

# **Student Handbook**

(Revised 01/31/2018)



## **Center for Natural Wellness School of Massage Therapy**

3 Cerone Commercial Drive  
Albany, NY 12205

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## **INTRODUCTION**

The Student Handbook provides basic logistical information for students of the Center for Natural Wellness School of Massage Therapy (CNWSMT or School).

In addition, students are provided with a copy of the CNWSMT Catalog. The Catalog provides students with important information on the following topics: Vision; Facilities; Program formats and schedules; Curriculum, Tuition and other related costs; Accreditation and licensing; Graduation requirements; Admissions requirements and process; Student services; Policies and procedures regarding attendance, academics and behavior, disciplinary protocols; and Grievance procedures. Copies of relevant forms are also included at the end of the Catalog.

Students are responsible for consulting the School Catalog for information about these matters.

## **STRUCTURE, STAFF, HOURS OF OPERATION AND COMMUNICATION**

### **Management Structure and Personnel**

CNWSMT is owned by TONDA Corporation, a for-profit business, is established and operated as a “doing business as” (DBA). The School’s management structure includes Executive staff and Administration staff, as follows.

#### **Executive Staff**

President	Anthony Joseph
Vice President / Treasurer	Brenda Joseph

#### **Administration Staff**

Education	Desirae Carosi (LMT, BSN), Director
Office	Anne Malone, Manager Julia Koopman (LMT), Assistant
Dean of Students	Laura Michelle Iacovone (LMT)
Registrar / Bursar	Steve Satalino
Financial Aid	Theresa Conklin
Student Clinic	Lisa Kay (LMT), Manager Connie Medina (LMT), Supervisor Michelle Marshall (LMT), Supervisor
Community Service	Michelle Marshall (LMT), Coordinator
Placement Services	John McEnerney (LMT)
Admissions	Alicia Lombard, Director Alyse Brehm, Representative
Continuing Education	Grayce Ray
Marketing & Media	Alexandra Joseph

## **Faculty**

The School's faculty is comprised of Lead Teachers and Classroom assistants. Lead Teachers are responsible for curriculum instruction, classroom management, feedback to students regarding academic progress and professionalism, related administrative duties such as recording attendance and grades, collaborating on curriculum revisions, and providing input regarding academic policies and procedures. Classroom Assistants support instructors in the classroom.

## **Hours of Operation**

The main office of the school is open during the following hours:

Monday through Thursday: 8:30 a.m. to 6:00 p.m., and Friday: 8:30 a.m. to 2:00 p.m.

## **Bookstore**

The bookstore is generally open during office hours.

## **Library**

The library is available for student use during hours of operation of the school.

## **Communication Methods**

Students must communicate with staff and faculty through the methods described below.

1. **Protocol** – Students should schedule an appointment to discuss School-related matters, and should not impulsively engage staff and faculty in the halls or lounge to discuss School related matters. This ensures adequate time is allowed to address student needs.
2. **Mailboxes** – Faculty and Administrative staff have mailboxes located in the front office near the copy machine. These mailboxes are to be used for submitting classroom materials (e.g., assignments, logs, quizzes, etc.). These mailboxes must not be used for submitting payments. Students must give payments directly to an administration staff.
3. **Student Folders** – Students have mail folders located in the library. These folders are for use by faculty, staff, or students for important correspondence. Students must check their mail folder every day.
4. **Meetings/Office Hours** – Students can schedule an appointment with administrative staff members through the front desk staff. Students can schedule meetings with instructors and tutors by contacting them directly. Please see course syllabi and tutor list for contact information. In addition, some faculty have regular question and answer hours. Faculty will inform students of these hours during class.

5. **Bulletin Boards** – Students are expected to read the official notices posted on bulletin boards to stay informed about schedule changes, course and program requirement changes, community service and sporting events. The following is a listing of bulletin boards.

- Student Information Bulletin Board – located on the first floor in the main hallway.
- Continuing Education Bulletin Board – located on the first floor in the main hallway.
- Sports Events Bulletin Board – located outside the Aspen classroom on the first floor.
- Community Bulletin Board – located outside the downstairs bathrooms and will list items for sale, upcoming events and space available.
- “Massage in the News” and Grade Posting Bulletin Board – located in the library.
- Community Service Bulletin Board – located by the elevator.
- Placement Bulletin Board – located on the first floor in the main hallway.

Note – Items hung on bulletin boards must be approved by the School administration. Please bring notices to be placed on the bulletin board to the front desk.

6. **Emergency Messages** – The School’s main phone number, (518) 489-4026, is to be used during business hours to deliver an emergency message to a student. Staff will immediately attempt to inform a student upon receipt of an urgent message.

## **DAILY LOGISTICS**

### **School Calendar**

All students are given a class calendar presenting the program schedule. The schedule is subject to change, and students are given as much advance notice as possible of any changes. Students are encouraged to carefully review their school schedule and arrange their work and personal schedules to fully accommodate all school requirements.

### **Class Location**

The location of classes is posted each day on the pillar between the front desk and the clinic desk. Classrooms are named after trees, and the location of each classroom is posted.

### **Purchasing Textbooks and Supplies**

Textbooks and school supplies can be purchased in the bookstore. Non-proprietary curricular materials are provided to students by the School and are included in tuition.

### **What to Bring To Class Everyday**

- Appropriate books and notebooks, pen or pencil
- Oil or lotion in a plastic squeeze bottle

- 2 clean sheets (preferably 1 fitted and 1 flat). Students must have an extra clean set of sheets available at all times, which can be left in your vehicle or a locker.
- 1 pillow case to cover the face cradle
- 1 large towel and 1 small towel
- 1 blanket
- 2 bed pillows – for pregnancy and other special classes

## **Storage of Student Belongings**

There are a limited number of lockers in the student lounge. We strongly encourage students to leave jewelry and other valuables at home. CNWSMT is not responsible for any lost or stolen items. If anything is missing inform the front desk as soon as possible.

## **Parking**

Parking is available around the building and is available during class hours. **Parking spots directly in front of the building are reserved for staff, faculty and visitors.** Please be respectful of other parkers and park only in designated spaces. If you see problems in the parking lot, please report them to the front desk. Please do not leave valuables in your car, especially on car seats.

## **Handicap Access**

Handicap parking is in the front of the building. An elevator is available to access the second floor.

## **Lost and Found**

The front desk has a secure area for items of value that are found. The lounge has lost and found bins which are used for non-valuable items (e.g., sheets, lotion, books).

## **Weather / Emergency Related School Delay-Closing Notifications**

If conditions such as weather, civil emergency and facility problems make it unsafe to conduct business, then classes and/or School related activities will be canceled and/or delayed.

Notification on School closings and delays is provided by the following three methods.

1. **Emergency Text Messaging System:** When school will be closed or delayed due to inclement weather, a text will be sent to all students registered for the emergency text system. Due to some carrier requirements, students may need to “Opt In” to receive text messages from CNW. Students should message EZCNWSMT to 313131. Students will receive a text confirming the “Opt In” status. Students must update changes in their contact information with the Registrar as soon as possible to ensure receipt of an emergency message.

2. **Voice Mail on CNW Main line (518-489-4026):** A voicemail message will be left on the School's main line by 6:30am indicating any delays or closures for classes and clinic. A voicemail message is put on the CNWSMT voicemail system by 3:00pm if evening classes are cancelled.
3. **Media postings** – The School subscribes to the School Closing Network. The School is posted as **CNW School of Massage** on the following media sites: The Daily Gazette; The Post Star; The Saratogian; The Times Union; WFLY Fly 92; WGY; WGNA 107.7; WNYT TV; WRGB TV; WRVE The River; WTEN TV; WYJB, B-95.5; WXXA TV; and Spectrum Cable News.

Two (2) of the website URL's from above are:

- The Times Union website: <http://www.timesunion.com/closings/?type=business>
- Spectrum news website: <http://spectrumlocalnews.com/nys/capital-region/weather/closings>

## **Classes, Student Clinic and Community Service during a School Closing**

When the School is closed for the day – Classes, Student clinic and Community service are cancelled for that day. Clinic Staff will call the clients on the schedule for that day to cancel the appointments.

When morning classes are delayed:

- Morning community service shifts are cancelled.
- Afternoon community service and evening clinic will be held.
- If school is delayed on a Friday, then Friday clinic is also cancelled.

If there is inclement weather on a Saturday on which classes or clinic is scheduled, call the school phone number to find out if classes and clinic have been cancelled. If classes are cancelled, then a message indicating the cancellation of classes/clinic will be put on the answering machine by 6:30am.

## **EXPECTATIONS OF STUDENTS**

### **Self-responsibility and Accountability**

The School provides students with detailed information about course and program requirements, standards of conduct, academic and administrative policies and procedures, and strategies for receiving the full benefit of all that the school offers to our students. Students are expected to thoroughly read, listen to, and regularly refer to all information provided by the School; and to be responsible for knowing, understanding and complying with all requirements.

### **Professional Qualities Assessment**

Professional quality skills and attributes are necessary to be successful in the profession of massage therapy. These skills fall into four "Professional Quality" categories:

- Communication skills;
- Personal accountability and responsibility;



- Ethical practice; and
- Hygiene.

These Professional Qualities are considered as important as academic knowledge and the development of excellent bodywork.

The School supports developing these skills and provides students direct feedback through a Professional Qualities Assessment (PQA), whereby faculty/staff assess students in the four categories and provide one positive comment and one improvement suggestion.

CNWSMT protocol for use of PQAs

- Students will receive a PQA from their FOM instructors and from clinic staff.
- Each faculty member, regardless of courses taught, is required to observe students and complete a PQA form whenever s/he has a concern about students' professional qualities.
- A student maybe required to meet with staff, faculty or administration to discuss a PQA form.
- If a student receives a PQA form which notes that a meeting is required, the student may be required to participate in a follow up meeting to discuss improvement in professionalism. If a student is unable or unwilling to address concerns raised in a PQA form, the student may face disciplinary action.
- If a student considers the PQA assessment to be inaccurate, she or he may ask for a review from the Director of Education.

### *Professional Qualities Assessment Categories and Criteria*

#### **1. Communication Skills**

- Communicate in a direct, constructive, respectful, appropriate manner?
- Demonstrate understanding of what is said?
- Use appropriate/professional tone, tact and mannerisms when communicating?
- Accept feedback from fellow students, staff and clinic clients?
- Engage collaboratively with others, and participate in an open exchange of ideas?
- Use appropriate conflict resolution skills to handle differences of opinion?

#### **2. Professional Responsibility/Accountability**

- Display an appearance that is consistent with professional expectations?
- Respond to challenges in an emotionally mature manner?
- Accountable for his/her work?
- Display punctuality and adequate attendance?
- Exhibit the ability to be present and connect well to others?

### **3. Ethical Practice**

- Value, model and promote respect for all individuals?
- Demonstrate honesty and integrity in all situations?
- Displays professional behavior in terms of language and dress?
- Reflect privacy and confidentiality where appropriate?

### **4. Hygiene**

- Bathed, clean, and groomed?
- Free of offensive odor (body odor, bad breath, perfumes and colognes)?
- Comply with social standards of personal hygiene habits (e.g., picking, scratching, etc.).

## **Classroom Protocol for Students to Follow Before Giving Bodywork in Class**

1. Wash your hands and check your hands to see if you have any openings that need to be covered. Cover any open areas.
2. Check in with your own body and see if there are areas you need to stretch or shake out.
3. Ask your fellow student/client if s/he has any current or recent injuries, illnesses, surgeries, or areas of pain. Ask if s/he has any cardiovascular, kidney or skin issues. If so, ask follow up questions to determine if you need to avoid any area or avoid any type of massage. Ask your instructor for help, if needed.
4. Ask your fellow student/client if s/he is comfortable, (including face cradle and bolster), and ask if s/he feels safe. Ask fellow student/client to tell you right away if anything is uncomfortable or feels unsafe during the massage, and if s/he wants more or less pressure.
5. Take a deep breath and ground yourself. Remember, your only responsibility during the massage is to the client in front of you.
6. Set your intention (i.e., What do you seek to accomplish during this massage?).
7. Begin with a hold and let your hands listen to the tissue beneath them.

## **Protocol for Students Receiving Classroom Bodywork**

1. Tell your student therapist about any current or recent injuries, illnesses, surgeries, areas of pain, cardiovascular issues, kidney or skin issues, allergies, and any areas you want avoided. Tell your student therapist if you are pregnant.
2. Take responsibility to give clear feedback about the massage you are receiving. Give feedback about:
  - a. Your student therapist's communication
  - b. Pressure

- c. Comfort level of the stroke/technique. If anything is uncomfortable, you must tell your student therapist – they need to know!
  - d. Effectiveness-Make sure you know the physiological effects of each stroke. Help your fellow student learn them!
  - e. Draping-if you are uncomfortable, tell your therapist-they need to know!
3. Keep communication limited to direct feedback or communication about your safety or comfort. Avoid other conversation. Help create a focused learning environment for all! Avoid unnecessary chatter
  4. During role-plays, play your part. You can also learn by acting.  
Be ready to start on time! Work quickly when changing places or changing sheets. Give yourself and your fellow students the full amount of practice time.

### **Hand Washing and Adhering to Policy on Infectious Conditions**

Students are required to wash their hands before and after performing massage on a classmate or client, after using the toilet, after blowing or wiping your nose, and after smoking. The following procedure should be used:

1. Turn on the water, using a gentle stream of hot but not scalding water. Leave water running throughout the hand washing procedure.
2. Wet your hands and wrists.
3. Apply cleaning agent, preferably from a dispenser, since bar soap can carry bacteria.
4. Spread cleaning agent over entire area of hands, wrists, and any area that might touch your client, remembering to wash your thumbs. Gradually add water to make plenty of lather.
5. Rub fingertips of one hand into palm of other hand, to push lather under the nails. Repeat with other hand. Supply your own brush to clean under nails as needed.
6. Continue washing with lather for a minimum of 30 seconds.
7. Rinse all lathered areas under running water, allowing the water to run from your forearms to the wrists and hands and off the fingertips.
8. Dry hands completely with a paper towel, then use the towel to cover the faucet knob and turn off the water.

Note: if you come into contact with any body fluids, wash hands immediately and notify your instructor.

### **Universal Precautions and Safeguards**

Students are required to know and use universal precautions and safeguards against the spread of infectious conditions, as presented in class and as follows:

1. Individual responsibility is paramount to controlling the spread of disease.
2. Students must exercise caution and mature judgment in their personal behavior.
3. Students who have reason to believe she/he has an infectious condition must use all known measures to prevent the spread of the condition.
4. A person who is experiencing abnormal or uncontrollable secretion or excretion of bodily fluids (e.g., abnormal bleeding, vomiting or diarrhea) must not attend class, clinic or any school activity.
5. A person who has a contagious condition must take appropriate measures to prevent the spread of infection. See your instructor with any questions.
6. If a student has broken skin on his/her hands due to cuts, burns, abrasions, chapping, or damaged cuticles, the student must use disposable gloves, a finger cot, or adhesive bandage.
7. Students must follow procedures taught in massage therapy classes and in the student clinic for sanitizing equipment and supplies.

## **Hygiene**

High standards of personal hygiene are required. While at school and while participating in any school activity, students must have clean and neatly groomed hair, clean clothing, short fingernails (no white of the nail can be showing and no long artificial fingernails are permitted). Students must not have any offensive odors such as cigarette smoke, bad breath, and body odor. Due to allergy/chemical sensitivity concerns, we require students to refrain from wearing any type of perfume or cologne, or using/wearing essential oils (scents must not be detectable).

## **Dressing, Undressing and Nudity**

Individual modesty is to be respected at all times. Students are given the option of removing only essential clothing. No visible nudity is allowed in the classroom. Students must undress in the bathrooms or under sheets. Students must be fully clothed when giving massage.

## **Draping**

As a general rule, only the body parts actually being massaged are undraped at any time. The body must not be fully uncovered at any time. Genital areas, gluteal cleft, and female breasts are always to be covered.

## **Confidentiality**

Massage therapists are ethically and professionally obligated to hold client information in confidence; students are expected to maintain the same high standards. Students must keep in confidence all personal information (including health information) divulged by classmates, clinic clients, instructors, and staff, until and unless the individual gives permission to reveal specific information. When an individual chooses to share personal information, he/she is encouraged to clarify which specific information is to remain confidential. Care must be taken to avoid discussing confidential information in public areas such as school hallways and restrooms, and

graduates are expected to maintain confidentiality of information shared while they were students at the school.

## **First Aid and Safety**

Students are expected to report all injuries (no matter how slight they may appear to be) to their instructor or to an administrative staff person. There is a first aid kit at the front desk and in the classrooms. Injured students will be referred to medical facilities, and there should be no hesitation in calling the local emergency number if a potentially dangerous injury or incident is occurring. Please remember to always practice universal precautions (see below) when administering first aid to anyone. Instructors and administrative staff must be immediately contacted so that they can take proper action in response to an emergency. Students are expected to refrain from potentially dangerous activities, such as gymnastics (handstands, etc.), running in the building, or any other activity that presents a risk of injury to themselves or others.

## **Student Massage Practice Session Policy**

When practicing massage as a component of coursework, students must:

- Not represent themselves as licensed (professional) massage therapists;
- Not receive any form of compensation; and
- Adhere to the following guidelines.
  1. Work on fellow students and/or choose family members who understand that the intention of the session is for you to practice and improve your skills and fulfill course requirements.
  2. Do not represent yourself as a massage therapist or use any designation that implies that you are legally qualified to provide professional services. Always represent yourself as a student of massage therapy.
  3. Do not use the term “appointment”. Use “practice session” instead.
  4. Students are not allowed to receive compensation for massage therapy performed before graduating from the program. Compensation includes accepting a fee, donation, barter or trade, tip, or any other form of payment for services. The following reasons are the basis for this guideline.
    - a. Standards of Practice – Students are not qualified to receive any form of compensation for the practice of massage therapy. It is unethical for students to represent themselves as a professional practitioner.
    - b. Professional Liability Insurance Coverage – Insurance coverage for students is not in force when a student receives any form of compensation for performing instruction related massage therapy.
    - c. Potential Legal Violation – By law, New York State does not allow students to perform massage on others unless supervised by a School Instructor who is a Licensed Massage Therapist.
    - d. Potential Harm to the Student, the School and the Profession – Complaints filed against massage therapists are most often in the areas of unethical

conduct and physical harm. If such a complaint were to be made against a student of the school who is representing him/herself as a professional practitioner, the resulting public and/or media attention could cause significant damage to the reputation of the student, the school and the profession.

## **Safety and Security**

CNWSMT strives to provide a safe and secure environment the campus community, including students, faculty, staff and the public visiting School facilities. In the event of a crime or incident considered to represent a continuing threat to students and/or employees, CNWSMT will provide timely notice and warning to the campus community.

***Campus Safety and Security Survey Report*** – This is an annual report that states crimes on campus for the year prior to inform students of CNWSMT’s safety and security policies and crime statistics. The report is produced in August and posted above the copy machine in the administration office area and in the student library.

***Reporting an incident*** – Students or visitors must immediately report to their instructor or a member of the Management Team any activity occurring on school premises or at school-sponsored events that they believe may be criminal and/or may cause any injury to themselves or others. If a student has a personal emergency while at school or at a school-sponsored event, an instructor or member of the Management Team must be informed of the emergency. Students may be requested to provide information to be included on a written incident report form that will be completed after the emergency has been handled.

Faculty and staff must complete Incident Report forms whenever they are witnesses to, or are the first school official notified of, a crime or an event that occurs on school premises or at a school-sponsored activity, and that has or may have negative consequences to the school, a student, instructor, staff member, clinic client, or visitor to the school. Incident Report Forms are available in the administrative office. A form must be completed and turned into the Executive Officers within 24 hours of the incident, and preferably within 4 hours of the incident.

***Building Security*** – A designated office staff member will unlock the building at 8:30 a.m. during the work week. Upon entering the building the administrative office door will be opened along with all classrooms doors and the library. The premises are to be inspected for any safety or security hazards. The Clinic Supervisor will lock the front doors each evening around 8:00 p.m. Both front entrances (right and left doors) should be checked and secured. Once class has completed for the evening the instructor is responsible for turning off all lights and checking all classroom exits and windows to ensure that they are secured. Building keys are issued exclusively to authorized personnel and are monitored and tracked by the Office Manager.

***Substance Abuse*** – Students, faculty and staff are prohibited from using, abusing, possessing, exchanging, selling, and/or distributing controlled substances (illicit drugs) and/or alcohol while on school premises or while engaged in any school-sponsored activity, including the fulfillment of any course requirement. Students are prohibited from coming to class while under the influence of alcohol or illegal drugs. Information on the prevention of substance abuse may be obtained at the front desk or from the Financial Aid Office.

A student involved in a drug- or alcohol-related offense, which occurred on school premises or while engaged in school-sponsored activities will be subject to disciplinary action per the Enrollment Agreement.

**Harassment** – Harassment may be, but is not limited to, words, signs, jokes, pranks, intimidation, social media, physical contact, racial, gender or ethnic slurs, violence, or threat of violence. Harassment is not always sexual in nature. Students, faculty and staff are prohibited from engaging in any form of verbal, physical, or emotional abuse, harassment, intimidation, or violence or threat of violence, toward any student, clinic client, instructor, staff member or any individual associated with the school. If an incident of harassment should occur, it should be reported following the same procedures listed above for any other crime or security incident.

**Violence Against Women** – Domestic violence, sexual assault, and stalking are serious problems that occur on college campuses across the country. If you or someone you know has experienced domestic violence, sexual assault or stalking there is assistance available. Our Student Support Service Team is here to help you and information brochures with multiple resources are available in the main lobby across from the front desk.

**Emergency Response** – The CNWSMT set up an e-mail group to reach all current students, faculty and administration to inform them of an emergency on campus. In addition, a text message will be sent to students, faculty and administration. The CNWSMT will, without delay, and taking into account the safety of the community, determine the content of the notification and initiate the notification system, unless the notification will, in the professional judgment of responsible authorities, compromise efforts to assist victims or to contain, respond to, or otherwise mitigate the emergency. On specified days, this system will be checked each year.

**Emergency System Testing** – An announced Routine System Check of the emergency contact system was completed on 10/15/2016.

**Evacuation Plan** – The evacuation plan is the same as the fire evacuation plan which is posted throughout the building. All personnel will be advised of this plan each year.

**Campus Security Coordination with State and Local Enforcement Agencies** – Security on School premises is handled by the School’s Management Team. Each Team member is empowered to enforce CNWSMT school regulations, to investigate incidents and to apprehend those who violate these regulations or commit crimes on campus. Criminal violators who are apprehended will be turned over to the local police precinct (Town of Colonie Police Department, 518- 783-2811) for arrest processing. CNWSMT reserves the right to press charges against criminal violators.

## **Contribute to a Safe and Positive Learning Environment**

Students are expected to contribute to a safe, positive learning environment. Students should communicate kindly and clearly, speak from their own perspective, and speaking for others. Students are expected to use “I statements” as a tool to help ensure that they are not imposing views on others or speaking for others. Conflicts should be addressed with open and respectful communication.

Each member of the CNWSMT community is expected to voice their needs calmly and clearly,

and listen to others, including those with a different perspective. Students may request administrative support for conflict resolution. Administrative response to this request will be based on the nature of the conflict and the intention of helping find solutions to conflicts.

Harassment and bullying are prohibited at CNWSMT. Harassment and bullying may include, but are not limited to, words, signs, jokes, pranks, social media, intimidation, physical contact, racial, gender or ethnic slurs, violence, or threat of violence.

Bullying involves an improper attempt to use power. Sexual harassment is a type of harassment which may include unwelcome sexual advances, requests for sexual favors, other verbal or physical contact of a sexual nature when such conduct creates an intimidating environment, prevents an individual from effectively participating in learning activities, or when such conduct is made a condition of participation, either implicitly or explicitly. Students are prohibited from engaging in any form of verbal, physical, or emotional abuse; harassment, bullying, intimidation; violence or threat of violence toward any student, clinic client, instructor, staff member or any individual associated with the school.

### **Discrimination**

Students must follow the school's policy on discrimination, which prohibits discrimination, based on race, ethnicity, religion, gender, and sexual orientation.

### **Smoking / Vaping Prohibition**

Smoking or vaping any substance is prohibited on School grounds. This includes the School's building and parking lot.

### **Care of Equipment and Facility**

The study of massage therapy is a special educational experience. It is enhanced by clean and uncluttered physical surroundings. Students and staff are expected to remain conscious of the school environment, and work together to creating a space that is clarifying to the mind and uplifting to the spirit. All CNWSMT community members must help keep the school tidy, put all items in their proper place in a neat and well-ordered manner, and keep all areas free of clutter. Students are expected to replace massage tables, face cradles, shiatsu mats, desks, tables, chairs, bolsters, and linens in their respective storage areas and positions at the end of every class, so that the classroom is ready, inviting, and pleasant for the next group of students. **Eating is prohibited in the classrooms, and the only beverage that is permitted in the classrooms is plain water.** Students must use care to avoid unnecessary oil/lotion splatters and spills, and to promptly wipe any oil or lotion spills. Students must follow their instructors' directions for sanitizing massage tables and handling used linens.

### **Personal Property and Proprietary Information**

Students must respect the property of the school and of individuals, and obtain permission before taking or using any property belonging to the school and/or any individual. Curriculum materials and all information regarding the school are considered to be the property of the school. Proprietary information shall not be shared with persons unauthorized to have it.



## **Dual Relationships and Appropriate Boundaries**

Students are prohibited from having friendships, employment relationships, dating and/or sexual relationships with instructors and school staff. While a student is enrolled in the school's program, the relationship between instructor and student must be that of teacher and learner. Any other type of relationship has the potential of interfering with this primary relationship.

Students may receive bodywork from an instructor two times during their tenure as a student (3 times for part time evening students). These bodywork sessions must be for two reasons only:

- To allow student to experience an instructor's bodywork.
- For injury prevention or treatment.

Possible negative consequences of dual relationships include favoritism, unfair treatment, breach of confidentiality, and confusion over issues of authority and accountability, hurt feelings, and unclear boundaries.

Once an instructor has completed all teaching, tutoring and supervisory work with a student, s/he may provide additional bodywork to the student.

Dual relationships and personal and professional boundaries are discussed in detail in various classes throughout the program.

## **Student's Children Not Allowed in the Classroom**

CNWSMT understands that occasional issues with childcare can arise for students who have children. However, in order to maintain an optimal learning environment, children are not allowed in the classrooms during scheduled class or practice time. In an emergency, children 10 years of age or older, who are able to be independent, may remain in the student lounge while their parent is in class. If any problems are reported by instructors, other students, clinic staff or clinic clients, the child will not be allowed back to school during class time. Sick children are not allowed at school. The privilege of bringing a child to school during class time is for emergency instances only. It is not to be done on a regular basis.

## **Sale and/or Endorsement of Products or Services**

Students are prohibited from selling, promoting, or endorsing the purchase of a specific product or service while on school premises or when engaged in any school-sponsored activity. The exception to this policy is that students may post notices on designated school bulletin boards for products or services they offer, as long as they conduct any demonstrations and/or sales activities off school premises.

## **Students must meet all financial obligations on time.**

If a student who is on a monthly or deferred payment plan misses a payment, submits a check which is returned, or uses a charge card which is rejected, then a notice will be issued to the student indicating the problem. The following protocol will be followed:

- At 30 days past the due date of the tuition payment, the student will receive a reminder notice indicating that their payment is past due. The notice will be put in the student's mail folder.

- At 45 days, if the payment has still not been made, the Registrar/Bursar will make note on the attendance sheet to ask that the instructor send the student to the Registrar/Bursar's office. The student will be reminded of the past due payment(s) and asked what their plan is to get their account current. At this time the student is verbally notified of what to expect if the account is not made current.

### ***Past Due Account Warning***

At 60 days, if the payment has still not been made, the student must meet with the Registrar and will be given a "Financial Obligation Default Warning" notice. The Notice will advise the student that s/he is on Past Due Account Warning and that his/her account must be made current before 90 days from the original due date. Failure to comply with the Notice is subject to suspension or dismissal from their program (see suspension policy). The student will remain on Financial/Past Due Account Warning until their account is made current.

### ***Past Due Account Probation***

At 90 days, if the student's account is not current, a meeting involving the Registrar/Bursar and the Financial Aid Administrator will be held. At that time the student's record will be assessed for attendance, academic progress, and financial history; and a determination will be made by the Registrar/Bursar and the Financial Aid Administrator regarding the student's future status at the School.

If the student is allowed to remain in the program, s/he will be notified that s/he is on Financial Probation/Past Due Probation. When the student is put on Past Due Probation, s/he will remain on probation until his/her account is made current.

## **Attendance and Academic Policy**

Students must remain in compliance with all policies outlined in the CNWSMT Catalog. The Registrar will issue quarterly reports to all students throughout their time at CNWSMT. In addition to attendance status, quarterly reports list grades and outstanding balances a student may have for tuition, bookstore, table and/or chairs purchased.

## **Student Evaluation of Courses, Instructors and the Overall Program**

At the conclusion of every course within the program, at the conclusion of the entire program, and at other times as needed, students are required to evaluate their learning experiences. Evaluation forms may be completed anonymously. The Director of Education reviews the completed forms and uses the information to consider changes to the curriculum and teaching methods, and to provide helpful feedback to instructors. It is essential that the opinions and comments contributed by students be as clear, honest and thorough as possible. Students are expected to use responsible communication in their choice of words and tone of their remarks, focusing on standards of performance and the quality of the educational experience, rather than the personality of an instructor or staff member.

## **Crime, Accident or Personal Emergency**

Students must immediately report to their instructor or an administrative staff person any activity occurring on school premises or at school-sponsored events that they believe may be criminal and/or may cause any injury to themselves or others. If a student has a personal emergency

while at school or at a school-sponsored event, an instructor or administrative staff person must be informed of the emergency. Students may be requested to provide information to be included on a written incident report form that will be completed after the emergency has been handled

## **ADMINISTRATIVE INFORMATION/PROTOCOLS**

### **Student use of Photo Copier and Other Equipment**

Students should seek assistance from a staff member to use the copier machine. A copy fee of \$0.10 per copy will be charged. Students should ask for assistance when using any other school equipment as well.

### **Student Use of Classrooms for Massage Practice and Study**

Students are permitted to use empty classrooms for massage practice and study when the classrooms are not scheduled for use. Students need to make arrangements with the office manager to check availability and to reserve a classroom.

### **Use of the School's Massage Tables or Chairs**

As a student, a massage table is included in the cost of tuition and tables are available to order within the first month for the program. Students may borrow a massage Table or Chair only for community service or sporting events. There is no fee for borrowing a chair or table for a school sponsored community service or sporting event, however, if the item is not returned the morning of the next school day, a \$7.00 per day charge will be applied to the student's bookstore account which must be paid before graduation. Students must complete a rental agreement form when borrowing an item. Students must return the item to an administrative staff member, not with faculty or clinic representatives. Alumni may rent massage chairs at the rate of \$10.00 per day or \$20.00 for a weekend.

### **Access to Student Records**

Information in student files is considered confidential. Only those instructors and administrative staff members who have a legitimate need to know particular information will have access to student files.

Students have the right to have access to their files, and students may inspect the contents of their files by making an appointment with the designated administrative staff person. A student must submit a written request for copies of their student file, with a cost of \$0.10 per page. The school will release student information to the state agency that regulates and approves the school and to nationally recognized accrediting agencies, and when required by law, to judicial or law enforcement agencies.

Student records will not be released to any other individual or organization without the student's written consent. Students are invited to sign an agreement giving their consent to release certain materials to prospective employers (a sample form is provided in Appendix).

## **Student Professional Liability Insurance**

There are risks in touching another person's body and using massage therapy techniques to help bring about healthy change and lessening of discomfort. While massage therapists rarely cause injury to their clients, the possibility exists that a student or instructor could apply a technique in a way that is harmful or that leaves the client or student feeling that he/she has been hurt. Professional liability insurance protects the school, our instructors, and our students from financial problems that could result from such an injury.

When a person has been injured and believes that the person who caused the injury should pay the resulting costs, the injured person may try to obtain money to cover the costs. With professional liability insurance in place, the injured person can file a claim with the insurance company, rather than with the individual who apparently caused the injury. If the claim is deemed valid, the insurance company will pay the claim, according to the type and amount of coverage in the policy.

## **Professional Association Membership Information**

There are several professional associations for massage therapists and body workers. Detailed information regarding this topic is provided in the Professional Development course and in the library. When considering which association to join, students are advised to consider of the mission of the association. Some organizations are for-profit corporations that sell professional liability insurance and provide members with publications, purchasing discounts, and other products. Other organizations are non-profit, democratically governed associations in which the members make decisions and abundant opportunities are provided for members to participate at state and national levels to directly influence decisions that shape the future of the profession.