

ELIZABETH GRADY

MASSAGE THERAPY
PROGRAM POLICY
HANDBOOK

2019-2020

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 you 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

Elizabeth Grady School of Esthetics and Massage Therapy
222 Boston Avenue
Medford, MA 02155
Phone 1-800-FACIALS Fax 781-391-4772
www.elizabethgrady.edu

ELIZABETH GRADY

SCHOOL OF ESTHETICS AND MASSAGE THERAPY

ELIZABETH GRADY SCHOOL OF MASSAGE THERAPY PROGRAM POLICY HANDBOOK

TABLE OF CONTENTS

Student Conduct	pp. 4-5
Drug and Alcohol Policy	p. 5
Attendance	pp. 5-7
Dress Code and Hygiene	pp. 7
Academics	p. 8
Guidance and Counseling	p. 8
Placement	p. 8
Professionalism	p. 8
Financial	p. 8-9
Emergency and Fire Evacuation Procedures	p. 9
Winter Storm Closings	p. 9
Products and Services	p. 10
Disciplinary Action	p. 9-10
Satisfactory Progress	pp. 10-11
Grading	pp. 11
Determination of Progress/Probation	p. 11
Appeal Process	p. 11
Withdrawals/Course Incomplete	p. 12
Repetition	p. 12
Transfer Policy	p. 12
Re-entry Policy	p. 12
Student Right to Privacy and Right to Access	p. 12
Complaint Policy	p. 13
Internet Social Networking Policy	p. 14
School Program Calendar	p. 15
Holiday Schedule	p. 16-17
Agreement to Abide by School Policies Signature Page	p. 18

Student Conduct

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. 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.
8. 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.**
9. **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.
10. **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.*
11. **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.
12. **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.

13. Chewing gum is prohibited. **Use of breath mints is encouraged.**
14. **Textbooks are provided.** All students are expected to provide their own stationary items for classroom use.
15. Students must provide the school with written permission to release any information regarding the student's progress or to make any recommendation.
16. **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.
17. **No photographs or video** is allowed to be taken in, on, or around school premises without the consent of the school.
18. Students are prohibited from bringing children or guests with them to class unless a specified guest day is announced by the school in advance.

Drug and Alcohol Policy

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.

Substance abuse has many physical, psychological, and behavioral symptoms and side effects. Drug and alcohol addiction effects not only the user but also the user's family and friends. Addiction and substance abuse can also affect the work environment and potential for professional success. The Elizabeth Grady School is supportive of students who pursue professional support and treatment for drug and/or alcohol abuse and addiction. Professional resources can be found in the Elizabeth Grady School Campus Safety Handbook.

The Elizabeth Grady School prohibits the unlawful possession, use, or distribution of drugs and alcohol by students and employees on the school's property, or a part of the school's activities. The Elizabeth Grady School will abide by all local, state, or federal laws governing the unlawful possession, use, or distribution of illicit drugs and alcohol.

Attendance

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.

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

- 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.

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:

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

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

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

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

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

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. Cancellations are also on FOX 25 television and www.myfoxboston.com. Lastly school closings are also posted on the 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.
3. Elizabeth Grady School will provide photocopied study materials. Reprints are subject to a fee of .05 per page.

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.

