

ELIZABETH GRADY

**MESSAGE THERAPY
PROGRAM POLICY
HANDBOOK**

2021

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 esthetician. We are committed to 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
Melissa Sandberg, Financial Aid Director
Angela Young, Admissions
Marc Pistone, Administrator
Stephanie Scarano, Administrator
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

1. Interaction and communication with school administration, faculty, and student body shall be **mature, professional, and courteous** at all times. Profane language, inappropriate conversation, and rude behavior is strictly prohibited.
2. **Respect of others and their belongings is expected.** Vandalism or theft of school or others' personal belongings 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. The school will provide each student with all necessary products and linens to practice technique. Linens are provided for student clinic. **All students must participate in laundry duties.**
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 provide their own padlock. **Combination locks only.**
10. **Students are allowed only one bag during class.** No additional bags or personal belongings are allowed in the classroom. 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. **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.
12. Chewing gum is not permitted. **Use of breath mints is encouraged.**
13. **Textbooks are provided.** All students are expected to provide their own stationary items for classroom use.

14. Students must provide the school with **written permission** to release any information regarding the student's progress or to make any recommendation.
15. **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.
16. **No photographs or video** is allowed to be taken in, on, or around school premises without the consent of the school.
17. Students are prohibited from bringing children or guests with them to class unless a specified guest day is announced by the school in advance.
18. **Food and drink other than water is prohibited in the classrooms.** Regular breaks are provided whereby students may have a snack.

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.

CELL PHONE USAGE

To assure the privacy of our students, faculty, staff, and clients, cell phone use is prohibited in the classrooms, bathrooms, and hallways during scheduled class time, clinic, and makeup hours unless otherwise authorized by an instructor. Use of cell phones is allowed before and after school, during breaks, and during lunch. Text messaging or emailing is not allowed during class time. An instructor or staff member reserves the right to remove any personal electronic devices that cause an interruption, distraction, and/or invade the privacy of others.

In extenuating circumstances (i.e. sick family member or child, important and necessary phone call, etc.), a student shall communicate with her/his instructor prior to class start her/his need to keep phone on and in her/his possession. The school does not provide a telephone for student use. In an emergency whereby a student must be reached by an outside party, the party may phone the school at 781-960-0110, 781-960-0123, or 781-960-0120. The school will not verify to any outside party a student's status or verify whether or not they are in attendance without written permission by the student unless a student's health and safety are in question. Please inform friends and family members of this policy.

ATTENDANCE/HOURS

Punctuality and attending classes during scheduled class times is required for making and maintaining Satisfactory Academic Progress (see EGSEM Policies and Procedures for complete Satisfactory Academic Progress Policy, pp. 7-11). Satisfactory Academic 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 an institution of higher learning and as your teachers to provide quality education in your newly chosen profession. We remind you of your commitment to your educational process in the area of attendance. The following attendance policies have been enacted to ensure 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, they 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. 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. Students involved in clocking or being clocked in by/for another may be dismissed from the program.

4. Students are required to complete all contracted hours.
5. 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 tardy, the student must inform their teacher by telephone or email prior to the start time of class. Any tardiness calls should be left on your respective instructor's voice mail extension or email.
 - b. Three grace tardies 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 to avoid interrupting and compromising the education of other students. Students must remain on school premises as directed by the course instructor and will be allowed to enter during a break in instruction. The student will be responsible for making up any class time missed.
7. **ABSENCES:**
 - a. If a student *must* be absent, the student should inform school faculty by telephone or email prior to the beginning of class that day. Any notification of absence can be recorded on your instructors' voicemail and/or email.
 - b. If a student is absent fourteen (14) consecutive calendar days without notification and/or documentation, the student may be dismissed from the program.
 - c. Students may miss a maximum 5% of the total contracted hours without risk of dismissal or disciplinary action. This is 32.5 hours for 650 program and 37.5 hours for 750 program. If a student meets or exceeds 5% hours missed, all tardiness and absences must be documented.
 - d. At 10% absenteeism, 65 hours for 650 program and 75 hours for 750 program, students may be asked to withdraw and may reapply and reenter a new program at a later date.

ACADEMIC

1. **You must score a minimum of 70% in each massage therapy course module** (Theory, Practical, Sciences, Integration & clinic) in order to successfully complete and graduate from the program.
2. **All course projects must be completed successfully to graduate.**
3. 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 attached if the student is

absent on the day of an exam due to additional expense for a teacher having to make up the exam with the student outside of regularly scheduled class time. Any **missed exams must be made up and paid for within 7 days or the student will forfeit the opportunity.**

4. **650 hour graduates** will receive a diploma upon successful course completion for Massage Therapy. **750 hour graduates** will also receive an additional certificate in Spa Therapies upon successful course completion
5. **Assistance is available to students experiencing challenges academically.** Students should notify their respective instructor(s) so that the Elizabeth Grady staff is aware of the challenges and can support the student in making Satisfactory Academic Progress.
6. **A minimum of two Satisfactory Academic Progress reports and student evaluations will be given to each class during the course.** These include a rating of regular class attendance, academics, and completion of course requirements.

SATISFACTORY ACADEMIC PROGRESS POLICY

Satisfactory Academic Progress measures a student's progress in academics and attendance. The Elizabeth Grady School of Esthetics and Massage Therapy's Satisfactory Academic Progress (SAP) Policy is consistently applied to all students enrolled in a specific NACCAS (National Commission of Career Arts and Sciences) approved program and scheduled for a particular category of attendance (part-time, three-quarter time, and full-time). The SAP policy is printed in the school catalog to ensure that all students receive a copy prior to enrollment. The policy complies with the guidelines established by the National Commission of Career Arts and Sciences (NACCAS) and the federal regulations established by the U.S. Department of Education.

Satisfactory Academic Progress in Regards to Academic Performance

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

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

Students must maintain a cumulative grade average at a minimum of 70% (C grade average) in order to be considered making Satisfactory Academic Progress.

Measurement of Satisfactory Academic Progress- Grading

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

Satisfactory Academic Progress in Regard to Attendance

Quantitatively, students will also be evaluated on attendance. A student must maintain an attendance rate no lower than 90% to be considered making SAP. In the case of absence due to mitigating circumstances such as death of a family member, illness, or injury, a student may appeal the school's decision. (**See Appeals Process Below**)

Evaluation and Determination of Satisfactory Academic Progress

Two Satisfactory Academic Progress Reports will be given during a student's respective program. Satisfactory Academic Progress Reports include a student's cumulative grade average and rate of attendance. The first evaluation will occur at the midpoint of the respective program's scheduled hours while the second will occur at the completion of scheduled hours. Students who meet minimum requirements are considered to be making Satisfactory Academic Progress until the next scheduled evaluation. Copies of evaluations will be provided to the student and will also remain on file.

Program	First SAP Report	Second SAP Report
Massage Therapy - 650 Hours	325	650
Massage Therapy - 750 Hours	375	750

Appeal

If a student is determined not to be making satisfactory academic progress, the student may appeal the determination within ten (10) calendar days. Reasons for which a student may appeal a failed SAP determination include death of a relative, an injury or illness of the student, or any other allowable special or mitigating circumstance. The student must submit a written appeal to the school on the designated form with supporting documentation (i.e. medical documentation or obituary) of the reasons why the determination should be reversed. This information should include why the student failed to make Satisfactory Academic Progress and what has changed in the student's situation that will allow the achievement of SAP by the next evaluation point. Appeal documents will be reviewed by the school director and members of the faculty and administration and a decision will be made and reported to the student within fourteen (14) calendar days. The appeal and decision documents will be retained in the student's file. During this time, the student should continue to attend all scheduled classes. If the student prevails upon appeal and meets all other criteria (**see next section on Probation**) the Satisfactory Academic Progress determination will place the student on probation and Federal Financial Aid will be reinstated, if applicable.

Probation

Students who fail to meet minimum SAP requirements will have the option to appeal the decision. **(See Appeal Process above)** Additionally, only students who have the ability to meet SAP standards by the end of the evaluation period may be placed on probation. If the student will not be able to make SAP by the end of the evaluation period they may have an academic plan set up for them to ensure the student is able to reach SAP by a specific point within the maximum time frame. Students who are progressing according to their specific academic plan will be considered making Satisfactory Academic Progress.

Reestablishing Satisfactory Academic Progress

Students may reestablish Satisfactory Academic Progress and Title IV aid, as applicable, by meeting minimum attendance and academic requirements by the end of the evaluation period.

Satisfactory Academic Progress and Title IV Funding

Students who do not achieve the minimum Satisfactory Academic Progress requirements will no longer be eligible to receive Title IV funding or may have their funding interrupted until becoming compliant with Satisfactory Academic Progress requirements, unless the student is placed on probation. The Elizabeth Grady School will notify students of any evaluation that impacts the student's eligibility for financial aid, if applicable.

Withdrawal, Re-entry, and Repetition

Any student who withdraws from the program may be given the opportunity to re-apply, re-enroll, and re-enter on a date provided by the Admissions Department. A student making Satisfactory Academic Progress at the point of withdrawal may apply for re-enrollment in the school and will be considered to be making Satisfactory Academic Progress at the point of re-entry. Students not making Satisfactory Academic Progress at the point of withdrawal may apply for re-enrollment in the school and if accepted will re-enter with the same Satisfactory Academic Progress in which they left. All incomplete requirements must be completed upon re-entry. Students deemed unable to come into Satisfactory Academic Progress will be required to repeat all or part of the program.

Transfer

Elizabeth Grady students may transfer from one program into another upon request. Consideration will be made on attempted and completed hours for transferring 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 other institutions.

Maximum Time-frame

The maximum time-frame a student will be given to complete their respective program at a 90% rate of attendance is outlined below. Please note, the maximum time-frames include scheduled hours only and does not include holidays or allow for additional unforeseen closures, i.e. weather cancellations. Contracted dates are extended in these cases and therefore a student's program schedule may exceed these time-frames in calendar weeks.

FULL -TIME MESSAGE THERAPY/ 650 HOURS

MAXIMUM TIME: The maximum time a student has to complete this program is 24.05 weeks.

ATTENDANCE: Students must maintain a 90% attendance rate.

THREE-QUARTER TIME DAY MESSAGE THERAPY / 650 HOURS

MAXIMUM TIME: The maximum time a student has to complete this program is 36.08 weeks.

ATTENDANCE: Students must maintain a 90% attendance rate

PART-TIME EVENING MESSAGE THERAPY / 650 HOURS

MAXIMUM TIME: The maximum time a student has to complete this program is 48.1 weeks.

ATTENDANCE: Students must maintain a 90% attendance rate.

FULL -TIME MESSAGE AND SPA THERAPIES/ 750 HOURS

MAXIMUM TIME: The maximum time a student has to complete this program is 27.75 weeks.

ATTENDANCE: Students must maintain a 90% attendance rate.

THREE-QUARTER TIME DAY MESSAGE AND SPA THERAPIES/ 750 HOURS

MAXIMUM TIME: The maximum time a student has to complete this program is 41.63 weeks.

ATTENDANCE: Students must maintain a 90% attendance rate

PART-TIME EVENING DAY MESSAGE AND SPA THERAPIES/ 750 HOURS

MAXIMUM TIME: The maximum time a student has to complete this program is 55.5 weeks.

ATTENDANCE: Students must maintain a 90% attendance rate.

Students Exceeding Maximum Time-frame

Students requiring additional time beyond the maximum time-frame will be charged \$20.00 per clock hour to makeup additional absent hours.

Right to Privacy and Right to Access

Right to Privacy: The Elizabeth Grady School of Esthetics and Massage Therapy will not disclose any information pertaining to the student without written permission from the student to do so. Authorized government agencies and the National Accreditation Commission of Career Arts and Sciences 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.

APPEARANCE/HYGIENE

- 1. Uniforms – Students are required to wear the Elizabeth Grady Uniform**
- 2. Elizabeth Grady the school will provide uniform pants and tops to each student**
 - a. 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.

- 3. 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.
- 4. 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.
- 5. While in class, on campus and remote, each student must present themselves in complete uniform.**
- 6. 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.
- 7. Nails must be no longer than fingertip length and neatly manicured, no polish, clear coat only.**
- 8. 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.

9. **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.

PROFESSIONALISM

1. A student's **professionalism will be evaluated and constitutes a portion of their grade.**
2. **Maintaining a professional environment at the Elizabeth Grady School is imperative.** Unprofessional behavior or failure to comply with school policies has its consequences. You may be excused from class, prohibited from attending graduation, or be dismissed from the program. The Elizabeth Grady School reserves the right to take any necessary measures to ensure the maintenance of a professional environment.

STUDENT FINANCIAL POLICY *(Financial Aid is available to those who qualify.)*

1. **Maintaining satisfactory financial standing with the school is a requirement for attendance of the program.** Students should set up regular appointments with the financial aid office to make payments and sign disbursement documents, and other miscellaneous forms. The student may be unable to attend classes until payment is made. The student is responsible for making up any time missed.
2. At the midpoint of the student's respective program, the student must have paid a minimum of 50% of tuition and program costs. Failure to do so may result in dismissal from the program.
3. The school will withhold transcripts, grades, diplomas, and all graduation materials until all financial obligations are met. 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.
4. **All final tuition payments made one month prior to graduation must be made by cash, money order, certified check, or credit card.** Graduation materials will not be awarded until final payment has cleared unless other arrangements have been made.
5. **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 to receive all graduation materials.

EMERGENCY AND FIRE EVACUATION PROCEDURES

- A. Stay calm and quiet.
- B. Listen for orders from your instructors.
- C. Form a single-file line.
- D. In case of heavy smoke, crouch to knee level.
- E. Exit signs are located throughout the school and hallways.
- F. Do not use elevators. Exit building through stairwells and out, away from the building.

WEATHER RELATED AND OTHER SCHOOL CLOSINGS

We are aware 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 students use their best judgment when choosing to travel to and from school during inclement weather conditions.

The Elizabeth Grady School of Esthetics and Massage Therapy cancellations can be accessed online at elizabethgrady.edu on the Google Calendar under “Prospective Students” and on the school’s Facebook page. The WHDH Channel 7 website, www.whdh.com. Cancellations are also on FOX 25 television and www.myfoxboston.com. The decision to cancel night programs is determined no later than 4:00 p.m. The school may also elect to conduct classes online as applicable to course schedule and content.

PRODUCTS AND SERVICES

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 the school store manager. All books, magazines, and videos must be returned. If the student does not return the book, magazine, or video, they will be charged full retail price.

Products can be purchased at a discounted price through the Elizabeth Grady School Store. Students are expected to use the Elizabeth Grady products as recommended by their Practical instructor.

DISCIPLINARY ACTION

Professional behavior is expected at all times while interacting with school personnel and classmates. Any violation of the Elizabeth Grady School of Esthetics 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.

Student Complaints and Grievances

The Elizabeth Grady School fosters and supports an environment of open and honest communication. The following steps should be taken to resolve any concern:

1. The school requests that students go directly to the instructor who 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 to which the complaint pertains. Students should bring complaints to the appropriate person within 24 hours of their grievance.
2. If the student is not satisfied with the result or if the instructor has not responded within the prescribed time period, the student should then notify Brian Sweetser, Massage Program Director via email at bsweetser@elizabethgrady.com or by telephone at 781-960-0116. The student should present in writing an explanation of their concern, and the director will facilitate a prompt and unbiased resolution within 72 hours. 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.
3. If the student is not satisfied with the result or if the student needs additional support in resolving the conflict, the student should notify the school director, Cate Tool, via email at cathy.tool@elizabethgrady.com or by telephone at 781-960-0123, and, in writing, explain their concern. The director will facilitate a prompt and unbiased resolution within 72 hours.
4. A student also retains the right to contact the Commonwealth of Massachusetts, Division of Professional Licensure, Board of Registration of Massage Therapy, at 1000 Washington Street, Boston, MA, 02118, or by calling 617-727-9940.

Graduation Requirements

Please note, completion dates are subject to change due to school closures that occur because of weather, public health, interruptions to internet or other technology services, and/or other unforeseen circumstances beyond our control. In the event the school must cancel classes, hours and/or days will be added on at the end of the program. Graduation is conducted two complete business days following the completion of the scheduled 650/750 hours.

To be eligible to graduate and receive all graduation materials (i.e., diploma, certificates, Transcripts etc.) a student must have:

- 1) Completed a minimum of 650 hours in 650 hours program (All absent hours must be made up);
Completed a minimum of 750 hours in 750 hours program (All absent hours must be made up);
- 2) Completed all academic requirements (tests, exams, assignments, projects, etc. must have all been submitted and student must have a minimum 70% average);
- 3) Have met all financial obligations—this includes Exit Counseling for students receiving financial aid and all students must be paid in-full with a zero balance; and
- 4) Submitted all required miscellaneous documents and forms, i.e. admissions and financial aid documents.

The school will withhold all graduation materials until the above requirements are met.

Internet and Social Networking

The Elizabeth Grady School recognizes that Social Networking (such as personal websites, blogs, Facebook, Instagram, Twitter, Snapchat, online group discussions, text messaging, message boards, chat rooms, resale sites, etc.) is used by many of our students. The School respects the right of our employees and 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 serve the needs of our educational institution and our students, clients, 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 and employees 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.

To protect the School, Students, Clients, Company, and Employees, all students and staff are expected to adhere to the following rules:

- 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.
- If a student identifies his/her/their self 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.
- 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.
- 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 between peers and faculty, 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.
- 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.

- Students who use social media or internet communication to defame the institution or bully another student is strictly prohibited and grounds for immediate dismissal.

Covid-19 Related Policies

Although issues related to the pandemic seem to be changing, the following Covid-19 related policies remain in place.

1. Classes are currently being delivered in an online and onsite hybrid approach due to the Covid-19 pandemic. The Elizabeth Grady School has responded and will continue to respond to local, state, and federal guidelines in an effort to prevent the spread of Covid-19. As a result, classes and schedules may be modified as local, state, and federal health and governmental officials dictate and in response to exposure or positive cases reported within our school and local communities. As such, schedules may change with little to no notice and students should regularly check their emails for communication from the school regarding Covid-19 updates.
2. All students are expected to follow all health and safety protocols. Failure to do so may result in dismissal from the program. This includes, but is not limited to wearing personal protective equipment, hand-washing, and maintain the highest level of sanitation and hygiene standards. These standards and expectations are presented during a virtual Covid-19 training the first week of classes and students will receive an outline of this presentation that reviews these guidelines and expectations.
3. The Elizabeth Grady School typically does not accept transfer students from other schools however due to Covid-19, the Elizabeth Grady School reserves the right to accept transfer hours earned at another institution so that students whose education has been negatively impacted by Covid-19 may complete their program at the Elizabeth Grady School. All students completing hours at another school will first be evaluated by Elizabeth Grady School instructors to determine if the student's progress aligns with the progress of an Elizabeth Grady School student at the same point in clock hours. The Elizabeth Grady School reserves the right to not accept transfer students who perform at a lower level of progress during their initial evaluation.
4. **Vaccination** The Elizabeth Grady School is now requiring students to provide proof of COVID-19 vaccination, unless eligible for an exemption for medical or religious reasons. However, per public health guidance, we encourage vaccination for all individuals who qualify to receive them.
5. **Submitting Proof of Vaccination** Students should provide a copy of their true vaccination card to studentdocumentation@elizabethgrady.com with first and last name in the subject line followed by VC, i.e., CateTooIVC. Students will receive an email confirming the receipt of your proof of vaccination and a copy will be retained in your student file.
6. **Vaccination Sites** Students may receive a free vaccine at a variety of vaccination sites. You can access locations using the Massachusetts Vaxfinder. Click on the Massachusetts website to locate a vaccination site near you. <https://www.mass.gov/covid-19-vaccine>
Rhode Island residents can reference: <https://covid.ri.gov/vaccination>

New Hampshire residents can obtain vaccine information at this site:
<https://www.vaccines.nh.gov>

7. **How to Submit a Request for a Religious or Medical Exemption** Students who cannot be vaccinated for COVID-19 because of a medical reason or sincerely held religious belief, practice, or observance may request an exemption. Exemptions or reasonable accommodations are not guaranteed.

Individuals who wish to apply for a medical or religious exemption from the COVID-19 vaccination will be provided an application upon request. Requests can be made via email to ebransford@elizabethgrady.com. Students granted an exemption will be expected to provide a negative test weekly during the duration of their program as a prerequisite to attending classes.

8. **Weekly Covid Testing** Upon final FDA Approval, the vaccination policy will go into effect. Students who may be granted an exemption and who are unvaccinated will be expected to be tested weekly and submit proof of their negative test by email each week to ebransford@elizabethgrady.com. Exempt students are expected to source their own testing provider and incur any costs associated with testing. Please note that free testing is available for those who qualify.

You can obtain information about testing at these sites:

- Massachusetts: <https://www.mass.gov/info-details/find-a-covid-19-test>
- Rhode Island: <https://covid.ri.gov/testing#:~:text=All%20Rhode%20Islanders%20can%20schedule%20a%20free%20COVID%2D19%20test,calling%20401%2D222%2D8022>.
- New Hampshire: <https://www.dhhs.nh.gov/dphs/cdcs/covid19/documents/covid-testing-options.pdf>

9. **Processing of Religious & Medical Exemption Requests**

Each exemption request will be carefully reviewed according to the established guidelines and contraindications for approved COVID-19 vaccinations. Please allow at least fourteen (14) business days for your request to be processed. After your request has been reviewed and processed, you will be notified, in writing, if an exemption has been granted or denied. The decision is final and not subject to appeal.

10. **Covid Safety and Sanitation Protocols** Because we are providers of close contact personal services, it is even more important that we take every measure to control the spread of infectious diseases.

- **Masks/Face Shields/Barriers:** All students, faculty, staff and visitors are required to wear masks when entering the school and are required to wear them at all times while in the school unless acting as a client receiving a facial service whereby it is impossible for the recipient to receive the service while wearing a mask.

In the event a student or guest is receiving a facial service, the service provider is also required to wear a face shield in addition to their mask. The face shield serves as an additional barrier to protect both the student and the client.

- **Hand Hygiene:** All students, faculty, staff, and visitors are required to disinfect your hands upon entry by using the hand sanitizer provided. Hands must also be washed, per protocol, before and after all services, after using the bathroom, and regularly throughout the day as an additional precaution.
- **Station and Classroom Sanitation:** All workstations, equipment, supplies, and classrooms must be cleaned and disinfected before and after use. The school will provide training on proper sanitation protocols.
- **Refrain from Attending Classes When Not Feeling Well:** If you are not feeling well, please do not attend onsite classes, contact your doctor, and get tested, per your healthcare provider's recommendation.

The school will provide training in infection control best practices in the first scheduled week of classes. Additional detailed information will be provided at this time.

11. Positive Reporting and School Response Protocol

- Any student who does not feel well should refrain from attending classes, contact their physician, and get tested per their physician's recommendations.
- Any student who tests positive should contact the school *immediately*. Please email both your instructor(s) and Ms. Tool at cathy@elizabethgrady.com
- If a student reports that they have tested positive for Covid, all students within that cohort will be notified by email and the class will be transitioned to online learning for a period of a minimum of ten (10) calendar days.
- All students will be required to provide a negative Covid test prior to return. Any student who tests positive are required to either provide a negative Covid test or a letter from their doctor or local board of health that states they are clear to return to onsite classes. All students must get tested regardless of vaccination status.
- The Medford Board of Health will be notified of any reported positive cases. The school will continue to monitor the ever-changing nature of Covid and policies promulgated by the school as well as local, city, state, and federal organizations and government may change without immediate notification.

Online Distance Learning Expectations and Etiquette

The online distance learning standards and etiquette listed herein is expected of every student during online classes. Instructors may private chat with any student who does not comply with the online class etiquette standards as a reminder of required online class protocols. Instructors reserve the right to dismiss a student from online classes who do not meet these standards.

1. All students are expected to be logged on to the appropriate Zoom ID# and ready for class at the scheduled start time. Your instructor will validate your participation through regular monitoring and documenting online class attendance.
2. Your knowledge and performance of online content will be assessed through onsite testing, written and hands-on, every 10% of scheduled program hours. Instructors will also monitor student participation during online class discussions, Q&A, online polling, electronic quizzes, etc. Your instructor may call on you to assure your participation and interaction with others is substantive.
3. Students should be in dress code, as outlined in the *Policies and Procedures Handbook*. All students should wear an Elizabeth Grady School uniform T-shirt in addition to all other dress code and hygiene requirements.
4. Students must appear on camera during the entire Zoom class. Students not visible online will be considered absent. Instructors reserve the right to waive this requirement in the event unexpected technological issues or extenuating circumstances occur and they have been communicated with the instructor and approved in advance, and said circumstances allow for regular verbal interaction as assurance for class participation.
5. Cameras should be focused on the students face during class unless otherwise requested. The instructor may request that the student reposition the camera to focus on the students' hands and mannequin head when being introduced new hands-on techniques. Distance Education will not be utilized as a method of delivery of clinical instruction in which the student is to perform practical applications on a live model and/or client.
6. Microphones/audio should remain on mute through the duration of the class except when asking questions or contributing to class discussion. This will help to prevent background sound pollution and prevent reverberation of sound.
7. We encourage interactive learning and class discussion. Please raise your hand or simply unmute yourself and offer points of discussion or ask questions.
8. Students attend online classes in a location where you are able to focus your attention on what you are learning and where there are minimal distraction to the said student and others attending the online class. Instructors reserve the right to dismiss you from class if you are driving, riding in a car, or in a location whereby there are many distractions.

9. Short breaks are given regularly so that students may use the bathroom, have a snack, and get up and move. We ask that you remain on camera during scheduled class time unless necessary.
10. Students participating in online education shall not invite any third party not currently enrolled in said students program nor share class codes or intellectual property of Elizabeth Grady with any third party. Unauthorized audio or videotaping online classes is strictly prohibited.
11. Upon completion of all curriculum requirements, the student must pass a comprehensive Academic and Practical final exam to include any applicable competencies required by the State licensure agency prior to graduation from the program.
12. Academic achievement earned via distance education may not be accepted for reciprocity or eligible for licensure in other states. If you plan to become licensed in another state, know your state's requirements in advance. Please reach out to a school administrator if you have questions.
13. Student transcripts or other documents identifying student progress (official or unofficial), list academic attainment received via distance education.
14. Students who elect to enroll in a distance education/onsite hybrid blended learning program may will have limited options of making up missed hours via asynchronous distance education assignments and projects. The school will provide specific instructions for completing these assignments. The school will not credit asynchronous distance education hours unless they have been completed and submitted as directed.

2021 Holiday Schedule

Saturday and Monday
 October 9th and 11th
 October 8th early dismissal @12:00 noon

Columbus Day

Wednesday October 20th
 ½ day, 9-12/no afternoon classes
 Evening classes as scheduled

Teacher's In-service Day

Thursday, November 11th

Veteran's Day

Wednesday November 17th
 ½ day, 9-12/no afternoon classes
 Evening classes as scheduled

Teacher's In-service Day

Thursday, Friday, and Saturday
 November 25th, 26th, and 27th
 November 24th-early dismissal @12:00 noon
 No evening classes

Thanksgiving

Wednesday December 8th
 ½ day, 9-12/no afternoon classes
 Evening classes as scheduled

Teacher's In-service Day

Wednesday, December 22nd
 through Saturday, January 1st, 2022
 (Return to class on Monday 1/3/2022)

Christmas/Winter Break

2022

Saturday January 1st

Christmas/Winter Break

Wednesday January 12th
 ½ day, 9-12/no afternoon classes
 Evening classes as scheduled

Teacher's In-service Day

Monday January 17th

Martin Luther King Day

Wednesday February 9th
 ½ day, 9-12/no afternoon classes
 Evening classes as scheduled

Teacher's In-service Day

Saturday and Monday
 February 19th and 21st

President's Day

9:30-1:30 Esthetics and Massage
 Programs Only- February 22nd -25th

Feb. Public School Vacation Week

Wednesday March 9th
 ½ day, 9-12/no afternoon classes
 Evening classes as scheduled

Teacher's In-service Day

Wednesday April 13th
 ½ day, 9-12/no afternoon classes
 Evening classes as scheduled

Teacher's In-service Day

Saturday April 16th and
 Monday April 18th

Patriot's Day

9:30-1:30 Esthetics and Massage
 Programs Only- April 19th - 22nd

April Public School Vacation Week

Wednesday May 11th
 ½ day, 9-12/no afternoon classes
 Evening classes as scheduled

Teacher's In-service Day

Saturday and Monday
 May 28th and 30th
 (early dismissal on Friday May 27th No afternoon classes)

Memorial Day

Wednesday June 8th
 ½ day, 9-12/no afternoon classes
 Evening classes as scheduled

Teacher's In-service Day

Saturday, Monday, Tuesday, and Wednesday July 2 nd , 4 th , 5 th , and 6 th	Summer Holiday/4 th of July
Wednesday July 13 th ½ day, 9-12/no afternoon classes Evening classes as scheduled	Teacher's In-service Day
Wednesday August 10 th ½ day, 9-12/no afternoon classes Evening classes as scheduled	Teacher's In-service Day
Wednesday, Thursday, Friday, Saturday, and Monday August 31 st , September 1 st , 2 nd , 3 rd , and 5 th (August 31 & September 1, Annual Teacher Development Seminar)	Labor Day
Saturday and Monday October 8 th and 10 th October 7 th early dismissal @12:00 noon	Columbus Day
Wednesday October 12 th ½ day, 9-12/no afternoon classes Evening classes as scheduled	Teacher's In-service Day
Friday, November 11 th	Veteran's Day
Wednesday November 9 th ½ day, 9-12/no afternoon classes Evening classes as scheduled	Teacher's In-service Day
Thursday, Friday, and Saturday November 24 th , 25 th , and 26 th November 23 th -early dismissal @12:00 noon No evening classes	Thanksgiving
Wednesday December 14 th ½ day, 9-12/no afternoon classes Evening classes as scheduled	Teacher's In-service Day
Wednesday, December 21 nd through Sunday, January 1 st , 2022 (Return to class on Monday 1/2/2023)	Christmas/Winter Break

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ELIZABETH GRADY

SCHOOL OF ESTHETICS AND MASSAGE THERAPY

I, _____, certify that a representative from the Elizabeth Grady School of Esthetics has reviewed the Policies and Procedures, Satisfactory Academic Progress Policy, Evacuation Procedures, Campus Safety Report, Elizabeth Grady School's Right to Privacy and Access Policies, and amended policies and procedures related specifically to distance learning and Covid-19. 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 the Elizabeth Grady Esthetics Program Policies and Procedures, pages 1-23, revised 09/13/2021, and related printed materials listed in paragraph one of this acknowledgement form and agree to abide by said regulations, policies, and procedures.

I understand that policies may change at any time without notice, especially those related to Covid safety and mitigating the risk of transmission due to the continuing evolution of the virus and public health

Student Signature: _____

Witness: _____

Date: _____

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