

ELIZABETH GRADY

MASSAGE THERAPY
PROGRAM POLICY
HANDBOOK

2022

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
Stephanie Scarano, Administrator
Elizabeth Bransford, Administrator
Kathy Denicola, President

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ELIZABETH GRADY

SCHOOL OF ESTHETICS AND MASSAGE THERAPY

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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 affects 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 USE

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. 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 Accreditation 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 NACCAS and the federal regulations established by the U.S. Department of Education.

SATISFACTORY ACADEMIC PROGRESS AS IT RELATES TO ACADEMICS

Qualitative factors determine academic performance using grades, and/or work projects completed, and/or comparable factors measured against the norm. The following factors are 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 SAP.

Failure to Meet Minimum SAP Requirements Relative to Academic Performance

Students who fail to meet minimum SAP requirements (70% academic average) on the SAP evaluation dates will be placed on probation. The student will be provided an academic plan that, if followed will ensure the student is able to meet the school's SAP requirements by the second evaluation point.

In the event a student fails to attain a minimum 70% academic average by the second evaluation point, the student will be considered to have failed the respective program's course module and may retake any course module/section of course module, i.e. specific subject material that they failed to attain a 70% average. Students required to retake a course material will be assessed a \$25.00 per hour fee. A student may appeal the school's decision in writing. (See section on Appeal).

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

Evaluation and Determination of SAP Relative to Academic Performance

Two Satisfactory Academic Progress Evaluation Reports are given during the student's respective program. Satisfactory Academic Progress (SAP) Reports include the student's cumulative grade average and rate of attendance.

The first evaluation will occur at the scheduled midpoint of the respective program's scheduled hours while the second will occur at the scheduled completion of hours.(See Table under SAP Evaluation Periods). All evaluations will be completed within seven (7) School Business Days following the evaluation point.

Students who meet minimum requirements are considered to be making Satisfactory Academic Progress until the next scheduled evaluation. Per MA 230 CMR 15.01(10), a written progress report will be provided by the time 50% of the course has been completed, either in person or via an online student portal.

Satisfactory Academic Progress Evaluation Periods Measured in Clock Hours

PROGRAM	First SAP Report	Second SAP Report
Esthetics (600 Clock Hours)	300	600
Advanced Esthetics (900 Clock Hours)	450	900
Massage Therapy (650 Clock Hours)	325	650
Spa and Massage Therapy (750 Clock Hours)	375	750

Massachusetts 230 CMR 15.01 (10) For Courses beginning after April 1, 2017, a School must provide students with appropriate reports of progress at least once during each course with durations of 15 hours or more. A progress report must be provided by the time 50% of the Course

SATISFACTORY ACADEMIC PROGRESS AS IT RELATES TO ATTENDANCE

Quantitatively, students are evaluated on attendance. A student must maintain an attendance rate no lower than 90% to be considered making SAP.

Failure to Meet Minimum SAP Requirements Relative to Attendance

Students who fail to meet minimum SAP attendance requirements (90% attendance rate) will be considered to have an Unsatisfactory SAP status and will be asked to withdraw from the program and may transfer hours completed to date and return in another program at the point they left of at a future date.

In the case a negative SAP finding is due to absences because of mitigating circumstances such as death of a family member, illness, or injury, a student may appeal the Elizabeth Grady School's decision.(See section on Appeal). If the student prevails upon appeal, the student will be placed on academic probation (See section on Probation).and the student is considered to be making SAP. The student will be provided an academic plan to assist in making up missed hours that, if followed will ensure the student is able to meet the school's SAP requirements by the second evaluation point.

Evaluation and Determination of SAP Relative to Attendance

Two Satisfactory Academic Progress Evaluation Reports are given during the student's respective program. Satisfactory Academic Progress (SAP) Reports include the student's rate of attendance and cumulative grade average.

The first evaluation will occur at the scheduled midpoint of the respective programs' scheduled hours while the second will occur at the scheduled completion of hours. (See Table under SAP Evaluation Periods). All evaluations will be completed within seven (7) School Business Days following the evaluation point.

Students who meet minimum requirements are considered to be making Satisfactory Academic Progress until the next scheduled evaluation. Per MA 230 CMR 15.01(10), a written progress report will be provided by the time 50% of the course has been completed, either in person or via an online student portal.

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[Massachusetts 230 CMR 15.01 \(10\)](#) For Courses beginning after April 1, 2017, a School must provide students with appropriate reports of progress at least once during each course with durations of 15 hours or more. A progress report must be provided by the time 50% of the Course has been completed.

[Satisfactory Academic Progress and Title IV Funding](#)

Students who do not achieve the minimum Satisfactory Academic Progress requirements, relative to academics or attendance, 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 has prevailed upon appeal of the negative SAP determination. This will then result in the student being placed on probation. The Elizabeth Grady School will notify students of any evaluation that affects the student's eligibility for financial aid, as applicable.

[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. Please reference Appeal and Probation policies.

[Maximum Timeframe](#)

The maximum timeframe a student will be given to complete their respective program at a 90% rate of attendance is outlined below. Please note, the maximum timeframes include scheduled hours only and do 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 timeframes in calendar weeks.

FULL TIME DAY MASSAGE THERAPY- 650 CLOCK 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 MASSAGE THERAPY- 650 CLOCK 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 AND SATURDAY MASSAGE THERAPY- 650 CLOCK 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 DAY SPA AND MASSAGE THERAPIES- 750 CLOCK 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 SPA AND MASSAGE THERAPIES- 750 CLOCK 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 AND SATURDAY SPA AND MASSAGE THERAPIES-750 CLOCK 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 that exceed the maximum time frame will be terminated from the program. Students who have exceeded the maximum time frame may be permitted to re-enroll in the program on a cash-pay basis at \$25.00 per clock hour in a manner consistent with the *Withdrawal, Re-entry, Repetition, and Transfer* policies.

Appeal

If a student is determined not to be making Satisfactory Academic Progress (SAP), the student may appeal the determination within ten (10) calendar days. Reasons for which a student may appeal a negative 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 letter of appeal to the Elizabeth Grady School with an explanation of why the negative SAP determination should be reversed. Supportive documentation (i.e. medical, legal, obituary, or similar) should also be attached. An explanation of why the student failed to make SAP and how they intend to be in good SAP standing by the next evaluation point should be included. Appeal documents will be reviewed 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 file. During this time, the student should continue to attend all scheduled classes. If the student prevails upon appeal, the Elizabeth Grady School will place the student on academic probation and Federal Financial Aid will be reinstated, as applicable.

Probation

Students who fail to meet minimum SAP requirements and prevail upon appeal will be placed on academic probation and considered to be making Satisfactory Academic Progress during the probationary period. Additionally, only students who have the ability to meet the Satisfactory Academic Progress Policy standards by the end of the next evaluation period may be placed on

probation. Students placed on probation may be provided an academic plan to assist them in meeting SAP requirements by the end of the maximum timeframe. Students who are progressing according to their specific academic plan will be considered making Satisfactory Academic Progress.

Withdrawal

Any student who withdraws from their respective program should provide written notice to the Elizabeth Grady School Administration. A student absent for fourteen (14) consecutive days without notice or documentation will automatically be withdrawn from the program. Course incompletes have no effect upon the school's SAP standards.

Re-entry

A 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 (SAP) at the point of withdrawal may apply for re-enrollment in the Elizabeth Grady School and will be considered to be making SAP at the point of re-entry. All hours completed prior to withdrawal will be credited to students, upon re-entry, who completed those hours within three (3) calendar years of the date of re-entry and who withdrew while making SAP.

Students not making SAP at the point of withdrawal may apply for re-enrollment in the Elizabeth Grady School and if accepted will re-enter with the same SAP status in which they left. All incomplete requirements must be completed upon re-entry. Course incompletes have no effect upon the school's SAP standards.

Repetition

Students deemed unable to come into SAP will be required to repeat all or part of the program. Students who completed hours more than three (3) calendar years prior to the point of re-entry may be required to complete all or part of the program. Course repetition has no effect upon the school's SAP standards.

Leave of Absence

The Elizabeth Grady School does not grant leaves of absence. Students who desire a temporary interruption of their education may request a transfer of hours to a new program at the point they left off. See policy on Transfer Hours and Course Credits.

Transfer Hours and Course Credits

The Elizabeth Grady School of Esthetics and Massage Therapy students may request to change schedules within the same program. The Elizabeth Grady School will transfer the student's completed hours from their original contracted program schedule towards the completion of the same program within a new schedule.

Students transferring to a new schedule will begin at the same point at which they left with consideration to attendance and academic progress to date. Students are required to complete and sign a Transfer Form as an amendment to their contract. Upon receipt of a signed Transfer Form, the student is withdrawn from their current program and re-enrolled in their new program schedule, per their Transfer Form. Transfer students will re-enter with the same SAP status in which they left.

The Elizabeth Grady School does not accept transfer hours from other institutions. Non-credit remedial courses, incompletes, and repetitions have no effect upon the Elizabeth Grady School's Satisfactory Academic Progress standards.

Rights to Access and Privacy

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 their cumulative records including, but not limited to Satisfactory Academic Progress evaluation results. The school will provide proper supervision and interpretation of student records when they are being reviewed. Students should contact a School Administrator to schedule an appointment for this purpose.

Right to Privacy: The Elizabeth Grady School will not disclose any information pertaining to the student without written permission from the student to do so. If a student wishes information to be released for any reason, a release form must be signed by the student on each occasion that information is released. This record will be maintained as long as the student record is active per FERPA 99.32.

The Elizabeth Grady School is required to provide access to student records to the National Accrediting Commission of Career Arts and Sciences (NACCAS) and to other agencies in relationship to school accreditation and licensing.

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

1. Financial Aid is available to those who qualify.
2. **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.
3. 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.
4. 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.
5. **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.
6. **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.

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) Successfully complete all contracted hours. This is a minimum of 650 hours in 650 hours program (All absent hours must be made up) or 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

Covid-19 interrupted school operations as we knew them before. Since then, policies and procedures related to Covid have evolved. Please note that prior policies related to vaccination, testing, and personal protective clothing/equipment may be implemented, as needed, should the current low numbers and transmission change.

In the meantime, because we are providers of close contact personal services, we will take every measure to control the spread of infectious diseases. Our current disease transmission prevention practices include:

- **Masks/Face Shields/Barriers:** All students and faculty are required to wear masks when providing facial services. Students and faculty may elect to wear face shields in addition to masks according to their comfort level.
- **Hand Hygiene:** All students, faculty, and staff are required to wash or disinfect their hands upon arrival at the school.
- **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.

ONLINE DISTANCE EDUCATION POLICIES, 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.

2022 HOLIDAYS AND EARLY DISMISSALS

Wednesday May 11 th ½ day, 9-12/no afternoon classes Evening classes as scheduled	Teacher's In-service Day
Saturday and Monday May 28 th and 30 th (early dismissal on Friday May 27 th No afternoon classes)	Memorial Day
Wednesday June 8 th ½ day, 9-12/no afternoon classes Evening classes as scheduled	Teacher's In-service Day
Monday June 20	Juneteenth
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	Indigenous People's 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
Wednesday, Thursday, Friday, and Saturday November 23 rd , 24 th , 25 th , and 26 th	Thanksgiving Break
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 Monday, January 2 nd , 2022 (Return to class on Tuesday 1/3/2023)	Christmas/Winter Break

2023 HOLIDAYS AND EARLY DISMISSALS

Wednesday January 11 th ½ day, 9-12/no afternoon classes Evening classes as scheduled	Teacher's In-service Day
Monday January 16 th	Martin Luther King Day
Wednesday February 8 th ½ day, 9-12/no afternoon classes Evening classes as scheduled	Teacher's In-service Day

Saturday and Monday February 18 th and 20 th	President's Day
9:30-2:30 Esthetics and Massage Programs Only- February 21 st -24 th	Feb. Public School Vacation Week
Wednesday March 8 th ½ day, 9-12/no afternoon classes Evening classes as scheduled	Teacher's In-service Day
Wednesday April 12 th ½ day, 9-12/no afternoon classes Evening classes as scheduled	Teacher's In-service Day
Saturday April 15 th and Monday April 17 th	Patriot's Day
9:30-2:30 Esthetics and Massage Programs Only- April 18 th – 21 st	April Public School Vacation Week
Wednesday May 10 th ½ day, 9-12/no afternoon classes Evening classes as scheduled	Teacher's In-service Day
Saturday and Monday May 27 th and 29 th (early dismissal on Friday May 26 th No afternoon classes)	Memorial Day
Wednesday June 7 th ½ day, 9-12/no afternoon classes Evening classes as scheduled	Teacher's In-service Day
Monday June 19	Juneteenth
Saturday, Monday, Tuesday, and Wednesday July 1 st , 3 rd , 4 th , and 5 th	Summer Holiday/4 th of July
Wednesday July 12 th ½ day, 9-12/no afternoon classes Evening classes as scheduled	Teacher's In-service Day
Wednesday August 9 th ½ day, 9-12/no afternoon classes Evening classes as scheduled	Teacher's In-service Day
Wednesday, Thursday, Friday, Saturday, and Monday August 30 th and 31 st ; September 1 st , 2 nd , and 4 th (August 30 th and 31 st - Annual Teacher Development Seminar)	Labor Day
Saturday and Monday October 7 th and 9 th October 6 th early dismissal @12:00 noon	Indigenous Peoples Day
Wednesday October 11 th ½ day, 9-12/no afternoon classes Evening classes as scheduled	Teacher's In-service Day
Saturday, November 11 th	Veteran's Day
Wednesday November 8 th ½ day, 9-12/no afternoon classes Evening classes as scheduled	Teacher's In-service Day
Wednesday, Thursday, Friday, and Saturday November 22 nd , 23 rd , 24 th , and 25 th	Thanksgiving Break
Wednesday December 13 th ½ day, 9-12/no afternoon classes Evening classes as scheduled	Teacher's In-service Day
Thursday, December 21 st through Monday, January 1 st , 2024 (Return to class on Tuesday 1/2/2024)	Christmas/Winter Break

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 1-24, revised 04/22//2022, 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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