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**Montana School of Massage
Student Handbook**

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HISTORY

Rachel Romanelli founded Montana School of Massage in July 2000. When the school began it was located at 1220 West Broadway in Missoula, MT. Due to the growth of the program and student body, the school moved to 131 East Main in Missoula, where it is still located today. . In March of 2007, Joe Beatty purchased MSM. Joe graduated from the U of M with a Bachelor of Science in History and Health and Human Performance. He has been a Missoula public school teacher, coach, and manager at the Montana Athletic Club. The Professional Massage Therapist Training Program hours increased from 500 clock hours to 650 clock hours beginning in February of 2002. Montana School of Massage continues to grow educationally to maintain the support of the Massage Therapy Profession, the graduates, and the community that it serves.

MISSION STATEMENT

The Montana School of Massage provides students with a comprehensive educational experience to prepare them for careers in massage therapy. Through our clinical and outreach services, we provide the Western Montana Community with the opportunity to experience massage as a therapeutic tool in wellness maintenance, and raise awareness of massage therapy as an option in self-care. We provide these educational and client services in an atmosphere of confidentiality, professionalism and attention to the dignity of our students, our clinic and our community clients, and the profession of massage therapy.

PROFESSIONAL RELATIONS

The Montana School of Massage is a member in good standing with the American Massage Therapy Association (AMTA). Our program meets the National Certification Board for Therapeutic Massage and Bodywork standard, which qualifies our graduates to take their National Exam. Montana School of Massage also holds a code with the Washington State Department of Health, which allows our graduates to take their Massage Practitioner licensing exam.

INSURANCE

All faculty, staff, and students are covered by the AMTA Seabury and Smith insurance policy for all school-sanctioned classes and events/internships.

DESCRIPTION OF THE FACILITY

Montana School of Massage occupies approximately 5,000 square feet at street numbers 131, 135 and 127 suite 214, 218, and 220. East Main Street Missoula, MT 59802. The School includes two classrooms, teacher and student lounges, reception area, three offices, seven private massage therapy rooms, one tandem suite, and a student library. Phone number: 406-549-9244, fax number: 406-549-7260.

Office business hours:

9am to 7pm Monday through Friday

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Massage Clinic Hours:

11:30am to 7 pm Monday through Friday
10am to 4pm Saturday

131 East Main, classroom #1

The front window area is the front office and includes: Admission Director's office, reception desk, phone, computer, copier, events sign up, calendars and class syllabus, massage information on the posting board and a first aid kit.

Faculty and Staff boxes: students are welcome to leave homework and messages for faculty and staff in their boxes.

Classroom # 1 includes:

Massage tables, chairs, overhead projector, anatomical charts, water cooler, skeleton, and bathroom

Student Lounge/Kitchen area includes:

Couches, chairs to relax and read, shelves to store student's supplies, pillows, sink, microwave, refrigerator, utensils, and an extra bathroom

Supply Room: this includes all educational aid such as:

Hydrotherapy supplies, cleaning supplies, paper products, extra massage tables, carrying cases, Functional Francis Anatomy and Physiology organs torso, disarticulated skeleton, clay, educational videos, TV and VCR

135 East Main, classroom # 2

The front office is currently the Education Director's Office.

Classroom #2 includes:

Massage tables, chairs, water cooler, anatomical charts, skeleton, overhead projector and bathroom (first aid kit inside).

Teachers Lounge: Desk, chairs, lesson plans, test copies, resource list, calendars, copier, and couch.

127 East Main, Suite 214: Massage Clinic and Library

The Massage Clinic is located on the second floor of the building. Reception area includes: reception desk, computer, phone, file cabinets for research material and student files, clipboards, chairs, reading materials, table with cups and water cooler.

Massage Rooms: There are seven private rooms and one tandem suite dedicated to the Massage Clinic. Each room contains a massage table, two chairs, pillow, flaxseed body warmer, massage oils/lotions, hand sanitizer, blanket, bolster, radio, heater, and lamp.

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Clinic shifts are offered Monday through Saturday: See schedule at Massage Clinic supervisor's desk. **ALL SHIFT CHANGES NEED TO BE MADE WITH THE MASSAGE CLINIC DIRECTOR ONLY.**

Lounge/Library: A lounge and library area is part of the Massage Clinic. Sheets, lotion, oil, couches, bulletin board, filing cabinet for clients files, books, magazine articles and video tapes are all in this area. See "Library" for Library use policies.

Education Director's office: Hours vary depending on class schedules.

School Director's/Financial Director's office 127 East Main, Suite 218:
M-F 9am-5pm

FACULTY/ STAFF HOURS and DUTIES

All job positions may be filled or added on to another job position at the discretion of the Director or Co-Director. One or more job titles may be vacant at any time.

Director of Montana School of Massage: Joe Beatty

The Director is available Monday through Friday. The Director is available to help students for any school-related issues, ie: locating jobs, applying for National testing, and a myriad of other services. The Director oversees faculty, staff and student operation and relations.

Financial Director: Rita Reynolds

The Financial Director is available Tues. and Fri. 11am-1pm. You may also leave a message at the front desk for the Financial Director. Please see the Financial Director if you have questions about your monthly statements, table sales invoices, or need help with alternate payment arrangements. The Financial Director reports to the Director.

Education Director: Carol Murray

The Education Director is available for the students during posted hours. Please see the Education Director if you need to make up classroom hours, tests, quizzes, or need a tutor match up. All attendance and grading is kept and recorded by the Education Director. The Education Director reports to the Director.

Admissions Director: Lea Hawkins

The Admissions Director is available M-F 9am-3pm. The Admissions Director co-ordinates tours, informational sessions, enrollment sessions, as well as recruitment. This includes but is not limited to Career/Training Fairs, High School Presentations, and Intro. Classes. The Admissions Director is available to answer any questions regarding class schedules, tuition, payment plans, enrollment, and/or class requirements.

Massage Clinic Director: Jami Gibbons

The Massage Clinic Director's hours are the same as the hours scheduled in for Student and Professional Clinic. The Massage Clinic Director is responsible for all scheduling of Professional and Student Massage Therapists and meetings for clinic. Please see the Massage Clinic Director if there are questions about student clinic hours or policies regarding student clinic. The Massage Clinic Director supervises all Professional Massage Therapists and Student Massage Therapists. The Massage Clinic Director reports to the Co-Director. This job description may be an addition to another staff's position.

Lead Therapist:

The Lead Therapist is a full-time Professional Massage Therapist at the massage clinic and assumes the duties of the Massage Clinic Director at appropriated times. See the massage

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schedule for the Lead Therapist's schedule. The Lead Therapist reports to the Massage Clinic Director or staff designated acting Massage Clinic Director.

Professional Massage Therapist:

Massage Therapists working full or part-time, are employed at MSM and provide massage in the clinic. See the massage schedule for Therapists' working schedules. Professional Massage Therapists report to the Massage Clinic Director.

Events Director:

The Events Director's hours are variable. The Events Director may be contacted by calling the school if a student would like to schedule in for an event or would like to leave a message. The Events Director supervises all Professional and Student Massage Therapists assigned to staff events. The Events Director reports to the Director. This job description may be an addition to another staff's position.

Internship Supervisor: TBA

This position is specifically in supervision of the Community Medical Center Internship. Duties include overseeing patient files, health intake forms, soap charts and quality of life questionnaires. The Internship Supervisor supervises all Professional and Student Massage Therapists who are assigned to the program. The Internship Supervisor reports to the Director.

Teachers:

Teachers' hours vary according to subject. Please see your teacher if you are going to be absent or have been absent from a class and if you need tutor assistance. Teachers oversee Teacher's Assistants. Teachers report to the Director.

Teachers' Assistants (TA's):

TA's are staffed for the subject hours to which they are assigned. TA's assist teachers in gathering classroom materials, grading, and testing. Students may call upon a TA for tutoring. Teacher's Assistants oversee students. Teacher's Assistants follow Teacher's policies and report to Director.

MAXIMUM OCCUPANCY

Classroom Ratio:

A class is full at a maximum of 22 students per class.

Body Work Class Ratio:

Teacher/student ratio is one teacher to up to 10 students. One teacher and one teacher's assistant are to be present for 12 to 16 students. One teacher and two teacher's assistants are to be present for 16 to 22 students.

Core Sciences:

Teacher student ratio is one teacher to one full class. A group of tutors are available; you can get a tutor list at the front desk or ask the Director for assistance in finding a tutor.

Calendar:

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Montana School of Massage observes the following holidays and refrains from operating during these dates:

Christmas December 25th, New Year's Day January 1st, Labor Day, Memorial Day, and the 4th of July.

NON-DISCRIMINATION POLICY

The Montana School of Massage provides equal opportunity for admission, employment and access to programs or activities regardless of race, creed, religion, national origin, sex, sexual orientation, age, economic standing or handicap unless such a handicap is determined by a medical authority to render an individual not physically qualified for the program.

REQUIREMENTS FOR COURSE COMPLETION

Professional Massage Therapist Training Program 650 Clock hours

A clock hour is 50 minutes per standard hour

This course, if taken at the day class schedule, will take 30 weeks to complete from start to graduation date. The maximum reasonable time allowed to complete the course is 45 weeks or one and a halves times the program length. 325 hours must be completed at the midpoint or 15 weeks.

This course, if taken at the evening class schedule, will take 39 weeks to complete from start to graduation date. The maximum reasonable time to complete the course is 59 weeks, or one and a half times the program length. 325 hours must be completed at the midpoint or 20 weeks.

If students exceed the maximum reasonable time allowed to complete the course, they are deemed Academically Insufficient and dismissed from the program.

Professional Massage Therapist Training Program 600 Clock hours

This course will take 17 weeks to complete from start to graduation date. The maximum reasonable time allowed to complete the course is 26 weeks or one and a halves times the program length. 300 hours must be completed at the midpoint or 9 weeks.

1. Attendance: 90% of attendance in each class is required as stated in handbook.

2. Grades: 80% on each subject is required as stated in handbook.

Progress is monitored in the following ways:

- Attendance and Grades are reviewed each week. Those students not meeting the requirements for satisfactory progress are notified on the Monday of each week.
- Individual student Grades and Attendance reports are published on or before the 30th/31st of each month.

Students who are not in compliance with the stated grades and attendance policy will have 30 days to become compliant.

When a student retakes a class all grades for that class are recorded based on the second set of grades.

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3. Financial contract: Student must be current with their financial contract to receive their Course Completion Certificate as stated in the Enrollment and Financial Agreement, which was signed upon enrollment.

4. Provisions:

a. Remedies to attendance and grades are stated in the handbook. All educational contracts must be completed or be in place before the day of graduation to receive the Course Completion Certificate.

b. If payment plans are altered from the original contract, they must be re-drawn and approved by the Financial Director before the day of graduation. The Course Completion Certificates will be officially awarded when the financial contract is current.

5. Records:

a. All student files contain attendance records, quiz and exam scores, final grades, monthly financial statements, Enrollment and Financial Contracts, Enrollment Application, Official Transcripts, and a copy of their Course Completion Certificate. All file confidentiality is protected by the confidentiality clause in the handbook. A Release of Records permission form is required for a party other than the student to receive any of the student's file documents.

b. Upon course completion, students' will receive two copies of their official transcripts, their Course Completion Certificate and a National Certification Application with our school code.

c. If a student transfers out of the program, the student will receive a current transcript as per their Enrollment and Financial Agreement.

COURSE REQUIREMENTS and LEARNING OBJECTIVES

Business Classes: 57 hours

1. Orientation- 4 hours

Orientation occurs on the first day of class to review the student handbook and payment program. The prerequisite for this class is an accepted and completed enrollment. Orientation is mandatory for all students before beginning classes.

2. Pharmacology-2 hours

This class provides information and resources on common medications used by people today. Students will be able to identify indications and contraindications to massage therapy of those that are taking prescribed medication. Students will also be able to understand HIPAA policy. A grade of "pass" or "fail" is given for this class based on attendance and task completion. Pharmacology is a course completion requirement

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3. Self Care and Body Mechanics- 5 hours

This class provides instruction on how to take care of your body through stretching, exercise and body mechanics. Students will be able to describe the importance and methods of self-care in terms of the short and long term physical and emotional demands of providing massage therapy. Students will demonstrate the importance of hygiene and safety precautions. Students will identify what a wellness model is and create their own wellness model. This class is a course completion requirement.

4. Ethics block #1- 2 hours

Ethics class is designed to teach massage therapy students the ethical guidelines and standards of the massage therapy profession. Student will be able to identify ethical theories by Aristotle and Kant. Review of behavior models: utilitarian, virtue and duty in relation to how our clients may react to structure of a massage session protocol. A grade of "pass" or "fail" is given for this class based on attendance and task completion. Ethics #1 is a course completion requirement.

5. Ethics block #2- 2 hours

This block of Ethics class is Mock Clinic. Students will be able to identify and apply acceptable sanitation and hygiene practices. Students will review the massage clinic rules and client protocol. A grade of "pass" or "fail" is given for this class based on attendance and task completion. Ethics block # 2 is a course completion requirement.

6. Ethics block #3- 2 hours

This block of Ethics is a review in client scenarios, non-verbal communication cues, as well as other patient/massage therapist interactions during a massage. Students will be able to identify body language boundaries during health intake form taking and while on the massage table. A grade of "pass" or "fail" is given for this class based on attendance and task completion. Ethics block #3 is a course completion requirement.

7. Reports and Records block #1- 4 hours

This class provides instruction on policy and schedule setting: Students will design their schedule of life/massage therapy, writing late, no show and bad payment policies. Students will be able to apply the practical exercises learned in this class to their massage therapy practice. A grade of "pass" or "fail" is given for this class based on attendance and task completion. Reports and Records block #1 is a course completion requirement.

8. Reports and Records block # 2- 4 hours

This class provides instruction on Insurance Billing: Students will practice the steps of insurance billing, HICFA forms, contracts and liens. Students will be able to apply the practical application to their massage practices. A grade of "pass" or "fail" is given for this class based on attendance and task completion. Reports and Records block #2 is a course completion requirement.

9. Reports and Records block # 3- 4 hours

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This class provides instruction on Narrative Reports: Students will practice narrative report writing in several scenarios, as it relates to insurance billing. Students will be able to apply practical application to their massage practices. A grade of "pass" or "fail" is given for this class based on attendance and task completion. Reports and Records block #3 is a course completion requirement

10. Reports and Records block # 4- 4 hours

This class provides instruction on Contracts and Taxes: descriptions of several types of working contracts are reviewed. Tax planning suggestions are given. Students will be able to draft a brief tax plan and apply it to their massage practice. Guest professionals, (CPA/Attorney) may be present at this class for questions and discussion. A grade of "pass" or "fail" is given for this class based on attendance and task completion. Reports and Records block #4 is a course completion requirement

11. Practice Building block # 1- 4 hours

This class provides instruction on Career Management and self-assessment: student will complete self-assessments on leadership and communication skills. Student will be able to apply these results to their business plan; incorporating identified areas of strength and address improvement opportunities. A grade of "pass" or "fail" is given for this class based on attendance and task completion. Practice Building block #1 is a course completion requirement.

12. Practice Building block #2- 4 hours

This class provides instruction on marketing in depth: students will distinguish between different marketing and advertising approaches, identify target audiences, draft promotional materials, and put together an outline of a business plan. A grade of "pass" or "fail" is given for this class based on attendance and task completion. Practice Building block #2 is a course completion requirement.

13. Practice Building block #3- 4 hours

This class provides instruction on creating a business plan: each student will create a business plan for a massage therapy practice. Skill building includes goal setting, the completion of marketing plans, policies and procedures, pricing protocols, and customer service guidelines. Students will meet with local entrepreneurs to discuss subjects of marketing and building and maintaining a customer base. A grade of "pass" or "fail" is given for this class based on attendance and task completion. Practice Building block #3 is a course completion requirement.

14. Practice Building block #4- 4 hours

This class provides instruction on the completion of the students' business plans: Students meet with instructors to review their business plans. A grade of "pass" or "fail" is given for this class based on attendance and task completion. Practice Building block #4 is a course completion requirement.

15. State Law- 4 hours

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This class goes over Montana State Law as well as the differences in other state laws. This class also shows videos for various massage insurance companies. A grade of "pass" or "fail" is given for this class based on attendance and task completion. State Law is a course completion requirement.

16. National Certification Review- 4 hours:

This class is a complete overview of NCTB, designed to review all subjects, locations, fees, and group test information. This is a course completion requirement.

17. Anatomy and Physiology/Pathology: Systems and Function and the Study of Pathology-100 hours

This class provides the basic study and function of the following body systems: Cell Structure, Organelles, Tissues, Integumentary System and Musculature. The Cardio Vascular system: Blood, Vessels and Pulmonary function. The Lymphatic System, Sensory and Motor, Autonomic Nervous System, Brain and Cranial Nerves, Spinal Cord Function, Endocrine System, Digestive System, Reproductive Tract and Urinary Tract. It also includes Exercise Physiology and Respiratory Function. Students will be able to identify each of the subjects above and demonstrate knowledge of the structure and function of each. This class also provides the study of precautions and protocols to disease and common illnesses that massage therapists may come in contact with. Students will be able to identify indications, contraindications and proper protocol for pathological conditions as related to massage therapy. Written examinations are given in this class. Students must pass with an 80%. Anatomy and Physiology/ Pathology is a course completion requirement.

18. Kinesiology- 140 hours

a. Upper Body- 70 hours

This class covers the location of all bony landmarks and anatomical terms. In this section, students will be able to identify and locate musculature, joint structure and ligaments of the upper body. Written and practical examinations are given in this class. Students must pass with an 80%. Kinesiology I is a pre-requisite for Kinesiology II and is a course completion requirement.

b. Lower Body- 70 hours

In this section students will be able to identify and locate musculature, joint structure and ligaments of the lower body. Written and practical examinations are given in this class. Students must pass with an 80%. Kinesiology I is a prerequisite for Kinesiology II. This class is a course completion requirement.

19. Swedish Massage- 100 hours

Swedish Massage is the study of all basic massage strokes, hydrotherapy, chair massage, pregnancy massage, infant massage and lymphatic drainage. The mechanical, reflexive and physiological effects of massage are studied. Practitioner body mechanics, record keeping and draping methods are also part of this class. Students will be able to identify and apply all basic massage strokes. All subjects in Swedish Massage Class must be completed before taking the written and practical examinations. Students must pass with an 80%. Swedish massage is a prerequisite for Student Clinic/ Internship and is a course completion requirement.

20. Sports Massage- 32 hours

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This class studies the practical application of sports massage techniques for pre and post event massage and injury prevention treatments. Students will be able to identify injuries and apply proper treatments to the athlete. A written examination is given in this class. Student must pass with an 80%. Sports Massage is a course completion requirement.

21. Deep Tissue- 100 hours

This class teaches the delivery of a deeper massage; addressing each muscle group specifically. Body mechanics are taught in this class to prevent injury to the therapist while giving an effective treatment massage. Injury treatment protocol is taught for a wide range of common injuries. Range of Motion and Muscular Energy Technique are also taught in this section to help facilitate further treatment. On completion of this class, students will be able to apply these techniques. Written and practical examinations are given in this class. Student must pass with an 80%. Deep Tissue is a course completion requirement.

22. Reiki I: 12 hours

Reiki is a gentle, non-invasive, non-religious healing method based on ancient practices of the laying-on of hands, which was systematized in Japan. In the Eastern view, the body is regarded as a dynamic energy system, and like many other healing modalities, Reiki aims to restore the unimpeded flow of energy which is blocked or disturbed in some way. Thus the natural healing processes of the body are activated and a state of deep relaxation is achieved in which healing on both physical and emotional levels can take place.

23. CPR and First Aid- 6 hours

The Red Cross or an alternate certification agency teaches this class. CPR and First Aid cards will be given to those who pass the written examination. This class is a prerequisite to Student Clinic and Internships. This class is a course completion requirement.

24. AIDS Awareness- 4 hours

The AIDS council of Missoula teaches this class. A grade of pass and a certificate is given for attendance of this class. This class is a prerequisite to Student Clinic and all Internships. It is a course completion requirement.

25. Thai Massage-20 hours

Description of class and requirements to be determined.

26. Student Clinic- 80 hours for 650 hour program/ 30 hours for 600 hour program

- A. Supervised Clinic- 60 hours:** Four to five hours shifts are offered Monday through Saturday. This part of the program is designed to give students a true-to-life experience of working on clients with varying conditions. An evaluation written by the client is given for each massage. Completion of Swedish Massage, AIDS Awareness, CPR and First Aid are prerequisites for participation in Student Clinic. Student Clinic is a course completion requirement. Students are required to show up 30 minutes before their first clinic shift for Massage Clinic Orientation and 15 minutes before all other clinic shifts.
- B. Events- 20 hours (650 hour program only)** This section is designed for students to experience community outreach. Various events are set up with non-profit businesses and sports events to expose the students to working with different types of people and situations. Prerequisites for event participation are the same as student clinic.

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CLASSROOM STANDARDS AND STUDENT CONDUCT

While students are attending school, they are expected to conduct themselves in a manner, which reflects a Massage Therapist's level of ethics and professionalism, which are defined below in the Montana School of Massage Policies.

Policies set forth by Montana School of Massage include the following, but are not limited to:

Inappropriate Behavior:

Inappropriate behavior will result in a progressive discipline process that may end in dismissal from MSM.

Inappropriate behavior includes, but is not limited to:

- Violation of Sexual Harassment policy
- Violation of Professional Relationship policy

- Persistent tardiness or absenteeism
- Stealing
- Failure to abide by MSM policies

Aggressive and Disruptive Behavior:

Aggressive and disruptive behavior will not be tolerated. This includes:

- Threatening body language
- Verbal threats
- Any other behavior as reported and investigated by MSM

Nudity and Draping:

MSM respects the modesty of the students, staff, and clients of the Massage Clinic. Nudity: exposure of the genital area or of women's breasts is not allowed. When disrobing as a recipient for massage work in the classroom, please use the designated cubicle screens or the bathrooms. Use a sheet or towel to cover yourself while you get on the table. When on the table you will be draped appropriately and professionally, so as to maintain your modesty during the massage experience. Clients of the Massage Clinic are to undress to their comfort level and lay underneath the sheets and the blanket unassisted by the student Massage Therapist. Student Massage Therapists are not allowed to be present in the massage room while a client is dressing or undressing. This also applies to students who are using the Massage Clinic for homework. Use proper draping at all times: at no time should the top sheet be completely removed from the person receiving the massage.

Cleaning of Tables and Classrooms

Please clean tables after each massage with paper towels and the provided cleaning solution. Do not eat, write on, or alter the tables in any way. Please help with the overall cleaning and tidying up of the classroom for the next class.

Weapons

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It is inappropriate to carry any weapon to school. Carrying a weapon in the building or at a school-sanctioned event will result in dismissal from the program. If you have a concealed weapon's permit, please do not carry the weapon while you are in the building or at a school sanctioned event.

Sexual Harassment Prevention Policy

MSM sexual harassment policy includes, but is not limited to:

- Unwelcome sexual advances
- Requests for sexual favors
- Comments written or verbal, of a sexual nature
- Physical conduct of a sexual nature

Sexual harassment will not be tolerated. Sexual harassment is against the law and creates a hostile environment.

When an allegation is made, the School, with assistance from council of the HR consultant, will investigate thoroughly and promptly. All complaints, concerns, questions or allegations should be promptly brought to the attention of the School Director or Co-Director.

Professional Relationships

MSM strongly discourages and disapproves of social or sexual relationships between a currently enrolled student and faculty or staff member(s).

- a. If a relationship between a student and staff/faculty member is pre-existing, MSM will require schedules that provide as much separation as possible. If it is not possible to arrange different schedules, both parties shall be held responsible for ensuring appropriate behavior and professional distance.
- b. If a relationship develops while a student is enrolled in school, the faculty member is subject to dismissal.
- c. Staff and Teachers are not to create a professional relationship (other than what is described in their job description) with any student, until that student is no longer supervised or taught by that staff member/teacher.

Personal Hygiene Standards

Students are expected to take extra care with personal hygiene in the classroom, in the Massage Clinic, at all school-sanctioned activities, and when working with a client outside the school setting. Students are to maintain the very highest standards of personal hygiene, including, but not limited to: clean hair and body, short fingernails, clean and appropriate clothing, and avoidance of body odor, scents, perfumes, and colognes.

MSM is a non-smoking facility. Smoking is to be done outdoors and not in front of the building. Students and Faculty/Staff who smoke are expected to wash hands before returning to class or student clinic.

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Care against Infectious Skin Disease

A student with an infectious skin disease shall refrain from direct contact with other students or clients until the condition resolves. A student with a lesion that is actively discharging fluids or is weeping dermatitis shall also refrain from direct contact with other students and clients until the condition resolves.

Drug and Alcohol Abuse Policy

MSM is committed to providing an environment for teaching and learning that is not impeded by the presence of illicit drugs or alcohol.

Students and employees who are found to be possessing, using or distributing illicit drugs or any other controlled substance will be subject to full criminal penalties under the laws of the municipality, the United States and the State of Montana. Conviction can result in sanctions including probations, fines, and imprisonment.

Therefore any MSM student who possesses, distributes, or is under the influence (for purposes of this policy, "under the influence" means having one's behavior altered by the substance) of illicit drugs or alcohol while in class, on school grounds, or at a school-sanctioned event is subject to dismissal.

Faculty and Staff have the discretionary power to confront a student if they discover, either by personal observation or by notification from another person that the student is in possession of, is distributing, or is under the influence of illicit drugs or alcohol. The student may be asked to leave the school and the Faculty or Staff may notify the proper authorities.

The first verifiable violation will result in probation; the student will be required to enter a recovery program to remain enrolled in school. Repeated violations or failure to abide by probation agreement will result in student's dismissal.

Prescription Drugs

We request that any student inform their instructor, supervisor or the Director/Co-Director if they are taking psychotropic drugs, mood altering prescription drugs, or over the counter drugs that have behavior-altering side effects, as it may affect their ability to give or receive a massage.

Confidentiality:

MSM endeavors at all times to protect the rights of the individual and the well being of all students, faculty, staff, and clients. Respect of the individual's privacy and confidentiality is expected at all times. Student's and Employees' files are kept locked and information will not be released from the file to another individual unless a written permission release is signed by the file owner. See the Director for permission release.

While you are a student at MSM, you will work with instructors, administrators, fellow students, massage models outside the program, and others who are friends or family members. It is inappropriate to discuss one person's situation with anyone, unless there is a health or safety concern, in which case, you may consult with Director or the Co-Director.

Massage Practice:

Student Therapists cannot receive payment or any other gratuity for any massages they perform. Any tips from events or massage clinic go towards student's graduation ceremony.

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ATTENDANCE

Students are expected to attend 90% of each class required to complete the program. If you know that you are going to be absent, please call the school as soon as you know to inform the instructor and the Director, so the class can be made up.

If you are more than 15 minutes late or voluntarily leave 15 minutes before class is dismissed, you will be counted absent for the class.

If 90% of attendance in each class is not achieved, a written notice from the instructor will be given to the Director for makeup.

Classroom hours are based on 50 minutes out of a 60-minute clock hour.

Educational Make-up:

If an educational make-up is done one on one with an instructor:

- The student will be financially responsible for the educational time
- All tutorial time given is based on one hour for core science classes and two hours for bodywork classes per every four hours of class missed

If educational make-up is done by the student joining another class:

- The class will be made up free of charge
- The Education Director or Designee will notify the student of the day and time of the class that need to be made up and a form will be filled out for class credit

Updated attendance is furnished monthly by the Education Director or designee and given to each student. If an educational makeup is required, it will be enclosed in the monthly update. It is the student's responsibility to change any scheduled makeup date or dates if needed from their original paperwork for educational make up.

GRADES

Students are expected to maintain a grade average of 80% (3.0) or better in all classes. It is the student's responsibility to take all quizzes, tests, and exams.

Once an exam is given and turned in, the teacher has 3 days to return the graded test.

Instructor Testing Protocol

Instructors will need to adhere to the following testing protocols for written and practical testing

Written Tests:

1. Testing environment:

- 2-3 students to a table
- Notebooks and workbooks are to be placed under the table or in the student equipment area
- The desks are only to contain the test/ quiz and a writing utensil
- The classroom is to be quiet, no talking or music played
- Talking is only permitted if a question is being asked of the instructor or the teacher's assistant

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2. Alternative testing environment:

- If a student is in need of a test to be taken orally then the instructor or the teacher's assistant can administer the test in another room away from the classroom in which the test is being taken

3. Testing protocol:

- Tests will start at the beginning of the scheduled class period
- The instructor or teacher's assistant must be present in the classroom at all times to ensure that the testing environment is maintained and that they are available for questions from students
- When a student has completed the test they may leave the classroom and only return when all students have completed the test or return when the instructor has posted to resume class

4. Instructor test return

- Instructors have three days to grade and return tests
- Retakes and first takes of the test must have a due date written at the top of the test next to the student name
- All tests to be taken will be filled at the front desk in a testing folder

5. Retakes and missed written test dates

- Students who missed the testing date have one week to take the test from the original testing date
- Students who need to retake the test have one week from the date that the test has been returned to the class

6. Retakes and missed test date takes

- Students can obtain their test from the designated MSM employee at the front desk
- The MSM employee must be present while the student is taking the test
- The testing environment must be followed as stated previously
- Once the test has been completed the MSM employee will initial the test and place in the instructor's box for grading

Practical Examinations

1. Protocol

- The instructor schedules and coordinates all practical examinations to be taken in either the classroom or the massage clinic
- The instructor and/or teacher's assistant check in the test subject and review health intake forms before giving the student the paperwork
- The instructor and/or teacher assistant administer the practical examination to the direction of the required questions given to answer on the examination
- All completed practical examination sheets, health intake forms and client evaluations are to be collected at the end of the practical exam
- The instructor has three days to grade and return to the student

2. Missed practical exam:

- It is the student's responsibility in coordination with the instructor to schedule a make up examination

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*All quizzes, tests, and exams must be turned in before midterms or finals are given.

*Attendance requirement of 90% must be met to be eligible to take the final examination for all classes. Educational contract may need to be drawn to meet this requirement.

*The final grade is weighted equally between the practical and written examination.

* If a student misses a practical examination date, the student must see the Education Director to contract a makeup date. The student is responsible to pay for practical exam date, if missed.

GRADE AND ATTENDANCE REPORTS

The Director or designated Education Director keeps grades and attendance. At the end of each month, a grade and attendance report is given to each student. If attendance in a class is below the 90% requirement, an educational makeup form will accompany the report. If the grade is below the 80% requirement a recommendation for educational review will be given. It is the student's responsibility to maintain 90% of attendance and maintain grades at 80%. It is the student's responsibility to make up classes and grades.

STUDENT SUPPLIES

MSM supplies students with required workbooks and massage insurance for class. Also included is the Complete Professional Massage Table Package, which includes: NRG Table, adj. headrest, bolster, lotion, oil, gel, CD, holster, bottle w/ pump, a set of flannel sheets, sheepskin pad, and hand sanitizer.

For Student Clinic, students are supplied with oil/ lotion and sheets, stereo, and music CDs.

The following books are provided for students at MSM starting in May of 2008.

- Trail Guide to the Body by Andrew Biel
- Trail Guide to the Body Workbook
- A & P Learning System III Edition by Edith Applegate
- Business Mastery 3 by Cherie M. Sohnen-Moe

Students are responsible for supplying their own notebooks, pencils, pens, oil/ lotion and sheets for class.

HOMEWORK MESSAGES

Massage tables and equipment are not to leave school campus. Students are welcome to use all available massage rooms in the Massage Clinic and any of the tables in the classrooms when they are not in use, though only during school business hours. Students can sign up to use all available massage rooms at either the front desk or with the Massage Clinic Director. Students may not do homework massages while they are working in the Students Clinic. Students must bring their own sheets and lotion/oil for homework massage in the Clinic.

GRIEVANCE and INCIDENT POLICY

Any student, faculty, staff or client can file a grievance and/or incident report. All grievances and incidences forms can be obtained from the front desk or the Massage Clinic desk.

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Procedure:

All forms must be given to the Director, or designee for review. They then have two business days to notify all parties of the received paperwork. They then have five business days to gather, address and respond to the grievance and/or incident. The final decision will come directly from the Director, Co- Director or designee. It is the responsibility of MSM to respond to all grievances and incidents that are reported. Mediation for resolution may be sought from the company attorney. MSM will file in official records all grievances, incidence reports, decisions and courses of action related. If the parties involved do not agree with the decision from the school, it is the parties' right to take action as they see fit from local authorities or certification boards.

LEAVE OF ABSENCE

A leave of absence may be granted for personal, academic, or attendance reasons. The student has 180 days to return to restart the program (from the last date of attendance) in order to complete the course. A leave of absence may be granted more than once for medical or emergency purposes. A maximum of two leaves of absence can be taken in a 12-month calendar year.

WITHDRAWAL POLICY

Students may withdraw or be dismissed from the program in the following ways.

- a. Voluntary withdrawal: Student elects to withdraw. Credits for completed courses will be granted. The student has 180 days to return and finish the program to get credit for any courses that were not completed.
- b. Failure to return from a Leave of Absence: If a student takes a leave of absence and does not return within 180 days.
- c. Prolonged absence: The student fails to attend classes for 20 consecutive days.
- d. Academic/Absences: If a student is failing a subject or has missed class time, which must be made up to maintain 90% attendance in the class, the student is not terminated. The student had the option of restarting the class, obtaining a tutor for the class, or contract with one on one instruction to make-up educational hours and grades.

The student must have an exit interview with the School Director if voluntarily withdrawing.

STUDENT TERMINATION FOR ACADEMIC INSUFFICIENCY

If a student exceeds the maximum reasonable time allowed for course completion, as stated in the Course Completion page, the student will be terminated for academic insufficiency. This means that the student had marked requirements in either attendance or grade make up to successfully complete the course, and has failed to complete the requirements for graduation.

DISMISSAL POLICY

Termination may occur for any violation of classroom standards and student conduct.

If a student is found in violation of any one of the classroom standards and student conduct rules, and either a verbal or written complaint has been made against him/her, the following proceeding may occur:

1. Formal incident report is filed and given to the Director or Co-Director.

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2. The incident is addressed in a timely manner according to MSM's grievance and incident policy.
3. A written notice of incident and disciplinary warning is given to the student.
4. A probation period is automatically applied and lasts the duration of the student's enrollment.
5. If another incident is filed against a student in the probation period, an automatic suspension or immediate dismissal can be applied to the student depending upon the nature of the offense.

All disciplinary actions, as result of an incident filed, are consulted with MSM's company attorney and entered into the student's and MSM's files.

TUITION and FINANCING

The tuition price for the Course is Seven Thousand Two Hundred dollars (\$7,550). Student agrees that, by signing below, he/she agrees to pay this entire amount in consideration for the Course stated herein. Tuition is payable in full at the time of enrollment in the Course; or Student may enter into a payment plan/schedule with MSM, in which event the Student must adhere to the following payment terms:

In consideration of the terms of this Agreement, MSM agrees to provide instruction associated with the course as stated herein and Student agrees to adhere to the following terms:

COURSE INFORMATION – 650-HOUR REGULAR SESSION

- 1.** *Course Instruction and Schedule.* MSM will provide, and Student will be expected to successfully complete, six hundred fifty (650) hours of instruction of Professional Massage Therapy Training ("Course") on the following schedule:
 - 1.1.** Day Class: The six hundred fifty (650) hours will be offered over approximately 28 to 32 weeks—7 or 8 months—of instruction. Classes are normally held Monday through Friday from 9 a.m. to 1 p.m. or 3 p.m.
 - 1.2.** Evening Class: The six hundred fifty (650) hours will be provided through approximately 40 to 48 weeks—10 or 12 months—of instruction. Classes are normally held Monday through Thursday from 5:30 p.m. to 9:30 p.m.
- 2.** *Student Clinic Hours:* In addition to Course Instruction, Student will be expected to complete hours of clinical study that MSM will determine as appropriate for the Student and the class development and training.
- 3.** *Tuition and Fees.* The tuition price for the 650-hour day/evening class program is the amount indicated under the "Summary of Terms" section on the first page. Student agrees that, by signing below, he/she agrees to pay this entire amount in consideration for the Course stated herein. Absent MSM's agreement to finance some portion of the tuition, tuition is payable in full at the time of enrollment in the Course and prior to MSM's obligation to provide any materials or instruction.
 - 3.1.** Course Deposit: As part of enrollment, Student will pay a Course Deposit of One Hundred and No/100 Dollars (\$100.00) to hold Student's place in class and for the processing of Student's application. Upon acceptance to the Course, MSM will apply Student's Course Deposit, and such Course Deposit will become non-refundable. Student's Course Deposit is refundable ONLY under the following circumstances:
 - 3.1.1.** if Student's application is rejected by MSM – full refund;
 - 3.1.2.** if Student's application for tuition financing is rejected by

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Financial Assistance – refund less \$100 pre-term cancellation fee, as stated as an enrollment application fee; or

3.1.3. if Student withdraws prior to the Course Start Date – refund less \$100 pre-term cancellation fee.

3.2. **Tuition Refund:** Once Student completes fifty percent (50%) of the required hours of Course instruction, Student's tuition will become non-refundable. Prior to reaching fifty percent (50%) of the required hours of Course instruction, Student may seek a refund of tuition paid, less the cost of Materials provided by MSM, the tuition for hours of instruction already completed, and a Two Hundred Dollar (\$200.00) cancellation fee. MSM has no obligation to advise Student of Student's completion of the required hours of Course instruction; Student is responsible for monitoring the status of Student's completion of Course instruction and for complying with this Tuition Refund provision.

3.3. **Additional Costs – Missed Classes or Exams:** Student is expected to attend all classes and take all practical examinations. If Student misses a class and is required or elects to make-up the class, MSM will assess, and Student is responsible to pay, for all costs associated with the additional class in addition to any tuition payments. Likewise, if Student misses or fails a practical examination, Student must reschedule the examination and pay an examination fee, which is in addition to any tuition payments. Additional class time and/or make-up exam fees are set at \$35 (thirty-five dollars) per hour and must be paid prior to the exam or class time scheduled.

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COURSE INFORMATION – 600-HOUR INTENSIVE SUMMER SESSION

- 4.** *Course Instruction and Schedule.* MSM will provide, and Student will be expected to successfully complete, six hundred (600) hours of instruction of Professional Massage Therapy Training (“Course”) on the following schedule:
- 4.1.** *Intensive Study:* MSM will provide and Student will be expected to successfully complete six hundred (600) hours of instruction during MSM’s summer session. Classes are normally held Monday through Friday, from 9 a.m. to 6 p.m.
- 5.** *Student Clinic Hours:* In addition to Course Instruction, Student will be expected to complete hours of clinical study that MSM will determine as appropriate for the Student and the class development and training.
- 6.** *Tuition and Fees.* The tuition price for the 600-hour intensive summer program is the amount indicated under the “Summary of Terms” section on the first page. Student agrees that, by signing below, he/she agrees to pay this entire amount in consideration for the Course stated herein. Absent MSM’s agreement to finance some portion of the tuition, tuition is payable in full at the time of enrollment in the Course and prior to MSM’s obligation to provide any materials or instruction.
- 6.1.** *Course Deposit:* As part of enrollment, Student will pay a Course Deposit of One Hundred and No/100 Dollars (\$100.00) to hold Student’s place in class and for the processing of Student’s application. Upon acceptance to the Course, MSM will apply Student’s Course Deposit, and such Course Deposit will become non-refundable. Student’s Course Deposit is refundable ONLY under the following circumstances:
- 6.1.1.** if Student’s application is rejected by MSM;
- 6.1.2.** if Student’s application for tuition financing is rejected by Financial Assistance; or
- 6.1.3.** if Student withdraws prior to the Course Start Date.
- 6.2.** *Tuition Refund:* Once Student completes fifty percent (50%) of the required hours of Course instruction, Student’s tuition will become non-refundable. Prior to reaching fifty percent (50%) of the required hours of Course instruction, Student may seek a refund of tuition paid, less the cost of Materials provided by MSM, the tuition for hours of instruction already completed, and a Two- Hundred Dollar (\$200.00) cancellation fee. MSM has no obligation to advise Student of Student’s completion of the required hours of Course instruction; Student is responsible for monitoring the status of Student’s completion of Course instruction and for complying with this Tuition Refund provision.
- 6.3.** *Additional Costs – Missed Classes or Exams:* Student is expected to attend all classes and take all practical examinations. If Student misses a class and is required or elects to make-up the class, MSM will assess, and Student is responsible to pay, for all costs associated with the additional class in addition to any tuition payments. Likewise, if Student misses or fails a practical examination, Student must reschedule the examination and pay an examination fee, which is in addition to any tuition payments. Additional class time and/or make-up exam fees are set at \$35 (thirty-five dollars) per hour and must be paid prior to the exam or class time scheduled.

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TUITION FINANCING OPTIONS

7. Financing Options. As a further service and convenience to Student, MSM provides the following Payment Plans. Absent an indication in the “Summary of Terms” section on the first page of this Agreement identifying a particular Payment Plan, Student is expected to pay the Course Tuition in full at the time of enrollment in the Course and prior to MSM’s obligation to provide any materials or instruction. The following Payment Plans may require Student’s payment of additional financing fees as indicated with each Plan, and may require Student to execute a credit application and/or additional finance documents with MSM or a third-party financing agent.

7.1 Tuition Payment in Full:

When tuition is paid in full, MSM issues a 5% discount on the total cost of the tuition. This does not include the application fee of \$100 (one –hundred dollars).
Discounts: 650-hour \$380/ Total Tuition \$7,170
600-hour\$350/ Total Tuition \$6,700

7.2 Payment Plan #1 – Pay As You Go: Upon Student completing a Credit Application Form, MSM’s credit approval, the payment of a \$100 (one – hundred dollars) non-refundable credit extension application fee, and Student’s execution of a promissory note, MSM agrees to finance Student’s tuition as detailed further below. The promissory note will provide for no financing charge or interest upon the timely payment of all sums due; otherwise the interest rate shall be ten percent (10%) per annum on all unpaid and overdue sums. Student may prepay any sums due without penalty; however, any partial payment or prepayment shall not relieve Student of obligation to pay any remaining payment or portion due on the deadlines identified. The terms of the payment are as follows, see payment chart attached :

- 7.2.1 one-third (1/3) of the balance of the Course Tuition is due on or before the Course Start Date;
- 7.2.2 one-third (1/3) of the balance of the Course Tuition is due on or before after two months of Course Instruction; and
- 7.2.3 one-third (1/3) of the balance of the Course Tuition is due one month before the end of the Course Instruction or Projected Completion Date, whichever comes first.

7.3 Payment Plan #2 – Delayed Billing – Credit Card: Upon Student executing a credit card payment form, the payment of a \$100 (one – hundred dollars) non-refundable delayed billing fee, and upon proof of sufficient credit limit to accommodate the Course Tuition, MSM agrees to bill Student’s credit card (Visa or MasterCard) as detailed further below. The promissory note will provide for no financing charge or interest upon the timely payment of all sums due; otherwise the interest rate shall be ten percent (10%) per annum on all unpaid and overdue sums. Student may prepay any sums due without penalty; however, any partial payment or prepayment shall not relieve Student of obligation to pay any remaining payment or portion due on the deadlines identified. The terms of the delayed billing are as follows see payment chart attached:

- 7.3.1 one-third (1/3) of the balance of the Course Tuition will be charged to Student’s credit card on or before the Course Start Date;

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- 7.3.2 one-third (1/3) of the balance of the Course Tuition will be charged to Student's credit card on or before after two months of Court Instruction; and
- 7.3.3 one-third (1/3) of the balance of the Course Tuition will be charged to Student's credit card one month before the end of the Course Instruction or Projected Completion Date, whichever comes first.

7.4 Payment Plan #3 – Extended Financing: Upon Student completing a Credit Application Form, credit approval by MSM or third-party, the payment of a \$100 (one –hundred dollars) non-refundable credit extension application fee, and Student's execution of a promissory note, MSM agrees to finance Student's tuition as detailed further below. The promissory note will provide for interest at the rate of ten percent (10%) per annum on the principal balance. Student may prepay any sums due without penalty; however, any partial payment or prepayment shall not relieve Student of obligation to pay any remaining payment or portion due on the deadlines identified. As a part of this Extended Financing option, MSM may require that an individual other than Student personally guaranty repayment. The terms of the payment are as follows see payment chart attached:

- 7.4.1 one-quarter (1/4) of the balance of the Course Tuition is due on or before the Course Start Date;
- 7.4.2 the balance payable monthly with accrued interest until paid at 10% interest. Maximum contract length is not to exceed 36 months, see payment chart attached.

Payment is due on the 1st of the month. Any payments received after the 5th will be assessed a late fee of \$25. (If mailing payment, it must be postmarked by the 5th.)

8. Default on Financing. In addition to any rights and remedies allowed under a separate promissory note and/or delayed billing agreement, Student's failure to make any payments due under the financing arrangements sets forth in section 7 relieves MSM of its duty to provide Student further Course instruction. MSM reserves the right to withhold the Course Completion Certificate even if Student has attended the classes to earn said Certificate. Additionally, MSM reserves the right to with hold any and all transcripts or certificates if the financial agreement is in default at anytime after the student has graduated the course.

INSTRUCTION MATERIALS AND ITEMS

8 MSM-Provided Instruction Materials and Items. MSM shall provide the following for Student at MSM's cost:

- 8.1** Massage Insurance: Student Massage Insurance for coverage of Student's practical massage activities while a Student and under MSM's supervision, which insurance shall be effective upon Course Start Date, and shall terminate on the final day of the Course;
- 8.2** Texts, Manuals & Books: the following Course texts, manuals and books:
 - 8.2.1 A & P Learning System III Edition by Edith Applegate
 - 8.2.2 Trail Guide to the Body by Andrew Biel
 - 8.2.3 Trail Guide to the Body Workbook
 - 8.2.4 Business Mastery 3 by Cherie M. Sohnen-Moe
 - 8.2.5 Core Science and Bodywork Workbooks
 - 8.2.6 Complete NRG Massage Table Package w/ accessories

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8.2.7 Certification in CPR, First Aid, and HIV Awareness

- 9 *Student-Provided Materials.* Student is responsible to provide, at Student's own expense, the following materials and items for the Course:

9.1.1 To be determined more specifically by instructor.

TERMINATION

- 10 *Termination By MSM.*

10.1 Prior to Course Start Date: MSM may terminate or cancel the Course at any time and for any reason before the Course Start Date without default or breach of this Agreement. If MSM terminates or cancels the Course pursuant to this provision, MSM will refund all monies paid by Student to MSM. MSM will communicate such termination in writing to Student, and mailed (postmarked) prior to the Course Start Date.

10.2 After Course Start Date: MSM may terminate or cancel the Course at any time and for any reason after the Course Start Date without default or breach of this Agreement. If MSM terminates or cancels the Course pursuant to this provision, MSM will refund/repay any installment payments or other monies paid by Student to MSM according to the following schedule:

10.3 Refund of Student Materials: If MSM terminates or cancels the Course at any time, Student will have no entitlement or right to any refund for manuals, text, textbooks and supplies either provided by MSM or purchased by the Student to complete the Course.

- 11 *Termination By Student.*

11.1 Prior to Course Start Date: Student may terminate Student's obligations hereunder at any time and for any reason before the Course Start Date without default or breach of this Agreement, subject to the Course Deposit and Tuition refund provisions above, and without refund of financing fees identified above. Student will communicate such termination in writing to MSM, and must be received by MSM prior to the Course Start Date.

11.2 After Course Start Date: Upon written notice to MSM, Student may terminate Student's obligations hereunder by written notification to MSM. However, Student will not be entitled to a refund of Tuition or other fees absent unusual circumstances.

11.3 Return of MSM-Provided Materials: If Student terminates or cancels the Course at any time, Student will return all manuals, text, textbooks and supplies by MSM for the Course.

- 12 *Automatic Termination By Failure to Attend Class.* Student's failure to attend four (4) consecutive classes in the Course after the Course Start Date constitutes an automatic termination of this Agreement by Student pursuant to paragraph 12.2 above.

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Percentage of Course Completed	Percentage of Tuition Refunded
10%	90%
20%	80%
30%	70%
40%	60%
50%	50%
60%	40%
70%	30%
80%	20%
90%	10%

- 13 *Students that receive Veterans assistance will comply with the above refund schedule.*

COURSE COMPLETION

- 14 *Requirement for Certificate.* Student must have an 80% achievement in all classes and must attended 90% of all required classes. Upon satisfying the above requirements and other reasonable requirements of MSM, MSM will award a Certificate of Completion and receive the Student's final transcripts from MSM. As a result of Student's Certificate, Student shall be eligible to sit for the National Certification Examination (upon meeting other application requirements for that exam).

BREACH AND REMEDIES

- 15 *Breach of Agreement.* If either party to this Agreement fails to perform as required, the party failing to perform shall be in breach of this Agreement.
- 16 *Remedies For Breach.* The non-breaching party shall be afforded all damages available to the party under the law.

MISCELLANEOUS PROVISIONS

- 17 *Miscellaneous Provisions.* The following miscellaneous provisions apply to this Agreement:
- 17.1 Assignment: This Agreement may not be assigned by either party without the prior written consent of the other. Any other assignment or purported assignment of the Agreement shall be null and void.
 - 17.2 Attorney Fees: If either of the parties to the Agreement institute legal proceedings to enforce the terms of the Agreement, the parties agree that the unsuccessful party to the proceedings shall pay the reasonable attorney's fees and legal costs of both parties, as they may be approved by the court or arbitrator having jurisdiction over the proceedings.
 - 17.3 Choice of Law; Jurisdiction; Venue: The Agreement is made under and will be governed by and construed in accordance with the laws of the State of Montana. The venue for the hearing of all disputes arising out of or relating to the Agreement shall be placed in Missoula, Montana.
 - 17.4 Separability of Provisions: In the event that any provision hereof shall be deemed in violation of any law or held to be invalid by any court in which the Agreement shall be interpreted, the violation or invalidity of any particular provision shall not be deemed to affect any other provision hereof; but the Agreement shall be thereafter interpreted as though the particular provision so held to be in violation or invalid were not contained herein.

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- 17.5** Non-Waiver: The waiver of any breach or default of the Agreement will not constitute a waiver of any subsequent breach or default, and will not act to amend or negate the rights of the waiving party.
- 17.6** Notices: All notices, demands, requests or other communications required or permitted under the Agreement shall be deemed given when delivered personally, sent by facsimile or email when addressed correctly, or upon receipt of delivery of postal mail to the address given in the initial page of this Agreement.
- 17.7** Original and Copies: Once signed, any reproduction of the Agreement made by reliable means (e.g., photocopy, facsimile) is considered an original.
- 17.8** Time of Essence: All times stated in this Agreement are of the essence hereof.
- 17.9** Headings: The headings, titles and subtitles in the Agreement are inserted for convenience of reference only, do not in any way limit or amplify the terms and provisions of the Agreement, and are to be ignored in any construction of the provisions of the Agreement.
- 17.10** Entire Agreement: This Agreement contains the entire understanding between and among the parties and supersedes any prior understandings and agreements among them respecting the subject matter of this Agreement.
- 17.11** Modifications Must Be In Writing: This Agreement may not be changed orally. All modifications of this Agreement must be in writing and must have been signed by each party and incorporated by reference.

STUDY HABITS

Study habits are important to implement while in the Professional Massage Therapist Training Program. Here are a couple of suggestions to incorporate:

1. When reading or reviewing a chapter for a class, read over the material the day/ evening before, leisurely paying attention to the words in bold, or highlighting with a pen all the bold words.
2. Lecture the next day in class will review the information again, getting it in your memory for the second time.
3. Review the material the afternoon/evening after the class to review the information for the third time.
4. You may try to get together with other students to review the material.
5. Reviewing the material and then explaining it to someone else.
6. Drawing a picture or using colored pencils, crayons to associate material.
7. Studying in a calm environment
8. Setting study time aside at a set time.

Try not to cram the information into your memory, rather try to relax and read the information like a story. If you are stressed when reading, the level of information retention declines.

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If you need additional help, please talk to your Teacher or see the Education Director for a tutor list.

STRESS MANAGEMENT

Going to massage school can be stressful. Students often ask themselves, "How do I do this and work at the same time, or spend time with my family?" Coming up with a schedule for study time, family time, and me-time is very important. If life feels stressful and you are having difficulty with finding time to fit everything in, please see the School Director or the Co-Director for help.

STUDENT JOB PLACEMENT

The Director provides student services assistance. All students and graduates are assisted with job placement. Current job listings are posted as they come in and are available upon request. *MSM does not in any way guarantee job placement.*

LENDING LIBRARY

MSM's lending library is located in the Massage Clinic lounge @ 127 East Main, suite 214. All books and articles are to remain on school property at all times. Students, Faculty, Staff and Public are welcome to read all materials at the school in the classrooms, if there are no classes present, or in the Massage Clinic lounge.

LEARNING STYLES

Teacher assistants and tutors are available upon request to assist students with test taking and tutoring.

LOST OR STOLEN PROPERTY

MSM is not responsible for lost or stolen property. If an item is lost or presumed stolen, a report should be turned in to the Director.

PROGRESSIVE DISCIPLINE POLICY

Any person in violation of the policies outlined in the MSM handbook is subject to disciplinary procedure. In most cases, the procedure will be as follows:

Step 1 – Verbal Warning and Steps to Improvement

When a staff member or student has violated a MSM policy or rule, he/she will have the opportunity to explain their reason for the behavior in question. The Director and/or Director's designee will make clear what the violation was, as well as, steps to improvement that are expected to keep the behavior from happening again. This may also be accompanied by a probation period.

Step 2 – Written Warning

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A formal letter outlining the behavioral steps to improvement will be given to the student or staff member. In most cases a written warning is an indication of serious disciplinary action, or the repetition of some behavior that has been the object of verbal warning. This may also be accompanied by a probation period.

Step 3 – Probation, Expulsion, or Termination

If the issue is not resolved through the first two steps, the student or staff member will be subject to discipline which may include: extension of probation, expulsion from the School, or termination from employment with the School.

Any of the steps above may be taken in any case; violations of the School policies may result in immediate termination or expulsion, depending upon the seriousness of the case and the discretion of the Director.

STUDENT CLINIC HANDBOOK

Student Clinic Goals

The goal for our students' in the student clinic is to become comfortable, competent, and professional when working with unfamiliar clients and conditions.

Student Clinic Objectives

1. Integrate massage school education
2. Develop a massage plan
3. Apply relevant techniques
4. Develop communication, teamwork and professionalism

CLINIC REQUIREMENTS

Student Clinic is 80 hours of the 650 hour Professional Massage Therapist Training Program.

Student Clinic is 30 hours of the 600 hour Professional Massage Therapist Training Program.

1. In the 650 hour program 50 hours are dedicated to the Student Massage Clinic. In the 600 hour program all 30 hours are dedicated to the Student Massage Clinic. Student Clinic hours are available Monday through Friday from 2pm to 7pm and Saturday from 10am to 2pm and 2pm-7pm.
2. **Students are required to show up 30 minutes before the start of their first clinic shift for Massage Clinic Orientation and 15 minutes before all other clinic shifts.**
3. Health intakes, SOAP charts and student evaluations are completed for each massage session.
4. Students may sign in for shifts in the Student Clinic book at the Clinic front desk.
5. If a student is ill, it is the student's responsibility to notify the Massage Clinic Supervisor immediately so that the clients can be called.

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6. If a student has to cancel his/her shift, it is the student's responsibility to find a replacement therapist for the affected clients or be considered a "no-show".
7. If a student "no shows" a clinic shift for which he/she has signed in, the student will be required to make up two clinic shifts in place of the one missed.
8. Student Clinic Hours will be posted in the Student Clinic Lounge and the Classroom. They are updated on the Thursday of each week. The Massage Clinic Supervisor oversees all clinic hours.
9. At no time may students do their homework massages while they are working a shift in the Massage Clinic.
10. 30 hours of clinic time are dedicated to events for those students in the 650 hour program. Students that are in the 600 hour program are not required to participate in any events. Events are coordinated by the Events Director. Events vary in length and activity. The sign-up book for events is located at the front desk. The Events Director posts all hours in the Student Clinic Lounge and the classroom. Event time can range from all 30 hours to less time.

HYGIENE FOR STUDENT PRACTITIONERS

To prevent the spread of infectious disease, the following safeguards shall be practiced at all times.

1. Care of your hands: Wash your hands before and after each massage. Use lotion on your hands, as necessary, to prevent chaffing or dryness. Also, do not bite your nails or fingertips. If cuticles are open, wear finger cots or gloves when performing a massage.

Wash hands immediately and thoroughly if they come in contact with blood or other body fluids.

1. Nails are to be filed short and calluses smoothed off with a pumice stone.
2. Care of the Table: Clean face cradles after each session with paper towels and the provided solution. Dispose of used paper towels appropriately.
3. Personal Care Against Illness: If you are ill, please stay home. Inform the Clinic Supervisor as soon as possible and follow the cancellation policy.
4. Care Against Infectious Skin Disease: A student with an infectious skin disease shall refrain from direct contact with other students or clients until the condition resolves. A student with a lesion that is actively discharging fluid or is weeping dermatitis shall also refrain from direct contact with other students or clients until the condition resolves. If you are signed up to work in the Student Clinic, notify the Massage Clinic supervisor as soon as possible and follow the cancellation policy.

If body fluids come in contact with the massage table, clean the table immediately. Remove all debris with soap and water, thoroughly rinse the table, and then wipe with either the solution provided at the school, or with a fresh solution of 1 part household bleach and 10 parts water. Wear disposable gloves while cleaning

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5. Smokers: **No smoking is allowed during Clinic shifts or on breaks while in the clinic.** Wash your hands and freshen your breath before your massage sessions. Bring freshly laundered clothes to change into for clinic. **It is highly recommended that everyone (smokers and non-smokers) brush his or her teeth just before their clinic shift.**
6. Fragrances: All scents should be light or nonexistent. Soap and deodorant scents are the best. Remember that some clients may have sensitivities or allergies to scents.

ATTIRE

Students are expected to wear dress slacks, khakis, walking shorts, dresses, or skirts (knee length or longer and loose enough for proper movement during massage). Short sleeve shirts should be worn and can be button-down, Henley, polo, or other styles that do not have any kind of logos (unless they are MSM t-shirts) or advertisements on them. Comfortable shoes should be worn during clinic. Open-toed shoes/sandals must be worn with socks. Tennis shoes are allowed only if they are clean and in good condition. **Shoes must be worn at all times while giving massage.**

Questions about what to wear? Please ask before you wear it.

CLIENT INTERACTION GUIDELINES

Minors as clients

The parent or legal guardian must accompany a young minor who wishes to receive a massage at the Montana School of Massage Clinic. The parent or legal guardian is to complete and sign the Health Intake form along with the minor client as authorization for the minor to receive massage. A letter from the parent/legal guardian authorizing the massage is to be kept in the minor client's file. The parent/legal guardian may accompany the young minor client into the room and remain throughout the entire massage experience. When the minor is of driving age an exception may be made at the discretion of the Clinic Supervisor with the written approval of the parent or legal guardian.

Time Management for Massages in MSM Clinic

MSM always tries to give the clients the full time they have signed up for

30-minute massage: If a client shows up before their scheduled time and has their paperwork ready etc. at scheduled time or before massage, the full 30-minute session is expected. If client shows up at the scheduled time, then a 5-minute allowance for paperwork/prep-time.

60-minute massage: If client shows up before scheduled time and has paperwork ready/etc at scheduled time or before massage, the full 60-minute session is expected. If client shows up at the scheduled time, then a 5-10 minute allowance for paperwork/prep-time.

90-minute massage: Follows basic rules as a 60-minute

What if the client is late? If the client is late it is then up to the discretion of clinic manager and therapist to decide allotted time of massage. 5-10 minutes late, the therapist can usually go over to fit in full time. After that, appointments may have to be rescheduled or the length of the massage changed. (Example: 60 min. changed to 30min)

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- Remember, it is good business practice with clients to give them what they want even if it may have been their fault they were late. Clients are very appreciative if you are willing to work with them.

Couples massages: If 2 or 3 people come in at the same time for a massage, it is important to keep them as close together as possible. You don't want one person waiting after their massage while the other is getting an extra 10 to 15 minutes. In general, just talk to the other therapist so you will know when each of you is starting/ending. It is a good idea to greet clients together, and then listen for each other at end of massage to end close together.

Students should not go over the designated time frame. One of the purposes of the clinic is to learn how to manage your massage time correctly.

If you have any questions regarding time management, please ask the Massage Clinic Director.

PRE-MASSAGE

1. Greet your client by asking for them by their first and last name. Call him/her by name and introduce yourself. During introduction be aware of your eye contact and physical contact (shaking hands).
2. Invite your client to use the restroom or to get a drink of water before their massage.
3. Introduce the client to the massage room and ask them to be seated and close the door. Point out where they may hang their clothes.
4. Discuss clinic procedures regarding privacy, conversation, noise, and possible interaction with the Clinic Supervisor during the massage. Explain the different types of massage that you can provide.
5. Interview the client regarding their Health Intake questions, confidential statement and previous massage experience. If this is the client's first massage, ask them if they have any questions.
6. Discuss with the client possible treatment options: Full body Swedish, Deep Tissue or specific area work only.
7. Present to the client a treatment plan, detailing out what you plan to work on, in what order and make sure they agree with your plan. Inform the client of their role in the process. The client has the choice to say no to the treatment plan. Invite the client to give verbal feedback on pressure, warmth and comfort on the table.
8. Let the client know that they may undress to their level of comfort, and to get between the sheets (fold the top sheet back while saying this). Let them know that they will be draped modestly during the treatment. Tell them how you would like them to be positioned on the table (on back or face-down).
9. Wash your hands before each massage. If your hands are cold, run them under hot water for a minute.

POST-MASSAGE

1. After the massage, communicate to your client that you will meet them out front. Wash your hands again. When they come out, offer them a glass of water.
2. Talk to the client about self-care following a massage, in relationship to how they will feel after the massage. If you need to talk to your clients about anything other than drinking water, general body awareness and icing/heating please take them back into the treatment room.

Discuss homework with the client including:

- a) Continued massage
- b) Increased water intake
- c) Active Swedish gymnastics (stretching)

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- d) Hydrotherapy
 - e) Breathing
 - f) Provide
3. Give your client a Student Evaluation form on a clipboard and ask them to fill it out. Return to the lounge to fill out your SOAP chart.
 4. The Clinic Supervisor will review with you any pertinent comments that your client may have made and will review your SOAP chart, helping you make any changes that need to be made.
 5. When practitioners are in-between treatments, they are to be in the Student Lounge filling out their SOAP Charts, setting their room up for the next massage, or helping out the Student Clinic Supervisor. **Practitioners need to be aware of one another and keep the noise level (both voice and music) down while in the massage clinic.**

STUDENT CLINIC CODE OF CONDUCT

1. Students will adhere to the dress code for the Student Clinic, as described in the Student Clinic Handbook.
2. Students will interact with clients according to the following guidelines:
 - a) Blood Pressure Protocol: The student will review any questions they have about the client's file with the supervisor prior to the massage session. There will be no exception to this.
 - b) All pre-massage conversations between the client and practitioner are to take place in the room. Greetings are excluded. Voices are to be kept low and the door is to be closed so as not to disturb others, and to insure confidentiality.
 - c) Everything the client says in the room and all information in the health records are confidential and not to be repeated. Treatment-related information can be discussed with the Supervisor during the clinic shift, provided all personal details are excluded. This includes the client's first and last name. Any discussion about a client in the hall or in the Student Lounge is strictly forbidden.
 - d) Students are not to probe into the personal details of the client's life. Information necessary for proper, safe treatment may be obtained without requesting personal information.
 - e) Personal "storytelling" or discussion of any details of the practitioner's personal life during the massage session is **NOT** appropriate. If the client probes, the student may respond with very short answers and/or direct the client's attention back to the session.
 - f) Students must use professional language when discussing palpable and visual observations, taking care to speak on a level that the client can understand. It is important not to alarm the client in any way. For example, do not describe "really BIG knots", or say, "WOW! I've never seen anything like this before."
 - g) The student must inform the client that the supervisor may enter the room and interact with them. If the supervisor comes into the room, the student will inform the client of the supervisor's arrival and introduce them. The student must never give out personal details regarding a client, but simply relay information that is pertinent to the treatment.
 - h) Professional relationships are not permitted between practitioners and clients outside of Student Clinic until after the student has graduated from Montana School of Massage.
 - i) Fraternization with clients is **NOT** appropriate. Students may not arrange to see a client outside of student clinic for any social purpose, unless they had an existing personal relationship before the person was a client of Student Clinic.

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- j) Tipping is **NOT** allowed and is to be discouraged. All tips received, with no possibility of return, should be turned over to the Clinic Supervisor and will be put into a graduation fund.
- k) Clients can have access to their files. However, AT NO TIME MAY FILES LEAVE THE STUDENT CLINIC. Students are permitted and encouraged to share with their clients what is being recorded in their files. Clients have the right to amend their health records. Students are required to have a Supervisor present if any amendments are to be made.
- l) Massage on a person under the influence of non-prescription drugs or alcohol is dangerous. If a student suspects the client is under the influence, they should question the client directly. The client will be asked to leave and their money will be refunded. The client should be treated kindly and it is assumed that he/she simply did not know the policy. The client may reschedule for an appointment at a future date.
- m) Students have the right to refuse service to any client or to discontinue the massage at any time, at the discretion of either the student, the Instructor or the Clinic Supervisor. In the event of a prematurely terminated massage, the student or the Clinic Supervisor may elect to refund the client's money in part or in full.
- n) If a student has a question that relates to the client that they are presently working on, they may leave the room to talk to the Clinic Supervisor. However, unless the question is very import (example: rashes, severe spasming etc...) please wait until after the massage to ask the Clinic Supervisor your question.
- o) Students may not use Student Clinic massage time for homework massages. That must be done on the student's own time.

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****START OF CLINIC****

1. Plug in light. Make sure your room has bolster and/or pillow.
2. Set up room. Make sure your room has oil and lotion bottles.
3. Make sure your table is at the right height for you.
4. Check to see if there is music and that the volume is set appropriately.
5. Make up the table with the sheets and face cradle cover provided in the lounge. Always use the blanket provided. Taking it off only at clients' request. The sheets and blanket should look neat; not hanging on the floor or wrinkled.
6. Close blinds and/or curtains for client's modesty and comfort.

****DOWN TIME****

See the Clinic Supervisor for jobs to do.

****END OF CLINIC****

1. **VERY IMPORTANT! Check over the client's file before you return it to the Clinic Supervisor.**
 - a) Is the file properly put together?
 - b) Is the client's name spelled the same way as on the Health Intake form?
 - c) Does the SOAP chart have the date? (VERY IMPORTANT)
 - d) Did you sign the SOAP chart? (VERY IMPORTANT)
2. Turn over all Student Evaluations to the Clinic Supervisor.
3. Unplug the light and fan/ heater if you used it.

Put all dirty linens in laundry bag. Wipe off: table, bolster, pillow, chairs, bottles, doorknobs and countertop

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AGREEMENT

I, _____, (Student) have read the Handbook in its entirety, and agree to and understand all policies set forth. If there were any questions about it on my part, I have asked them and received an answer to my satisfaction.

Name: _____ printed name.

Signature: _____ Date: _____

School Director: _____ Date: _____

Education Director: _____ Date: _____

This agreement is to stay in the handbook. The duplicate copy is to be signed by the student and turned into the School Director for signing and filing in the student file.