result in suspension.
- Students will be responsible for following the most up-to date handbook and policies.
- Depending on the length of the absence of the student, the course may have been adjusted since the student last attended. The student may be responsible for purchasing additional books (if required by the course).
- Students may still be required to continue to make payments while in hold status.

1.4.5.2 Release from Hold Status

When students are ready to rejoin the course, they will need to submit a Release from Hold Status form which can be found with your current clinic manager or hands on instructor.

- Student must be in good standing with the school.
- Student must be current on payments or made arrangements to get current on payments.
- Student must request newest handbook if necessary.
- Student must obtain the latest course materials.

- Student should reach out to clinic manager to make arrangements to get back on clinic schedule.

1.4.5.3 Criteria for Withdrawal

30-day cool down period

- We have a 30-day cool down period to ensure that it is truly what you want to do. This time period does not count against the calculation of any refund due to a student.
- Student must submit an Intent to Withdrawal form with their clinic manager to start the 30-day cool down period.
- Students are still responsible for what is on their clinic schedule and could face suspension or expulsion for failing to meet his or her clinic commitments.
- We will officially not accept withdrawals until this cool down period has been met.

Must be in good standing with the school

- Must not be on suspension or expelled from the school
- Must not have had HIPAA violations
- Must not have committed any felonies or convictions of a sexual nature
- Has not violated non-competition, non-disclosure or non-disparage provisions of the Handbook.

1.4.5.4 Determination of percent of course completed

This school is not your standard timed course and is a self-paced course. It is possible to be in multiple phases in different portions of the school. Currently, we use the percentage of the online course completed to determine the eligible refund.

1.4.5.5 Procedures for withdrawal

Once the criteria for withdrawal has been met and the percentage of refund has been determined, the student will need to request a withdrawal form from their clinic manager and hands-on instructor to initiate the withdrawal process. Thirty days from the date of submission of the withdrawal form, the school will send refund by certified mail to the address on file. It is up to the student to maintain their current address with the school.

1.4.5.6 OCTS standard refund and withdrawal policy (verbatim OCTS standards)

The postsecondary proprietary educational institution shall pay a refund to the student in the amount calculated under the refund policy specified below or as otherwise approved by the Office for Career and Technical Schools (OCTS). The institution must make the proper refund no later than thirty-one (31) days of the student's request for cancellation or withdrawal.

If a postsecondary proprietary educational institution utilizes a refund policy of their recognized national accrediting agency or the United States Department of Education (USDOE) Title IV refund policy, the postsecondary proprietary educational institution must provide written verification in the form of a final refund calculation, upon the request of OCTS, that its refund policy is more favorable to the student than that of OCTS.

The following refund policy applies to each postsecondary proprietary educational institution as follows:

1. A student is entitled to a full refund if one (1) or more of the following criteria are met:

(a) The student cancels the enrollment agreement or enrollment application within six (6) business days after signing.

(b) The student does not meet the postsecondary proprietary educational institution's minimum admission requirements.

(c) The student's enrollment was procured as a result of a misrepresentation in the written materials utilized by the postsecondary proprietary educational institution.

(d) If the student has not visited the postsecondary educational institution prior to enrollment, and, upon touring the institution or attending the regularly scheduled orientation/classes, the student withdrew from the program within three (3) days.

2. A student withdrawing from an instructional program, after starting the instructional program at a postsecondary proprietary institution and attending one (1) week or less, is entitled to a refund of ninety percent (90%) of the cost of the financial obligation, less an application/enrollment fee of ten percent (10%) of the total tuition, not to exceed one hundred dollars (\$100).

3. A student withdrawing from an instructional program, after attending more than one (1) week but equal to or less than twenty-five percent (25%) of the duration of the instructional program, is entitled to a refund of seventy-five percent (75%) of the cost of the financial obligation, less an application/enrollment fee of ten percent (10%) of the total tuition, not to exceed one hundred dollars (\$100).

4. A student withdrawing from an instructional program, after attending more than twenty-five percent (25%) but equal to or less than fifty percent (50%) of the duration of the instructional program, is entitled to a refund of fifty percent (50%) of the cost of the financial obligation, less an application/enrollment fee of ten percent (10%) of the total tuition, not to exceed one hundred dollars (\$100).

5. A student withdrawing from an instructional program, after attending more than fifty percent (50%) but equal to or less than sixty percent (60%) of the duration of the instructional program, is entitled to a refund of forty percent (40%) of the cost of the financial obligation, less an application/enrollment fee of ten percent (10%) of the total tuition, not to exceed one hundred dollars (\$100).

6. A student withdrawing from an institutional program, after attending more than sixty percent (60%) of the duration of the instructional program, is not entitled to a refund.

Student Protection Fund IC 22-4.1-21-15 and IC 22-4.1-21-18 requires each educational institution accredited by the Office for Career and Technical Schools to submit an institutional surety bond and contribute to the Career College Student Assurance Fund which will be used to pay off debt incurred due to the closing of a school, discontinuance of a program, or loss of accreditation by an institution. To file a claim, each student must submit a completed "Student Complaint Form." This form can be found on OCTS's website at <http://www.in.gov/dwd/2731.htm>.

I.5 STUDENTS RIGHTS

I.5.1 Course rights

We are constantly improving our course and our current school model allows us to adjust it from student to student. Your course may look different from your classmate's course. Students have the right to the terms of the course of the date of their signing. Some changes may be mandated; however, the students may voluntarily adjust their current course to new and updated methods on a case-by-case basis.

1.5.1.1 Up to date Student Handbook

Our handbook is subject to change. Please see the date at the bottom of the page to ensure you have the most current version.

I.5.2 Student Grievance Process

Please be sure to let your instructor or the administrative staff know of your concerns when you are experiencing them. If you wait until your class is over to tell us how you are feeling, we are less likely to be able to do much about it. We are, however, interested in your input whenever you can offer it. Periodically the school will also ask graduates to evaluate their overall experience at That Massage School.

If a student has an issue or problem with the online coursework, the student should reach out to the helpline.

If a student has an issue or problem with anything at their location, the student should report the location to the school using the location reporting button on the portal.

There is also an incident report on the portal for reporting problems with students, staff or clients.

If a student wishes to file a complaint regarding the anything else, the student should;

- Notify the school within ten days.
- A hearing will be scheduled within five business days of the notification at which time the student has the right to present further evidence and bring witnesses, if desired, to support their position.
- If the problem cannot be resolved by the school, the student has the right to contact the Office of Career and Technical Services (OCTS).

I.5.3 Discrimination and Equal Opportunities

Each student has the right to attend class in a professional environment that is free from discrimination and favoritism. Each student shall be presented with equal opportunities regardless of their personal

demographics such as race, sex, religion, age, nationality, sexual orientation, gender identity, and/or disability.

The State of Indiana, and the school, do not tolerate, condone, or allow any harassment or discrimination presented in any form and is reportable to the State of Indiana. Any individual who is also aware of a situation of the following or behavior of discrimination is highly encouraged to report it to their clinic manager, or the school helpline. If an individual does not feel situations have been adequately and properly addressed, they reserve the right to contact the state of Indiana, the FEEOC, or any Indiana governing body affiliated with the situation.

1.5.4 Disabilities, accommodations, and guidelines

That Massage School is adequately equipped to meet the needs of students with disabilities. Our facilities have designated parking spaces and ramps. Restrooms are fitted with accessible equipment.

In accordance with section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act (ADA), the school affirms its commitment to ensure equal educational opportunities to students with disabilities. That Massage School will make its facilities and programs available in a non-arbitrary, beneficial manner to the extent that practicality and resources allow. Students with learning, physical, or psychological disabilities seeking accommodations must contact and provide documentation to the ADA representative.

Students with disabilities who are requesting accommodations must put their request in writing and provide the appropriate documentation. To ensure that the proper documentation is complete, and the necessary accommodations are implemented, please refer to the following guidelines.

- Documentation should include a verified document of disability under the Americans with Disabilities Act, the ADA Amendments, Section 504 of the Rehabilitation Act of 1973, and Disability Services policy.
- Documentation should also include effective accommodations/recommendations that relate to the impact of the disability. Disability services will make the final determination of reasonable accommodations.
- Additional documents that can expedite and help the final determination are not limited to, but may include:
 - Reports and/or assessments completed and created by a healthcare provider, psychologist, or a previously state approved educational system.
 - Medical, psychological, or educational record.
 - Documents that state accommodation history, such as a previous IEP (Individual Education Program), SOP (Summary of Performance), 504 Plans, and teacher observation reports.
- Documentation must also be submitted on an official letterhead from the business/office or healthcare facility. It should also include the professional's name, professional credentials, contact information, and original handwritten signature, not a stamp, printed copy, or copy. The document must also include the date (within 3 years) and be a typed document, other than the signature. Upon final determination TMS will establish a process for tests and similar circumstances accessible for qualified individuals.

It is the student's responsibility to make their needs known as far in advance as possible. Students have the right to keep all disabilities private. However, students must disclose disability information and documentation requirements for accommodation. If a student has questions for specific disability accommodations and/or specific documentation questions they need to contact the school.

1.5.4.1 Auxiliary Aids/Academic Adjustments

A student who needs an academic adjustment that includes an auxiliary aid should work with the school to identify the most appropriate and effective aid. An auxiliary aid might include taped texts, interpreters, or other effective methods of making orally delivered materials available to students with hearing impairment, readers for students with visual impairment, classroom equipment adapted for use by students with manual impairments, and other similar services. The request for the auxiliary aid should also be accompanied by supporting diagnostic test results and the school will work with each student to select the most appropriate aid for their situation. Adjustments may also be made to academic requirements as are necessary to ensure equal educational opportunity, but the school will not lower or waive essential requirements of the program.

1.5.4.2 Grievance Procedure and Conflict Resolution

If a student wishes to file a complaint regarding any disability discrimination, the student should;

- Notify the school within ten days.
- A hearing will be scheduled within five business days of the notification at which time the student has the right to present further evidence and bring witnesses, if desired, to support their position.
- If the problem cannot be resolved by the school, the student has the right to contact the U.S. Office for Civil Rights, U.S. Department of Education, in the region where the school is located. The United States Office for Civil Rights (OCR) is the agency responsible for addressing complaints related to discrimination based on disability. More information regarding the U.S. Office for Civil Rights and the procedure that should be followed in filing a complaint can be found at www.ed.gov.

I.6 STUDENT RESPONSIBILITIES

Failure to maintain the responsibilities can result in immediate expulsion from the program.

I.6.1 Following this handbook

The policies and procedures in this handbook provide structure for the school both online and in-person. Any violation of any policy of procedure subjects a Student to our disciplinary procedures.

I.6.2 An attitude conducive to learning

Without the right attitude towards learning, we cannot teach, and it becomes distracting to other students. Please avoid allowing any negative attitudes, emotions or thoughts from disrupting the learning for our other students.

1.6.2.1 A positive mindset

Students need to arrive with a positive mindset and a willingness to learn and work with staff, other students and clients. A negative mindset cannot only be damaging to the student, but the school as a whole.

- A positive mindset is, but not limited to:
 - positive communications,
 - solution-oriented feedback in the proper channels,
 - encouragement to other students, staff, and clients
 - a growth mindset - handling problems as an opportunity for growth
- A negative mindset is but not limited to:
 - argumentative communication,
 - complaints to anyone other than staff,
 - negative talk to other students, staff, and clients
 - a fixed mindset – approaching problems in a unhelpful way.

1.6.2.2 Professionalism

- professional communications should be void of politics, religion, profanity, personal affairs
- professional demeanor – how you carry yourself
- professional appearance - clean, well-groomed

1.6.2.3 Non-disparagement

We understand that students may not agree with the school, staff, other students, or clients, but there are proper channels, policies and procedures for handling issues that may arise.

1.6.2.4 Honesty and cheating

Academic honesty is the foundation of the learning process. Cheating of any kind or dishonesty undermines our community and the values we hold dear. As such, it will not be tolerated at this school. Any form of cheating, which includes but is not limited to, plagiarism, inappropriately collaborating, using unauthorized tools/materials on clinics, and falsifying data on logs, may result in a failing grade for the course. In addition, any form of academic dishonesty will be reported to the That Massage School staff. Cheating diminishes what we are trying to accomplish in this class and puts an unfair burden on those who play by the rules. Please don't cheat.

1.6.2.5 Punctuality and Absenteeism

Showing up is half the battle for success to becoming a massage therapist, but is critical to the operation of the school. Therefore, arriving in a timely manner for meetings with instructors or students, clinic managers, and clients is very important. Being late or absent can be costly and damaging to reputation. It can delay other people's schedules and interfere with instructors and other students.

1.6.3 Felonies & crimes of sexual nature

Felonies and convictions of crimes of a sexual nature can prevent you from becoming a massage therapist. It is the student's responsibility to ensure that once they are in the course that they remain eligible to get their license.

1.6.4 Tuition payments

Life happens, the key to success in the school and in life is communication. Financial situations do change over time, but delinquency in payments is not an option. If the agreed upon payment plan is no longer viable, contact the school to adjust payment plans.

Students may not graduate the program unless they are in good standing with their payments, contract, or have contacted the financial department regarding their account. Students may be notified of suspension if they have ceased payments during the course.

Students should refer to their financial agreement and/or contract for questions about amounts, due dates, refunds, etc.

Missed payment 1: verbal warning

Missed payment 2: financial review with school

Missed payment 3: locked out of online course

1.6.5 Massage Education Non-Compete

The purpose of the massage education non-compete is to prevent theft of ideas and concepts to be used at other massage education institutions. A lot of time, money and effort went into the school's intellectual property. The massage education noncompete is limited to massage therapy primary education and related continuing education for a term of two years.

By enrolling in the school, each Student, while enrolled at the School and for a period of two years after the Student's last day in the School's program, agrees not to start a massage education institution, have any ownership interest in any massage education institution, and not to assist any massage education institution in planning to offer massage education or to change its delivery of massage education. By applying to be in the School, Student expressly accepts and agrees to be bound by this Non-Compete provision and acknowledges that the School would not admit the student without Student's acceptance and agreement to this provision.

- Intellectual property
- Processes for school
- Sharing course materials
- Etc.

1.6.6 Non-Disclosure

Student shall not sue for Student's personal benefit, or disclose, communicate or divulge to, or use for the direct or indirect benefit of any person (including other students), firm, association, company or school other than the School, any "Confidential Information," which term shall mean any information regarding the curriculum delivery methods and processes, student materials, tuition, scholarships, policies, procedures, techniques, research or development projects or results, trade secrets, or other knowledge or processes of, or developed by, the School or any other confidential information relating to or dealing with the business operations of School, made known to Student or learned or acquired by Student while in a student of the School, but Confidential Information shall not include information otherwise lawfully known generally by or readily accessible to the general public. The foregoing provisions of this paragraph shall apply during and after the period when the Student is a student of the

School and shall be in addition to (and not a limitation of) any legally applicable protections of School interest in confidential information, trade secrets, and the like. By applying to be in the School, Student expressly accepts and agrees to be bound by this Non-Disclosure provision and acknowledges that the School would not admit the student without Student's acceptance and agreement to this provision.

1.6.7 Reporting and Constructive feedback

Reporting and constructive feedback comes in all shapes and sizes. In general, issues and feedback with the course and issues that cannot be resolved at the location level should be reported to the school helpline. Regular day to day issues with clinics and hands on training should be reported to the location manager.

- School helpline –
 - Reporting and feedback should be sent to school's helpline email.
 - Location violations
 - see Location Issues in Location Policies and Procedures for more information
 - if location manager fails to act on location issues
 - Course suggestions
- Location manager –
 - Reporting and feedback should be sent to location's primary email.
 - Handbook violations
 - Location suggestions

1.6.8 Contact information

It is the student's responsibility to keep the school up to date with the most current contact information to include:

- Phone number
- Personal email address (for use after graduation)
- Mailing address

1.6.9 Maintaining internet

The student is responsible for ensuring they have proper internet service for participating in online coursework. Attendance will not be excused for failure to not ensure proper service.

Students are also responsible for creating a plan B for internet service in the event their remote location is not functioning.

2 ONLINE SCHOOL

2.1 SCHOOL COMMUNICATIONS AND HOMEWORK

Effective communication is:

- key to professional and academic success.
- shall be applied to all management, staff members, employees, and students at the school.
- includes updating teachers/instructors of any date/deadline conflicts with schedules.

It is highly encouraged to keep a log of communications with staff. This could be important to document completion of certain assignments.

We suggest you:

- Keep emails in your inbox, don't delete
- Keep text messages in your phone
- Screenshot conversations

The school recognizes all national holidays and communications will be delayed to the following business day.

2.1.1 Student emails

Every student is given a student email address upon enrollment. Once the email is issued, email will be the primary source of contact for the remainder of the course. Please do not change password on your student email, staff will need access to it. If you change your password and do not immediately notify the school's staff, you will be in violation of this handbook and subject to disciplinary proceedings.

This email will be used for:

- Logging in to your online course material
- Communicating with your instructor on assignments
- Receiving any updates to policies and procedures

Students who do not read emails from school are not excused from being properly informed or excused from not following any updated policies or procedures, etc.

2.2 ONLINE LEARNING (200 HOURS)

Our online platform is the central hub for all the online course content. The login information is given in the welcome email. The course may be accessed by mobile device, PC, etc. Students are responsible for completing their online course content.

Our self-guided course was built from the ground up and is geared towards getting ready for national testing as quickly as possible while remaining flexible enough to meet the demands of the average working adult. Our custom-built learning portal can be accessed most places through a mobile device or computer and is constantly growing and developing to help meet students' learning needs.

2.2.1 National testing preparation

Our online course was designed from the ground up with a focus on national testing. At its core, the content of this course is the fundamentals of the national test needed for licensure. Mblex is a national test that is required by most states for licensure to be a massage therapist. One of the primary focuses of the school is to prepare students to pass this test. MBLEX information can be found at www.fsmtb.org. Massage Therapy is regulated by the Indiana Board of Massage Therapy.

MBLEX content outline presents the testing information by percentages are as follows:

- Anatomy and Physiology - an understanding of the structures of the human body (11%)
- Kinesiology - study of human movement and how the body's muscles and bones work together to produce movement. (12%)
- Pathology, Contraindications, Areas of Caution, and Special Populations - study of diseases and disorders, including their causes, symptoms, and treatments. (14%)
- Ethics, Boundaries, Laws and Regulations - covers the professional standards, legal requirements, and ethical considerations that must be followed by massage therapists. (16%)
- Guideline for Professional Practice - cover the best practices for client interaction, communication, and treatment to ensure that massage therapists provide safe and effective services to their clients. (15%)
- Benefits and Physiological Effects of Techniques that Manipulate Soft Tissue - the physical and psychological benefits of different massage techniques, including how they can promote healing, relaxation, and improved physical performance. (15%)
- Client Assessment, Reassessment and Treatment Planning - how to evaluate clients' needs, create effective treatment plans, and track progress throughout the therapeutic process. (17%)

Starting from the beginning, students take the practice MBLEX test at various places in their online study. The practice test will be taken in the online portal and will be automatically graded. Each student strive to improve 3-5% from their baseline percentage to be progressing through program appropriately. These standards with the school help student readiness for the state exam. The progress and requirements for MBLEX practice tests are monitored and documented in the online platform.

One of the final steps of the program is to pass the practice MBLEX test with FSMTB. This test will be completed on site at the school location and will be at the cost of the student. FSMTB charges \$25 at the time of this publication for this test. If the student does not meet the passing requirements of 70% in each category, they will need to retake the test until they meet the passing score.

2.2.2 On demand content

The app guides the student through the course with varying ways to consume content based on the individual's learning needs.

2.2.3 Online Instructors

While our course is self-guided, our instructors are here to help. Backed with our AI tutoring systems, we help identify learning styles as well as weak points to help students achieve their goals.

2.2.4 In-person integration

Our online coursework is designed to go hand in hand with the in-person training.

2.2.5 Estimated time requirement

While the course is self-paced, students can take as much, or as little time as needed for completion. We designed it to be completed in roughly 6-8 months, approximately 9-12 hours per week.

2.2.6 Disciplinary Action & Suspension

Disciplinary actions may interfere with online access. Students who receive disciplinary sanctions may temporarily lose access to online course content until the situation is resolved.

The loss of access will not take place until the student has received a warning from the school. Reasons for loss of course content include, but not limited to:

- Absence from course longer than 30 days without communication
- Absence from clinics and or removing yourself from clinic schedule without communication
- Policy violations
- Not fulfilling enrollment contract and agreements
- Withdrawal from program

2.3 STUDY GROUPS

Study groups are encouraged to be formed at your location as well as private online social media groups. Please see location manager for assistance on developments on groups (if any).

3 IN-PERSON SCHOOL

3.1 LOCATION POLICIES AND PROCEDURES

Each massage school location may develop its own policies and procedures at its discretion. However, there will be certain policies that will be uniform from location to location. Listed below are some general policies that you should follow.

3.1.1 Parking

All students need to park in the designated areas on the property of your location. Students need to abide by the city and county laws for parking your vehicles. See location manager for clarification on where to park your vehicle.

Parking lots can be dangerous, please be aware of our surroundings. Try to park in well-lit, safe and secure areas. Keep your vehicle and property secure. If needed, use the buddy system walking to or from your vehicle.

3.1.2 Personal & Company Property

All staff members and students are responsible for his/her own belongings and shall be respectful of others' property and personal belongings. The school does not tolerate destruction of property, stealing or rifling through another person's personal belongings.

If any items are found, lost, or stolen, the situation can be reported to the office manager. If there is justifiable cause and/or accusations of illegal or criminal acts, management and staff members reserve the right to ask the student to empty their belongings and/or contact the appropriate policing authorities.

If any student is caught stealing or vandalizing any location property or property of another student or staff member, an investigation will be performed by the staff of the school. The student shall not return to class or clinics until the investigation is complete. Outcomes could include, but not limited to, fines to pay for the damaged equipment or withdrawal from the program. We will also contact the appropriate policing authorities.

3.1.3 Safety, Fire & First Aid

The safety of students and clients is of utmost priority. Each location shall

- Have a current fire safety inspection, follow all fire safety protocols and have a posted evacuation plan.
- Having a working phone and/or cell phone nearby to call 911 if needed.
- Have a first aid kit available.
- Have a communication procedure for issues that may come up in the massage room.
- Enforce all city, county, and federal laws.

If any student does not feel they are in a safe environment, they should contact management immediately. If the issue is with management or the location, contact the school's primary number.

3.1.4 Smoking Policy

For the safety of staff, students, and clients there is no smoking inside the building or within a designated number of feet from any door or entrance. Follow location policies as well as city and state guidelines.

Students who choose to smoke

- Should leave the property or move to a private location away from doors and entrances. Please contact your clinic manager for location policies.
- Students should have a jacket or other clothing to cover scrubs when smoking to absorb the smell.
- Shall ensure they have thoroughly washed their hands and attempted to cover the smell. When doing massages, you are near your client, and smells can be exasperated.

3.1.5 Cleanliness

Keeping the clinic area clean reduces the risk of spreading illnesses and keeps the place presentable to clients. All rooms shall be free of excessive trash, dirty linens, and client belongings at the close of the session. Rooms shall be sanitized and restocked before the next session. Students are responsible for checking out with the clinic manager each day to ensure cleanliness as well as to receive points for clinic hours.

3.1.6 Cell Phone & Electronics

The use of phones during training or clinics is not acceptable except in case of emergency or urgent family situations. Cell phones must be muted during hands-on training and should not be in the massage rooms during clinics unless being used for music. You must make Clinic manager aware if you are using your phone for music and can only do so with his or her consent.

Students texting or accepting phone calls during class can be tolerated:

- If the situation is communicated to the instructor/teacher before class and the situation is deemed important or urgent. This shall be at the discretion of the instructor/teacher.
- And students need to quietly proceed out of the room and reenter quietly trying to be respectful of others and not cause too much disruption.

Inappropriate messages, videos, or any communication that may obtain:

- Profane, obscene, derogatory,
- or potentially discriminating or harassing content

will not be tolerated. Any such messages from staff members to staff members, from students, and/or to students should be reported to school management.

Students shall not include any private information of a student, client, or other staff member of the team in a text, voice message, video, social media post, or any other form of contact that would be in violation to privacy or against HIPAA regulations.

3.1.7 Location Issues

Students may report locations to the school's primary helpline for:

- Policy violations regarding safety, fire, smoking and cleanliness,
- Violations of any local city, state and federal laws.
- issues that impede the students' ability to complete clinics in a timely way.
- Issues regarding hands-on training

All reports of location issues will be investigated, and proper corrections will be made.

3.2 STUDENT CONDUCT

The student conduct policy is designed to be fair, just, and ethical. The student conduct policy ensures the location and environment is professional, safe, healthy, and operates ethically.

Students shall follow all policies, procedures, guidelines, state and federal laws, and regulations set forth by the Indiana State Board of Massage Therapy.

Unacceptable student conduct includes, but is not limited to:

- Insubordination, Dishonesty & Cheating
- Abuse or unlawful activity of any kind
- Violating any safety regulations, standards, policies, or procedures set forth by the school, OCTS or the State of Indiana
- Willful abuse of any equipment or property on the premises of the school.
- Failure to meet financial or academic responsibilities.

These are definite examples of unacceptable student conduct but do not list every possibility that may arise. Items listed above are subject to disciplinary actions by the school and some may result in immediate termination.

Students are expected to adhere to all the state standards for becoming and maintaining a Certification of a Massage Therapist. These include but are not limited to all information that is found at:

<https://www.in.gov/pla/3317.htm>.

3.2.1 Ethics

Ethics are the moral principles that govern a person's or professional's behavior or the conduct of an activity. The school follows industry standards for massage therapy ethics. Listed below is the Ethical Code of Conduct from the American Massage Therapy Association.

AMTA Ethical Code of Conduct

This Code of Ethics is a summary statement of the standards of conduct that define ethical behavior for the massage therapist. Adherence to the Code is a prerequisite for admission to and continued membership in the American Massage Therapy Association (AMTA).

Principles of Ethics

The Principles of Ethics form the first part of the Code of Ethics. They are aspirational and inspirational model standards of exemplary professional conduct for all members of the association. These Principles should not be regarded as limitations or restrictions, but as goals for which members should constantly strive.

Massage therapists/practitioners shall:

1. Demonstrate commitment to provide the highest quality massage therapy/bodywork to those who seek their professional service.
2. Acknowledge the inherent worth and individuality of each person by not discriminating or behaving in any prejudicial manner with clients and/or colleagues.
3. Demonstrate professional excellence through regular self-assessment of strengths, limitations and effectiveness by continued education and training.
4. Acknowledge the confidential nature of the professional relationship with clients and respect each client's right to privacy within the constraints of the law.
5. Project a professional image and uphold the highest standards of professionalism.
6. Accept responsibility to do no harm to the physical, mental and emotional well-being of self, clients and associates.

Rules of Ethics

The Rules of Ethics are mandatory and direct specific standards of minimally acceptable professional conduct for all members of the association. The Rules of Ethics are enforceable for all association members, and any members who violate this Code shall be subject to disciplinary action.

Massage therapists/practitioners shall:

1. Conduct all business and professional activities within their scope of practice and all applicable legal and regulatory requirements.
2. Refrain from engaging in any sexual conduct or sexual activities involving their clients in the course of a massage therapy session.
3. Be truthful in advertising and marketing, and refrain from misrepresenting his or her services, charges for services, credentials, training, experience, ability, or results.
4. Refrain from using AMTA membership, including the AMTA name, logo or other intellectual property, or the member's position, in any way that is unauthorized, improper, or misleading.
5. Refrain from engaging in any activity which would violate confidentiality commitments and/or proprietary rights of AMTA or any other person or organization.

Effective Date May 1, 2010

<https://www.amtamassage.org/about/core-documents/>

3.2.2 HIPAA

HIPAA stands for Health Insurance Portability and Accountability Act. The main goal of HIPAA is to ensure protection of electronic health information.

There are five separate rules to HIPAA. They include the privacy rule, transactions and code sets rule, security rule, national provider identifiers rule, and enforcement rule.

HIPAA is explained as follows:

Privacy Rule

The HIPAA Privacy Rule regulates the use and disclosure of Protected Health Information (PHI) held by “covered entities” (examples include employer-sponsored health plans and health insurers).

As implied, it sets requirements for covered entities for keeping PHI private, but with the Omnibus Rule update in 2013, HIPAA now applies to the independent contractors employed by covered entities, otherwise known as “business associates.”

Transactions and Code Sets Rule

HIPAA and the Transactions and Code Sets Rule was intended to improve the efficiency of the American healthcare system and by standardizing health care transactions.

By requiring all health plans to engage in healthcare transactions in a standardized way, this set of standards helps to simplify healthcare transactions across the industry.

Security Rule

The HIPAA Security Rule goes together with the Privacy Rule in terms of protecting patient information.

The Privacy Rule covers both paper and electronic PHI, the Security Rule specifically addresses keeping Electronic Protected Health Information (EPHI) secure.

To comply with the Security Rule three types of EPHI security safeguards are required: administrative, physical, and technical.

National Provider Identifier Rule

The National Provider Identifier (NPI) Rule builds on other HIPAA rules for improving the efficiency of healthcare transactions.

Under NPI, all covered entities using electronic communications (such as physicians, hospitals, and health insurance companies) must use a single new NPI number that is unique to the provider.

With the NPI Rule, healthcare providers who complete electronic transactions and large health plans like Medicare are only allowed to use NPI numbers to identify covered providers.

Enforcement Rule

In 2006 the final HIPAA rule, the “Enforcement Rule”, was passed to address HIPAA enforcement by setting civil money penalties and investigation procedures for HIPAA violations.

Up till then, there had been relatively few violation prosecutions, but after the Enforcement Rule, this number has drastically increased. As of 2013, the HHS had investigated 19,306 noncompliance cases.

Compliance Requirements

To comply with all of HIPAA's different patient privacy regulations, there are several steps that healthcare providers and insurance companies must take:

- *Companies must have a HIPAA Compliance Officer who has taken a HIPAA compliance course. They will be the one who is responsible for staying on top of HIPAA requirements and company compliance.*
- *Employees need to be kept up to date on policies that pertain to the organization. This may also require ongoing training for the staff.*
- *To safeguard patient data against unauthorized access and disclosure, HIPAA requires implementing security measures that are adequate to prevent physical and network-based intrusions.*
- *In the event of a security breach, organizations are required by law to report the incident and to inform those patients of an individual whose information may be affected.*

Above information taken from HIPAA website.

All staff members, employees, management, and affiliates recognize HIPAA importance and agree to follow federal guidelines and expectations by signing this document and the HIPAA education form.

3.2.3 Sexual Harassment Policy

Sexual harassment, in any form, will not be tolerated from any staff member, student or client.

Any student who has a complaint regarding sexual harassment from any staff member, student or client should report it immediately to the location manager or the school's helpline.

1. Request and fill out an incident report while the details are fresh.
2. School Management or the location manager will conduct an investigation.
3. The investigation will consist of questioning both the complainant and the accused.
 1. A finding of sexual harassment on part of the staff member could result in immediate termination.
 2. A finding of sexual harassment on part of the student could result in immediate termination of program participation and no refund will be given.
 3. A finding of sexual harassment on part of the client could result in banning the client from the massage school location.
2. For all cases, the school will follow city, state and federal laws.

3.2.4 Relationships with Teachers/Instructors/Clients

All relationships at the school shall be professional, appropriate, modest, and free from bias and discrimination. All relationships shall follow all policies including, but not limited to, sexual harassment, safety, ethical communication, and behavior, etc.

If a student or teacher has a complaint or concern, they shall address it to the office manager or school helpline immediately. The proper actions will be taken to investigate the situation.

3.2.5 Professionalism

- professional communications should be void of politics, religion, profanity, personal affairs
- professional demeanor – how you carry yourself
- professional appearance - clean, well-groomed

3.2.6 Dress Code, Appearance and Grooming

Students need to follow proper dress code, hygiene, and grooming. In accordance with massage industry standards,

- Fingernails should be kept clean and short.
- No strong smells (including body odor, strong perfume or smoke).
- Jewelry shall be modest and no large earrings or long necklaces.
- Hair shall be kept clean and pulled back for clinics and hands-on training.
- No open shoes such as flip flops or dress shoes with open toes. Shoes need to be clean and free from mud and excessive dirt. High heel shoes are not to be worn during clinics or clinicals. Shoes acceptable are casual dress, flat dress or clean tennis shoes.
- Scrubs shall be free from wording or logos. It shall be of plain color. A specific color may be selected by the clinic manager. Students will be notified of any color policies or changes via email and letter.

Dress code will be enforced for the professional appearance and reputation of not only the school, but for each student who is creating a new career for themselves.

Violations of dress code:

- 1st violation: verbal warning
- 2nd violation: written warning
- 3rd violation: academic suspension with fee

Students who choose to smoke

- Shall wear a jacket or other clothing to cover scrubs when smoking to absorb the smell.
- Need to be aware of the smell upon returning into the building and classroom.
- Shall ensure they have thoroughly washed their hands and attempted to cover the smell.

3.2.7 Punctuality and No-shows

Students shall be punctual for class and/or clinics. To properly prepare the massage room and yourself for the client visit, you will need to arrive 15 minutes prior to the scheduled appointment and sign in with your clinic manager or hands on instructor. This gives you time to get ready before the appointment starts.

3.2.7.1 Penalties for calling off hands-on training and clinics

The reputation of the school and its students is diminished when client's appointments are canceled. Many cancellations could be avoided by prior proper planning. Therefore, most cancellations will be viewed as unexcused. Below is a list of penalties for cancellations.

- **Unexcused.** When appointments are canceled at the last second, it is our policy that most clients receive a free massage for their inconvenience. This extra massage will be added to your total clinics that you need to complete with penalties increasing for every unexcused call-off which could lead to suspension with penalty fee.
 - 1 – Verbal warning with extra massage added to course
 - 2 – Written warning with 2 extra massages added to course
 - 3 – Suspension plus Fee (as stated in section below) with clinic manager review of student status
- **Excused.** For an excused absence, documentation and communication will be critical. The student is responsible for proving the reason for excused absence as well as the inability to plan for it previously.
 - 1 -No action
 - 2 – Verbal consultation
 - 3 – Removed from schedule and placed on walk-in availability until the student can prove that the absences are under control and proven themselves consistent with walk-in clinics.
- **Fees.** Currently, our set fees are at \$250 which will be paid to your location for the third unexcused absence from a clinic which is then paid by us to your location for the inconvenience they and their client suffered because of a student's third or more unexcused absence.

* **COVID-19** – COVID-19 guidelines change on a regular basis. Please reference current CDC guidelines and submit all documentation to thatmassageschool@gmail.com. It is the duty of all to help keep updated to most current recommendations from the CDC. If policies of the school do not match CDC guidelines, please bring this to our attention so policies can be updated.

3.2.8 Cell Phones & Electronics

The use of phones during training or clinics is not acceptable except in case of emergency or urgent family situations. Cell phones must be muted during hands-on training and should not be in the massage rooms during clinics unless being used for music. Clinic manager should be aware if you are using your phone for music.

Students texting or accepting phone calls during class can be tolerated:

- If the situation is communicated to the instructor/teacher before class and the situation is deemed important or urgent. This shall be at the discretion of the instructor/teacher.
- And students need to quietly proceed out of the room and reenter quietly trying to be respectful of others and not cause too much disruption.

Inappropriate messages, videos, or any communication that may obtain:

- Profane, obscene, derogatory,
- or potentially discriminating or harassing content

will not be tolerated. Any such manner from staff members to staff members, from students, and/or to students should be reported to school management.

Students shall not include any private information of a student, client, or other staff member of the team in a text, voice message, video, social media post, or any other form of contact that would be in violation to privacy or against HIPAA regulations.

3.2.9 Social Media

Students shall not post any picture, video, or any personal information about another student, staff member, client, or any school information on any social media sites without expressed consent. Social media includes Facebook, Twitter, Instagram, Google/YouTube, or any other internet source. Violating this standard is against Indiana HIPAA Law and/or a violation to privacy in general.

3.2.10 Photo and Social Media Release

The School and Locations from time to time may take photos or make social media posts or conduct other marketing activities in regard to the school. By submitting your application, you agree that the School and the Locations may use your name, image and likeness in marketing materials. If you do not wish to be featured on any social media or marketing materials, you may notify the School at thatmassageschoolhelp@gmail.com. The School will then notify the Locations and will make all reasonable efforts to remove any previously posted images from social media and request the Location(s) to do the same.

3.3 HANDS-ON TRAINING (107 HOURS)

This is the area of the course where you begin to put theory into practice. Hands On-Training consist of two different portions, the introductory bootcamp and self-paced hands-on training. Worksheets for bootcamp and hands-on training can be found in the online platform.

There is a lot to learn and many modalities in the massage therapy industry. However, at the school, the goal is to help reinforce the information you are learning in the online course to help students prepare for the Mblex test.

3.3.1 Introductory Massage Bootcamp (25 of 107 hours)

Bootcamp is an essential a part of getting ready for clinics. It is a condensed series of sessions for new students, preparing them for clinics and further hands-on training. The breakdown of hours and when you can start clinics can be found in the online platform. There will be several tests through bootcamp testing students for readiness at each level.

3.3.2 Self-Paced Hands-On training (82 of 107 hours)

Self-paced portion of the hands-on training has been created to allow students to go through training as quickly or as slowly as their schedule permits. Self-paced portion of the hands-on training consists of

- **Massage Swaps** - students swap one-hour massages with each other and will consist of student giving and receiving a massage.
 - Students can coordinate with each other to find available times and may put a block on open availability of clinic schedule as well as coming in to schedule hands-on training.
 - Swaps must primarily be done at school unless permitted by hands-on instructor.
 - During massage swaps, students will do a Swedish massage and during the massage, students will need to practice their two muscles a week.
- **Two muscles a week** – the student will need to be able to find the muscle, palpate the muscle, and know the general insertion and origin area of the muscles.
 - Each phase will consist of 25 muscles – the student will need to be able to demonstrate with instructor the ability to massage each muscle.
 - Will need a score of 70% or higher to be awarded 25 credit hours for each phase
 - Hands-on sign in sheet will have the list of 25 muscles for each phase and students should follow them in the order given.
- The school may from time to time offer additional hands-on training in pregnancy, hot rocks, or other modalities for the purpose of introducing different styles of massage. This training is not to be used in clinics or for replacement of continuing education.

3.3.3 Hands On Training Sheets

The hands-on training sheets have the breakdown of muscles and other training you need to as part of your course. A copy of the hands-on training sheets for each phase as well the instructions for each phase can be found in the online platform. A student folder will be kept at the clinic manager desk to hold your worksheets to be filled out as you move through the training.

3.4 CLINICS (212 HOURS)

Clinics consist of working with the public and this is where students gain practical experience with massages. Clinics cannot start until student have finished the bootcamp portion of the online learning as well as the introductory bootcamp.

3.4.1 Preparing for Clinicals

Clinicals are the lifeblood of your education as well as the financial backbone of the school. Just like any other job, professionalism is essential to running a successful business or practice. Our school is here to help prepare you for the job market. Therefore, accountability of your schedule is highly important. Lack of professionalism can hurt not only yourself, and your fellow classmates, but the school as a whole and will not be tolerated. Preparedness is key.

Below is a list to help prepare you to enter clinics.

3.4.1.1 Know your capabilities.

The average student's capabilities will change throughout the course. In the beginning, you may be able to do 1-2 massages per day, but as you progress through the course, you may be able to do 3-5 per day. Use your bootcamp as an assessment for what your starting capabilities may be.

3.4.1.2 Determine your schedule.

Now that you have analyzed your capabilities, it's time to figure out your schedule. To complete the course within one year, you should be doing a minimum of 5 massages per week. With your massage swaps for hands on training, you will need to make accommodations for giving one massage and receiving one massage per week. Depending on your capabilities, you will need enough time to do 7 massages per week. It may be split over two days or several days per week. You are responsible for keeping and maintaining your schedule.

3.4.1.3 Learn the booking system.

Prior to posting a live schedule, you will need to learn the booking system. In your online portal, there is a list of tutorial videos covering the essentials needed to properly run and maintain your schedule on the booking system. Our booking system can schedule up to 3 months into the future and your availability should be updated accordingly.

3.4.1.4 Prepare for the unexpected.

Having a game plan for when things don't go as expected is essential to both school as well as professionalism in your future career in massage therapy. The list below is an accumulation of reasons common for missed clinics. A thorough self-examination is necessary for identifying potential problems.

- **Personal.** Common call-offs can range from bad weather to family matters to illness and injury. While many of these can be out of your control, there are some things that you can do to prepare for these situations.
 - **Children.** Know who you are going to call when things don't go right. Talk with friends and family about developing an emergency plan for care and transportation of children. Keep an eye on your children's schedule for important dates and update the booking system as needed.
 - **Illness.** Be observant of your environment. When you notice yourself, family members, co-workers begin to get sick, start looking for potential replacements for your schedule so you don't have to cancel the client's appointment. Contact your clinic manager and practice proper hygiene and wear a mask if warranted.
 - **Vehicle.** Have a plan to deal with car trouble. Consider how far you are driving to school, how your vehicle handles different kinds of weather. If your vehicle is unreliable, have a plan for alternative transportation.
- **Work.** If staying past scheduled time or traffic is common, please take this into account in your schedule. Don't put yourself in a position to get hurt at work. Massage Therapy can be a physically demanding profession. If injury is common, (carpal tunnel, hurt fingers, hands or arms, sprained back, etc.) you may need to talk to your employer about switching positions as this may jeopardize your schooling as well as your future career.

3.4.1.5 Think about the clients.

Clients are real people and should be treated as such. When you cancel on a client, you could be canceling on a birthday, anniversary, or other special occasion. You could be leaving your client in pain

for days, weeks, or even months to get another appointment. Sometimes they schedule months in advance and get canceled days or hours before the appointment. It is your clients that provide you the experience you need to become a professional.

3.4.2 Self-Schedule and booking system

Booking systems are an essential part of your clinic management hours and may vary from location to location, but certain elements shall remain the same from system to system.

- The ability to set your schedule and modify it at will
- The ability to see client's intake forms
- The ability to conduct SOAP Notes
- The ability to integrate with calendar and reminders
- Clinic manager will provide instructions on how to operate booking system if different from school's primary system.

3.4.2.1 Missing Clinics and Finding Replacement

Clinicals are the lifeblood of your education as well as the financial backbone of the school. Just like any other job, professionalism is essential to running a successful business or practice. Our school is here to help prepare you for the job market. Therefore, accountability of your schedule is highly important.

If there is a reason a student cannot do the client appointment, the student must:

1. Notify the clinic manager by phone or text that they are unable to do the appointment. For hours, please see location specific contact list provided in student email.
2. Contact other students to see if anyone is available to do the massage. If so, change the appointment to the new student therapist and notify the clinic manager of the change. Notify the client via approved methods of communication.
3. If no one is available, notify the clinic manager, then client immediately.
 1. More than 24 hours from the time of the appointment, an email is sufficient.
 2. Less than 24 hours from the time of the appointment, a phone call is required.
2. Change the appointment booking system to show change in student therapist or cancel the appointment altogether.
3. Report changes to clinic manager.

Students found violating these policies will be subject to the following:

- 1st violation: verbal warning
- 2nd violation: written warning
- 3rd violation: academic suspension with fee

3.4.2.2 Penalties for calling off clinics

As mentioned before, clinics are vital to the success of the school. The reputation of the school and its students is diminished when client's appointments are canceled. Many cancellations could be avoided by prior proper planning. Therefore, most cancellations will be viewed as unexcused. Below is a list of penalties for cancellations per instance.

- **Unexcused.** When appointments are canceled at the last second, it is our policy that most clients receive a free massage for their inconvenience. This extra massage will be added to your total clinics that you need to complete with penalties increasing for every unexcused call-off which could lead to suspension with penalty fee.
 - 1 – Verbal warning with extra massage added to course
 - 2 – Written warning with 2 extra massages added to course
 - 3 – Suspension plus Fee (as stated in section below) with clinic manager review of student status

- **Excused.** For an excused absence, documentation and communication will be critical. The student is responsible for proving the reason for excused absence as well as the inability to plan for it previously.
 - 1 -No action
 - 2 – Verbal consultation
 - 3 – Removed from schedule and placed on walk-in availability until the student can prove that the absences are under control and proven themselves consistent with walk-in clinics.

- **Fees.** Currently, our set fees are at \$250 which will be paid to your location for the third unexcused absence from a clinic which is then paid by us to your location for the inconvenience they and their client suffered because of a student's third or more unexcused absence.

* **COVID-19** – COVID-19 guidelines change on a regular basis. Please reference current CDC guidelines and submit all documentation to thatmassageschool@gmail.com. It is the duty of all to help keep updated to most current recommendations from the CDC. If policies of the school do not match CDC guidelines, please bring this to our attention so policies can be updated.

3.4.3 Clinic Procedures

3.4.3.1 Arrive on time (early for prep)

Good punctuality always helps the image of the school and the student and is an essential skill as a massage therapist. It is important that the student arrives before the client. The booking system provides 15 minutes of prep time so the student can be ready and get the client in the room on time when they arrive.

Student will greet clinic manager and sign in for the day. This will need to be 15 minutes prior to the first scheduled client session. Anything after this time will be considered tardy.

Tardiness is subject to:

- 1st violation: verbal warning
 - Clinic management – to receive the full time, student will be given extra clinic chores on top of the regular cleaning and restocking for the day.
- 2nd violation: written warning

- Clinic management – to receive the full time, student will be given extra clinic chores on top of the regular cleaning and restocking for the next three additional days in clinics.
- 3rd violation: academic suspension with fee
 - Clinic management – to receive the full time, student will be given extra clinic chores on top of the regular cleaning and restocking for the next six additional days in clinics.

3.4.3.2 Room Readiness

The massage room must be clean and ready for clients before their appointment starts. Student needs to:

- Inspect room for dust, dirt, trash, and clean linens
- Inspect equipment to ensure that it is set up to student's proper height and functioning properly.
- Check temperature of the room (ideal temperature is 72 degrees, locations may differ)
- Ensure music is working properly
- Ensure you have enough linens for the day
- Make sure lotion bottles are filled and any needed tools are ready.

3.4.3.3 HIPAA Procedures

The HIPAA policy is provided earlier in the Handbook and provides that the client's personal and medical information is protected. To stay in compliance of HIPAA, the student must:

- Not discuss the client's medical information with the client in an open area with other people
- Not leave any documentation that has personal or medical information laying out for others to view (intake forms, screens with intake forms, etc.)
- Only discuss a clients' medical information with an instructor as needed to provide a proper massage.
- Not talk about the client, the person or medical information in a derogatory way.

For full regulations, please see HIPAA under the Ethics section.

3.4.3.4 Intake review

An intake form is required from every client. The booking system provides a digital intake form that the student can review before the massage. Take note of any contraindications, medications, or conditions as well as confirm there are consent and release signatures.

- Digital intake forms should be reviewed prior to coming into clinics.
- If you have any questions on medical information and the massage, please talk to the clinic manager or hands-on instructor.
- If no digital intake form is available, please send the client a reminder to fill out digital intake.
- If a digital intake form is not filled out, a paper intake form can be filled out and used one time for that appointment.

*HIPAA applies to intake forms. See your clinic manager for proper procedures to file hard copies of intake forms.

3.4.3.5 SOAP Notes

SOAP Notes are an integral part of client assessment and treatment planning. SOAP Notes are done for every client at every session and is counted for clinic management hours. This will need to be checked out at the end of the day.

3.4.3.6 Room cleanup and restock

The massage rooms are likely used by many massage therapists and so it is a good idea to have it ready as you would expect another student to leave it for you.

Clean up the room by ensuring:

- The sheets and blanket are removed and replaced with clean ones
- The client's belongings are out of the room
- The room is free of dirt, dust and trash.
- The heaters, lamps and music are turned off
- Disinfectant is sprayed around the room.

Restock the room by ensuring:

- The bench, shelf or cabinet is stocked with clean sheets and blankets, if needed.
- The cleaning supplies are not depleted

The items of the above list may vary from location to location. Please check with your clinic manager.

3.4.3.7 End of day checkout

The clinic manager will sign off on clinic sheets at the end of the day. Failure to get the clinic manager's signature will result in no points awarded for clinic management that day.

The checkout will log if a student:

- arrived on time,
- prepped the room properly,
- reviewed the intake form,
- replenished supplies,
- recorded SOAP notes,
- and cleaned up the room.

3.4.3.8 Incident Reports

Students have the right to leave the session if they feel uncomfortable with a client's comments or behavior. Students need to immediately notify clinic manager and fill out an incident report form.

3.4.3.9 Instance Reports

Instance reports are filled out by clinic managers when a student calls off for clinics, hands-on training, etc. Clinic manager decisions will be logged in the location minute sheet for the student records. All supporting documents can be found in student's file.

3.4.3.10 Tips

Depending on your location, tips may or may not be accepted and will be governed by Federal, State and local law and can be subject to tax. Please see your accountant or tax preparer for tax related questions. Talk with your location to see what the locations policies are regarding tips.

3.4.3.11 Clinic sheets

All clinics must be logged in the student clinic log as well as the daily clinic sheet. The student clinic sign-in sheet is a form that students fill out and the daily clinic sheet is the log of all clinics by all students per day.

Clinics account for 212 hours of your course and will be calculated based on your clinic form. 60-minute massages count for one hour, 90-minute massages count for one and a half hours. Some clinic managers may award extra points for last minute substitutions, special circumstances, etc.

CLINICAL SIGN-IN SHEET - The individual student clinic log has a few columns to fill out so that the clinics listed can be verified against the booking system. The date, time, client initials, and type of massage are recorded in the columns. The clinic manager or person supervising clinics would also have a space to check out the student for the day.

General warning - If you do not fill out clinic forms, you do not get credit for clinicals.

<i>STUDENT CLINIC LOG</i>							
MASSAGE NUMBER	DATE	TIME	CLIENT INITIALS	TYPE OF MASSAGE	DURATION	SUPERVISOR	OTHER
1							
2							
3							
4							

Incident Report

Appointment Date: _____ Appointment Time: _____

Student Name: _____ Client Initials: _____

Describe inappropriate or undesirable behavior you would like to report:

That Massage School Student Handbook

TMS handbook is subject to change at any time. If an occurrence or updated information initiates a change in this handbook all personnel and students will be made aware of said changes.

An updated copy will be kept in the office.