

ELIZABETH GRADY

MASSAGE THERAPY  
PROGRAM POLICY  
HANDBOOK

2018-2019

# ELIZABETH GRADY

SCHOOL OF ESTHETICS AND MASSAGE THERAPY

Dear Student:

On behalf of the Elizabeth Grady Company, School, Faculty, and Administration we would like to welcome you to the Elizabeth Grady School of Esthetics and Massage Therapy. We believe we have the experience, training, and tools to assist you in becoming a successful massage therapist. We are committed in doing our utmost to help you achieve your educational goals. We request that you call upon us if you have any questions or concerns regarding your program.

In return, we respectfully request you to do your utmost to reach your goals and present yourself in a professional manner. In the pursuit of excellence in training and education, The Elizabeth Grady School of Esthetics and Massage Therapy has established rules and regulations that will prepare you to enter a professional working environment. We have implemented these policies and procedures to enhance your education. Our policies and procedures cover the following:

- ❖ Student Conduct
- ❖ Professional Appearance
- ❖ Attendance
- ❖ Academics

We are delighted that you have chosen our school to begin your exciting new career. We wish you the very best.

Sincerely,

Cate Tool, School Director  
Marc Pistone, Assistant School Director  
Melissa Sandberg, Financial Aid Director  
John P. Walsh, President

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# ELIZABETH GRADY

SCHOOL OF ESTHETICS AND MASSAGE THERAPY

## ELIZABETH GRADY SCHOOL OF MASSAGE THERAPY PROGRAM POLICY HANDBOOK

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## **Student Conduct**

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1. Interaction and communication shall be **mature, professional, and courteous** at all times. Use of profane language, inappropriate conversation, and rude behavior is strictly prohibited.
2. **Respect of other's belongings is expected.** Vandalism or theft will result in immediate expulsion.
3. **Creativity is encouraged.** Cheating and plagiarism is strictly prohibited and will result in dismissal from the program.
4. All students must **participate fully** in technique classes unless by express written orders by the student's personal physician. This includes acting as both the massage therapist and the client. Students are required to be worked on by other students for all practical exercises.
5. All students are **required** to bring their own set of linens for technique classes. This includes two sheets. The school provides each student with two flat sheets. **Linens will be provided for student clinic.**
6. All students must **contribute to daily sanitation duties** and classes will not be dismissed until all duties are complete.
7. **Health and wellness** is an important part of the esthetics and massage therapy professions. Use of drugs or alcohol or being under the influence of these substances is strictly prohibited and basis for immediate dismissal.
8. Students are permitted to **use offices and practical classrooms** when an instructor is present or with permission to do so. The fifth floor reception area and instructor's offices are by appointment only.
9. All students are assigned a locker. Each student must purchase a lock by the first day of the second week of class. If locks are not on lockers by the second week of class, the student will be required to purchase a lock from the school. **Combination locks only.**
10. **Students are allowed only one book bag during class.** No additional bags, cell or smart phones, cameras, laptops, or personal belongings are allowed in the classroom. These items must be stored in the student's locker. Students are required to remove all of their belongings from the classroom when class is not in session. This includes books, water bottles, or any trash items.
11. **Telephone use is allowed only before and after school, during breaks, and during lunch.** Text messaging or emailing is not allowed during class time. Your instructor reserves the right to remove any personal electronic devices that are causing an interruption in the classroom. The school does not provide a telephone for student use. *The only messages taken by school staff will be due to emergencies. Please inform friends and family members of this policy.*
12. **Breaks are given during each class period.** During this time students may use the restroom, replenish water, make any necessary phone calls, have a snack, etc... Students are not allowed to leave the room during class time unless it is *absolutely necessary*. Any abuse of this policy can result in dismissal.
13. **Smoking is prohibited** on the premises of 222 Boston Ave, Medford, MA. This includes anywhere in the building as well as the parking lot and adjoining sidewalks. Failure to comply with this policy may result in expulsion.
14. Chewing gum is prohibited. **Use of breath mints is encouraged.**

15. **Textbooks are provided.** All students are expected to provide their own stationary items for classroom use.

16. Students must provide the school with written permission to release any information regarding the student's progress or to make any recommendation.

17. **All concerns regarding a student's education** including, but not limited to: attendance, academics, financial, and personal situations **should be brought to the attention of the appropriate instructor or administrator by the student.** No calls from any other party will be entertained except for in the case of a minor student and parent or guardian.

18. **No photographs or video** is allowed to be taken in, on, or around school premises without the consent of the school.

19. Students are prohibited from bringing children or guests with them to class unless a specified guest day is announced by the school in advance.

## Attendance

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Punctuality and attending classes during scheduled class times is required for making and maintaining Satisfactory Progress status (see p. 10 Policies and Procedures). Satisfactory Progress in turn is a prerequisite for receiving any financial aid (loans/grants/interest free payment plan privileges) and for successful completion of the program.

It is our objective as your teachers to provide quality education in your newly chosen profession. We remind you of your commitment to this educational process in the area of attendance. The following attendance policies have been enacted to insure the best learning experience for all students.

1. **Students must be present in class, be in full uniform, and have all necessary classroom tools** by the designated class start time. Instructors reserve the right to dismiss students who fail to appear for class in full uniform and/or who are unprepared for class, lacking necessary books, tools, assigned work, etc.... If a student is dismissed for any of the aforementioned reasons, he/she will be given further direction for that class period per the instructor. Time missed will be considered time absent and will be required to be made up.
2. Students must clock in and out daily. In addition, physical attendance will be taken for every class. **Students will be dismissed after all sanitation duties have been completed.** With everyone's full participation, dismissals will be on time.
3. **Clocking in for another student is prohibited** in any circumstance. Any student clocking in for another student and any student being clocked by another student may be dismissed from the program.
4. **Students are required to complete all contracted hours.**
5. If you plan to become licensed in another state, it is the **student's responsibility to contact the State Board of Massage Therapy** in that state for licensing requirements. Additional fees are required for licensing and are separate from any monies paid to the Elizabeth Grady School.

## 6. Tardiness:

**A. Any time a student will be absent or tardy, the student must inform school faculty by telephone prior to the beginning of class.** Any tardiness calls should be left on your instructor's voice mail extension.

|                |          |                              |
|----------------|----------|------------------------------|
| Andrew Jurdan  | ext. 115 | ajurdan@elizabethgrady.com   |
| Sandra Bell    | ext. 143 | sbell@elizabethgrady.com     |
| Brian Sweetser | ext. 116 | bsweetser@elizabethgrady.com |
| Jocelyn Witkus | ext. 142 | jwitjus@elizabethgrady.com   |
| Latoya Lewis   | ext. 115 | llewis@elizabethgrady.com    |

**B.** Three grace days of tardiness are allowed per course module. After being tardy three times **the instructor reserves the right to not allow a student to enter class until a designated time as to not interrupt and compromise the education of other students.** Students must remain on school premises as directed by the course instructor. The student will be responsible for making up any class time missed.

## 7. 650 Hour Massage Therapy Student Attendance

Below is an example of the number of days that can be missed during the entire program and still stay within the 5% rule. Note that minutes/hours deducted for tardiness is not factored in the below but will impact total number of hours missed. Documentation may be required to support hours missed between 6 and 10%.

9-4:00 classes = 5 ½ days

9:30-1:30 = 8 days

Evenings

6:30-9:30 = 11 evenings

Saturdays

9:00-3:30 = 5.5 Saturdays

Or combination of Eve/Sat

- 1) If a student must be absent for *any* reason (this includes any absence for illness, appointments, family matters, etc...) all absences must be made up.
- 2) Students may miss a maximum 5% of the total contracted hours without any of dismissal or disciplinary action. This is 32.5 hours.
- 3) In the case of an emergency (this includes personal health issues or health of a child, death of an immediate family member, legal matters, or other extenuating circumstances) a student may miss up to 10% of the total contracted hours. This is 65 total hours during the duration of the program. The school reserves the right to assess a \$20.00 per hour fee to make up hours for hours after the contracted completion date. Students are required to provide any medical or legal documentation for absences to the admissions department.
- 4) At 10% absenteeism, students may be asked to withdraw and may reapply and reenter a new program at a later date.
- 5) If a student is absent 14 consecutive calendar days in a row, that student may be asked to withdraw from their program and reenter a new program at a later date. Consecutive calendar days include weekends, holidays and school breaks/vacations.

Below is an example of the number of days that can be missed during the entire program and still stay within the 5% rule. Note that minutes/hours deducted for tardiness is not factored in the below but will impact total number of hours missed. Documentation may be required to support hours missed between 6 and 10%.

9-4:00 classes = 6 ¼ days

9:30-1:30 = 9 days

Evenings

6:30-9:30 = 12.5 evenings

Saturdays

9:00-3:30 = 6 ¼ Saturdays

Or combination of Eve/Sat

## 8. 750 Hour Massage Therapy Student Attendance

- 1) If a student must be absent for *any* reason (this includes any absence for illness, appointments, family matters, etc...) all absences must be made up.
- 2) Students may miss a maximum 5% of the total contracted hours without risk of dismissal or disciplinary action. This is 37.5 hours.
- 3) In the case of an emergency (this includes personal health issues or health of a child, death of an immediate family member, legal matters, or other extenuating circumstances) a student may miss up to 10% of the total contracted hours. This is 75 total hours during the duration of the program. The school reserves the right to assess a \$20.00 per hour fee to make up hours for hours after the contracted completion

- date. Students are required to provide any medical or legal documentation for absences to the admissions department.
- 4) At 10% absenteeism, students may be asked to withdraw and may reapply and reenter a new program at a later date.

## 7. MAKING UP HOURS:

9. All time missed must be made up during designated hours. See your instructor for available times. Makeup hour sheets must be completed by student and signed by instructor. Makeup hour sheet should be submitted at time hours are made up.

## Dress Code and Hygiene

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### 1. Uniforms-

#### A. Female Students

**The wearing of the Elizabeth Grady uniform supplied and black or gray stockings or socks is compulsory.** Black or gray socks should be plain with no logo. Pants must be appropriately hemmed and not rolled-up. Uniforms must be clean and neat at all times.

The only acceptable pieces of clothing that may be worn **in addition to the uniform are a black button down cardigan, a plain (no logo) black tee shirt, black Elizabeth Grady School T-shirt, black turtleneck, or Elizabeth Grady sweatshirt.**

**Shoes must be all black with a crepe or rubber sole** and must be limited to indoor use only. Please refrain from purchasing a shoe with a colored logo, stripes, or design.

**Additional Elizabeth Grady uniform pieces can be purchased in the School Store.**

#### B. Male Students

**Male students are provided four EG polo shirts and gray scrub pants.** Clothing must be clean and neatly pressed at all times.

**Shoes must be all black with a crepe or rubber sole** and must be limited to indoor use only. Please refrain from purchasing a shoe with a colored logo, stripes, or design.

**Additional Elizabeth Grady uniform pieces can be purchased in the School Store.**

**\*Yoga pants, leggings, sweat pants, jeans and tank tops are not permitted.**

**\*All clothing must fit loosely, without showing cleavage abdomen or back, tight clothing is not permitted.**

2. **Shoes must be an ergonomic, rubber soled, closed toe,** and must be limited to indoor use only. Please have your shoes approved by an instructor before wearing. A shoe with ample arch support is recommended.

3. **Jewelry should be kept to a minimum.** A watch and earrings (no longer than the earlobe) are acceptable. No rings, bracelets or watches shall be permitted due to sanitation concerns and the potential damage of the skin. The Elizabeth Grady School of Massage encourages all **valuables be left at home**, especially jewelry that is consistently removed. Additionally, no visual piercing must be kept to a minimum.

4. While in class, each **student must present herself/himself in complete uniform.**

5. **Properly groomed hair is also required.** If the hair is longer than chin length, a low ponytail, braid, or up-do is acceptable. If the hair is chin length and/or has a tendency to fall toward the face, a headband is necessary. Hair ornamentation should be limited to a black, white, or neutral ponytail holders or headbands. Hair is required to be back at all times.

6. **Nails must be no longer than fingertip length and neatly manicured.**

7. The strictest **body and oral hygiene must be observed.** Frequent bathing, the use of deodorants/antiperspirants, and regular oral hygiene (brushing teeth, mouthwash, breath mints) is fundamental.

8. **The Elizabeth Grady School of Esthetics and Massage Therapy requires no less than the appropriate attire and hygiene outline in this form.** Instructors will perform **regular groom checks to ensure adherence to this policy.** Should a student be out of uniform, the instructor will excuse the student from class and may return as directed. Any time missed will be required to be made up.

## Academics

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1. **All course projects must be completed successfully to graduate.**

2. Course examinations; written, oral, and practical will be given frequently. A final exam will also be given at the end of each module. A \$25.00 fee will be assessed if the student is absent on the day of an exam if it is necessary for the school to provide staff oversight outside of the regular class schedule (see policy for making up missed time). Any **missed exams must be made up and paid for within 7 days or the student will forfeit the opportunity and will automatically receive a zero.**

3. **Students will receive a diploma upon successful course completion** in Massage Therapy. 750 hour students will also receive a certificate in Spa Therapies.

4. **If a student experiences any difficulty** successfully completing course requirements **tutoring is available.** If a student does experience difficulty, **it is the student's responsibility to notify the instructor so that the Elizabeth Grady Staff is aware of the challenges and can support the student in making Satisfactory Progress..**

## Guidance and Counseling

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1. Tutoring is available to students who may require extra support in meeting Academic Satisfactory Progress.
2. Faculty and staff are available to provide guidance and support and may provide a list of outside professionals when deemed appropriate.

## Placement

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1. The Elizabeth Grady School will assist in resume preparation, job interviewing skills, and job placement. The Elizabeth Grady School does not guarantee placement. Additionally, the school maintains an ongoing job listing for graduates and alumnae.

## Professionalism

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1. A student's **professionalism is evaluated and constitutes a portion of the grade in each area in the curriculum.** Evidence of a professional attitude is also a component of any recommendation made by the school concerning a student.

2. **Unprofessional behavior or failure to comply with school policies has its consequences.** You may be excused from class, prohibited to attend graduation, or dismissed from the program. The



Elizabeth Grady School of Esthetics and Massage Therapy reserves the right to take any necessary measures to insure the maintenance of a professional environment.

## Financial

### **(Financial Aid available to those who qualify.)**

- 1. Any student who receives financial aid is required to complete all necessary documents to meet graduation requirements and must meet with the Financial Aid Director two weeks prior to graduation.** Compliance with this policy is a prerequisite in receiving all graduation materials.
- 2. Students are required to report to the Financial Aid Office upon request** to sign disbursement and other miscellaneous documents. Failure to do so may place the student in a dissatisfactory financial standing and may prevent the student from continuing his/her program.
- 3. Satisfaction of a student's financial obligation is a precondition to attending class.** Any student who is on a scheduled payment plan and misses a payment, the plan becomes void and full balance will be due. Any student who owes money to the school after notification procedures have been exhausted is considered to be financially delinquent. The student is then unable to attend classes until payment is made. The student is responsible for making up any time missed.
- 4.** In addition, the school will withhold transcripts, grades, diplomas, and all graduation materials. The student may be ineligible for financial aid and other appropriate collection activities will be pursued. A return check fee of \$10.00 will be assessed and a 30% collection cost will be added to any student account that goes into delinquency.
- 5. All final tuition payments made one month prior to graduation must be made by check, money order, certified check, or credit card.** Graduation materials will not be released until payment has cleared.

## Fire and Emergency Evacuation Procedures

1. Stay calm and quiet.
2. Listen for orders from your instructors.
3. Form a single file line.
4. In case of heavy smoke, crouch to knee level.
5. Exit signs are located throughout the school and hallways.
6. Do not use elevators, exit building through stairwells and out, away from building.

## Winter Storm Closings

1. We are sensitive that many of our students travel from various places to attend school. It is important that student safety extend beyond the perimeter of our campus and that student use their best judgment when choosing to travel to and from school during inclement weather conditions.
2. The Elizabeth Grady School of Esthetics and Massage Therapy cancellations can be accessed on line at WHDH Channel 7 website, [www.whdh.com](http://www.whdh.com). Cancellations are also on FOX 25 television and [www.myfoxboston.com](http://www.myfoxboston.com). Lastly school closings are also posted on the [www.elizabethgrady.edu](http://www.elizabethgrady.edu) website Calendar.
3. The decision to cancel night programs is determined no later than 4:00 p.m. and is posted on the above websites and Channel 25.

## Products and Services

1. Library: Our library books and videos will be shared with you during class time. Books are never to be removed from the school without written permission from your instructor. All books, magazines, and videos must be returned. If the student does not return the book, magazine, or video, he/she will be charged full retail price.

2. Products can be purchased at a discounted price through the Elizabeth Grady School Store.

## Disciplinary Action

Professional behavior is mandated at all times. Violation of Elizabeth Grady School of Massage Policies and Procedures may result in the following:

|                 |                 |
|-----------------|-----------------|
| First Offense:  | Written Warning |
| Second Offense: | Probation       |
| Third Offense:  | Dismissal       |

A student may be subject to probation or immediate dismissal from the program without written notice for serious violations as deemed necessary and appropriate by school administration.

## Satisfactory Academic Progress

Satisfactory progress in attendance and academic work is a requirement for all students enrolled in the Elizabeth Grady School of Esthetics and Massage Therapy. Every student, regardless of grades, will receive a written academic progress report at least once during the span of the program. NOTE: Students receiving funds under any federal Title IV Financial Aid Program must maintain satisfactory progress in order to continue eligibility for such funds.

### **Satisfactory Progress in regards to Attendance**

#### **PART-TIME EVENING MASSAGE/ 650 HOURS**

MAXIMUM TIME: The maximum time a student has to complete this course is 65 weeks.

ATTENDANCE: Students must maintain a 90% attendance rate.

#### **THREE-QUARTER TIME DAY MASSAGE/ 650 HOURS**

MAXIMUM TIME: The maximum time a student has to complete this course is 49 weeks.

ATTENDANCE: Students must maintain a 90% attendance rate.

#### **FULL-TIME DAY MASSAGE/ 650 HOURS**

MAXIMUM TIME: The maximum time a student has to complete this course is 33 weeks.

ATTENDANCE: Students must maintain a 90% attendance rate.

#### **THREE-QUARTER TIME DAY MASSAGE/ 750 HOURS**

MAXIMUM TIME: The maximum time a student has to complete this course is 56.25 weeks.

ATTENDANCE: Students must maintain a 90% attendance rate.

#### **FULL-TIME DAY MASSAGE/ 750 HOURS**

MAXIMUM TIME: The maximum time a student has to complete this course is 37.5 weeks.

ATTENDANCE: Students must maintain a 90% attendance rate.

### **Satisfactory Progress in regards to Academics**

Qualitative factors determine academic performance using grades, and/or work projects completed, and/or comparable factors measured against a norm. The following factors will be measured to determine academic progress in all Elizabeth Grady programs:

- Written Test Grades
- Assigned Project Grades
- Assigned Homework
- Hands-on Skills assessment
- Professionalism

Students must maintain a C grade average (minimum of 70% in each program module) in order to be considered making satisfactory progress.

### **Measurement of Academic Progress- Grading**

1. The following factors will be measured to determine academic progress in all Elizabeth Grady programs:

- Written Test Grades
- Assigned Project Grades
- Assigned Homework
- Hands-on Skills assessment
- Professionalism

2. Assigned work will be evaluated and graded according to the following scale:

|              |      |                      |
|--------------|------|----------------------|
| 90-100       | A    | EXCELLENT            |
| 80-89        | B    | GOOD/ABOVE AVERAGE   |
| 70-79        | C    | SATISFACTORY/AVERAGE |
| 69 and below | D, F | UNSATISFACTORY       |

3. Students must maintain a C grade average (minimum of 70% in each program module) in order to be considered making satisfactory progress.

### **Evaluation and Determination of Academic Progress**

A minimum of two student evaluations will be given during the program. Student Evaluations/Satisfactory Progress Reports include a rating of regular class attendance, punctuality, academics, and completion of course requirements. The first evaluation will occur no later than the midpoint of the respective program's scheduled hours while the second will occur after the midpoint of scheduled hours. Students who meet minimum requirements are considered to be making satisfactory progress until the student's next scheduled evaluation after the midpoint.

### **Inability to make Satisfactory Progress, Warnings, and Probation**

Students failing to meet progress requirements may receive written notification and/or may be placed on probation with the opportunity to meet requirements during a specified time frame. During probation, the school will work with the student in creating an academic plan that supports the student in reestablishing satisfactory academic progress and/or financial aid eligibility.

Once the student has been established to be meeting minimum requirements, he/she will be considered to be making satisfactory progress and Financial Aid funds will be disbursed to eligible students. If the student fails to meet minimum requirements, the student may be terminated from the school.

## **Appeal Process**

Students who are terminated after failing to achieve minimum requirements may appeal this determination. The student must submit written appeal to the School Director, along with any supporting documentation, reasons why the decision to terminate should be reversed, and a request for a re-evaluation of progress. The Director must receive this appeal within (5) business days of termination. Should a student fail to appeal this decision, the decision to terminate will stand. An appeal hearing will take place within (5) business days for receipt of the written appeal. This hearing will be attended by the student, parents, guardian (if student is a dependent minor), the student's instructors, and the School Director. A decision on the student's appeal will be made within (3) business days by the Director and will be communicated to the student in writing. The decision will be final.

Should a student prevail upon his/her appeal and be determined as making satisfactory progress, the student will be automatically reentered in the course and financial aid funds will be reinstated to eligible students.

## **Extenuating Circumstances**

Students may appeal the school's determination of Satisfactory Progress due to extenuating circumstance such as prolonged illness, death in the family, legal matters, or other mitigating circumstances. Written documentation and an appeal hearing will be required for the school to determine if and how to reestablish Satisfactory Academic Progress and eligibility for financial aid. The student must provide documentation that supports the reasons why the student failed to make Satisfactory Progress and what has changed in the student's situation that will allow the achievement of Satisfactory Academic Progress at the next evaluation. Results of the appeal will be documented in the student's file. The school shall make a settlement that is reasonable and fair to both parties.

## **Continued Financial Aid Eligibility**

A student who has not achieved the minimum Satisfactory Academic Progress standards will no longer be eligible for Title IV funds unless on warning or prevails upon appeal that has resulted in probation. Students will be notified of any evaluation that impacts eligibility of financial aid.

## **Withdrawal/Course Incomplete**

Any student who withdraws from contracted course or fails to complete contracted training will have a notice placed in his/her student file as to progress at point of withdrawal. Students will re-enter in the same status they were in at the time of withdrawal. Please note: Course incompletes have no effect on the school's satisfactory standards.

## **Repetition**

A student making satisfactory progress at the point of withdrawal may apply for re-enrollment in the school and will be considered to be making satisfactory progress at the point of re-entry.

Please note: Course incompletes have no effect on the school's satisfactory standards.

Non - credit remedial courses have no effect upon a student's satisfactory progress status in this school.

## **Transfer**

Elizabeth Grady students may transfer from one program into another upon request. Consideration will be made on attempted and completed hours for transfer into a new program. Upon receipt of request, each student will be required to contact Admissions and will be required to amend their enrollment agreement contract and application to reflect transfer of programs. Transfer students must begin new program within 180 days of last date of attendance of initial enrollment.

The Elizabeth Grady School does not accept transfer hours from another institution.

## **Re-entry**

Any student who withdraws from the program may be given the opportunity to reapply, reenroll, and reenter on a date provided by the Admissions Department. Any student who does not return to the School by their scheduled return date will be dismissed from the school.

## **Right to Privacy and Right to Access**

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**Right to Privacy:** The Elizabeth Grady School of Esthetics will not disclose any information pertaining to the student without the written permission from the student to do so. Authorized government agencies and national accreditation commission will have access to student files.

**Right to Access:** The Elizabeth Grady School of Esthetics and Massage Therapy guarantees the right of the student and parent, if the student is a dependent minor, to have access to his/her cumulative records and will provide proper supervision and interpretation of student records when they are being reviewed.

## **Student Complaint Policy**

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1. The following steps should be taken to resolve any complaint:

- a. **Step 1:** The school recommends students to go directly to the instructor that oversees the program module in which the student may have a complaint or in the case of general grievances the school director or administrative staff person in which the complaint pertains. There is no time limitation for filing a complaint. The appropriate person will then respond to the grievance that has been brought to their attention by the student within 1 business day.
- b. **Step 2:** If the student is not satisfied with the result of step 1, or if the school official has not responded within the prescribed time period, the student should proceed to step 2 by notifying Sandra Bell, Massage Program Director via email at [sbell@elizabethgrady.com](mailto:sbell@elizabethgrady.com) or by telephone at 781-960-0143. The student should present in writing an explanation of their concern, and the director will facilitate a prompt and unbiased resolution within 3 business days. Within this time period, the director will either meet or speak via telephone with the student regarding the matter brought forth in the written complaint.
- c. **Step 3:** If the student is not satisfied with the result of Step 2, or if the school official has not responded within the prescribed time period, the student should proceed to the next step of the process by notifying the school director, Cate Tool, via email at [cathy.tool@elizabethgrady.com](mailto:cathy.tool@elizabethgrady.com) or by telephone at 781-960-0123. The student should present in writing an explanation of their concern, and the director will facilitate a prompt and unbiased resolution within 3 business days. Within this time period, the director will either meet or speak via telephone with the student regarding the matter brought forth in the written complaint.
- d. A student also retains the right to contact the Massachusetts Division of Professional Licensure (DPL), Office of Private Occupational School Education, 1000 Washington Street, Suite 710, Boston, MA, 02118, by email at: [occupational.school@state.ma.us](mailto:occupational.school@state.ma.us) or by phone: 617-727-5811.

## **Internet and Social Networking Policy**

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1. The Elizabeth Grady School recognizes that Social Networking (such as personal websites, blogs, Facebook, Myspace, Twitter, online group discussions, text messaging, message boards, chat rooms, etc.) is used by many of our students. The School respects the right of our students to maintain a blog or post a comment on social networking sites. However, the School is also committed to ensuring that the use of such communications serves the needs of our educational institution and our students, faculty, and administration by maintaining the identity, integrity and reputation of the School and our student body in a manner consistent with our values and policies. In addition, in light of the nature of our business, there are also risks for HIPAA violations whenever anyone posts any information which may be prohibited by law. Further, the School has an interest in protecting its name, logo, and other intellectual property and in making sure that its students do not violate criminal or civil law; student and client privacy or rights; or Company and School policy. Please make sure that you are aware of your obligations in this regard.

2. To protect the School, all students are expected to adhere to the following rules:

- a. Students may not post on a blog or social networking site during their class time or at any time using School equipment or property. The School's electronic communication systems are for educational and business use only.
- b. If a student identifies himself or herself as a student of the Elizabeth Grady School of Esthetics and Massage Therapy on any social networking site, the communication must include a disclaimer that the views expressed do not necessarily reflect the views of the School or Elizabeth Grady Company.
- c. All rules regarding confidential information between students, instructors, administration, and clients apply in full to blogs and social networking sites. Any information that cannot be disclosed through a conversation, a note or an e-mail also cannot be disclosed on a blog or social networking site. The transmission of confidential client material or other confidential or proprietary information, without the permission of the client or the School, is prohibited.
- d. Any conduct which is impermissible under the law if expressed in any other form or forum is impermissible if expressed through a social networking site. For example, posted material that is discriminatory, defamatory, libelous or malicious is forbidden. The School's policies, including but not limited to Student's Right to Privacy and professional and respectful interaction and communication apply equally to student comments on social networking sites even if done off school premises during personal time. Students are encouraged to review those sections of the School Policy Handbook for further guidance.
- e. Students are prohibited from misappropriating or using without permission the School logo and the School's intellectual property on any social networking site or other online forum. This includes, but is not limited to, exam materials and content, Elizabeth Grady textbook materials, and handouts. Students are reminded that there are civil and criminal penalties for posting copyrighted material without authorization.

## **2018 Massage Therapy Programs Calendar**

- **Spring Full Time Day- 650 Hour Day Massage Therapy Program**

March 21, 2018 – September 4, 2018  
Monday through Friday, 9:00 a.m. – 4:00 p.m.

- **Spring Full Time Day- 750 Hour Massage & Spa Therapy Program**

March 21, 2018 – September 27, 2018  
Monday through Friday, 9:00 a.m. – 4:00 p.m.

- **Fall Full Time Day- 650 Hour Day Massage Therapy Program**

September 10, 2018- March 1, 2019  
Monday through Friday, 9:00 a.m. – 4:00 p.m.

- **Fall Full Time Day- 750 Hour Massage & Spa Therapy Program**

September 10, 2018- March 26, 2019  
Monday through Friday, 9:00 a.m. – 4:00 p.m.

- **Fall Three-quarter Time Day-750 Hour Massage & Spa Therapy Program**

October 22, 2018- August 23, 2019  
Monday through Friday, 9:30 a.m. - 1:30 p.m.

- **Fall Part Time-650 Hour Evening and Saturday Massage Therapy Program**

October 15, 2018 - September 17, 2019  
Monday, Tuesday & Wednesday, 6:30 p.m. - 9:30 p.m. and Saturday, 9:00 a.m. - 3:30 p.m.

Note: Start and end dates are subject to change. Time will be added on to the end of the program should there be any school closures due to inclement weather or unforeseen circumstances.

## 2018 MESSAGE THERAPY PROGRAMS CALENDAR

### 2018 Holidays

2018

|  |  |
|--|--|
| Wednesday April 11 <sup>th</sup><br>½ day, 9-12/no afternoon classes<br>Evening classes as scheduled   | Teacher's In-service Day               |
| Saturday April 14 <sup>th</sup> and<br>Monday April 16 <sup>th</sup>   | Patriot's Day                          |
| 9:30-1:30 Esthetics and Massage<br>Programs Only- April 17 <sup>th</sup> -20 <sup>th</sup>   | April Public School Vacation Week      |
| Wednesday May 9 <sup>th</sup><br>½ day, 9-12/no afternoon classes<br>Evening classes as scheduled  | Teacher's In-service Day               |
| Saturday and Monday<br>May 26 <sup>th</sup> and 28 <sup>th</sup><br>(early dismissal on Friday May 25 <sup>th</sup> No afternoon classes)  | Memorial Day                           |
| Wednesday June 13 <sup>th</sup><br>½ day, 9-12/no afternoon classes<br>Evening classes as scheduled  | Teacher's In-service Day               |
| Wednesday, Thursday, Friday, & Saturday<br>July 4 <sup>th</sup> , 5 <sup>th</sup> , 6 <sup>th</sup> , and 7 <sup>th</sup>  | Summer Holiday/4 <sup>th</sup> of July |
| Wednesday July 18 <sup>th</sup><br>½ day, 9-12/no afternoon classes<br>Evening classes as scheduled  | Teacher's In-service Day               |
| Wednesday, Thursday, Friday, Saturday, and Monday<br>August 29 <sup>th</sup> , 30 <sup>th</sup> , 31 <sup>st</sup> , September 1 <sup>st</sup> and 3 <sup>rd</sup><br>(August 29 and 30 Teacher Development Seminar) | Labor Day                              |
| Saturday and Monday<br>October 6 <sup>th</sup> and 8 <sup>th</sup><br>October 5 <sup>th</sup> early dismissal @12:00 noon  | Columbus Day                           |
| Wednesday October 17 <sup>h</sup><br>½ day, 9-12/no afternoon classes<br>Evening classes as scheduled  | Teacher's In-service Day               |
| Wednesday November 14 <sup>th</sup><br>½ day, 9-12/no afternoon classes<br>Evening classes as scheduled  | Teacher's In-service Day               |
| Thursday, Friday, and Saturday<br>November 22 <sup>nd</sup> , 23 <sup>rd</sup> , and 24 <sup>th</sup><br>November 21 <sup>st</sup> early dismissal @12:00 noon   | Thanksgiving                           |



No evening classes

Wednesday December 12<sup>th</sup>  
½ day, 9-12/no afternoon classes  
Evening classes as scheduled

Teacher's In-service Day

Monday, December 24<sup>th</sup> t  
through Wednesday, January 2, 2019

Christmas/Winter Break

# ELIZABETH GRADY

SCHOOL OF ESTHETICS AND MASSAGE THERAPY

I, \_\_\_\_\_, certify that a representative from the Elizabeth Grady School of Esthetics and Massage Therapy has reviewed the Policies and Procedures, Satisfactory Progress Policy, Evacuation Procedures, and the Elizabeth Grady School of Esthetics and Massage Therapy's Right to Privacy and Access Policies. I was given the opportunity to have my questions and/or concerns addressed during the scheduled orientation session I attended.

By affixing my signature below I fully understand and am willing to abide by the Elizabeth Grady School of Esthetics and Massage Therapy Massage Program Policies and Procedures, pages 1-18, revised 3/1/2018..

Student Signature: \_\_\_\_\_

Witness: \_\_\_\_\_

Date: \_\_\_\_\_

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