

**SYNERGY HEALING ARTS CENTER  
AND  
MASSAGE SCHOOL, Inc.**

**FACULTY  
HANDBOOK**

*Revised January, 2010*



President, Margie Schaeffer – Vice President, Craig Schaeffer

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Welcome to the staff at Synergy. We are pleased that you have decided to join us. We appreciate all of the time and effort that you are willing to put forth to help our students learn and grow. Listed in this handbook are the rules and regulations that are necessary to keep Synergy running smoothly. Take the time to read and follow them at all times.  
Margie Schaeffer 717-226-2762 Craig Schaeffer 717-729-8670

### **FACULTY CODE OF CONDUCT**

The code of conduct for all staff members of the Synergy Healing Arts Center and Massage School is loyalty to their employer, allegiance to the organization and protection of the school image.

### **PROFESSIONALISM**

Always act in a professional manner when you are dealing with our students. Adhere to the standard code of ethics for the massage therapy profession. It is inappropriate to socialize with our students outside of the classroom setting.

### **MISSION STATEMENT**

The mission of Synergy is to educate each student to utilize professional, integrative, safe intended touch for health and well-being of the physical, emotional, mental and spiritual oneness of all individuals, and in a caring and non-judgmental atmosphere.

### **DEFINITION OF SPIRITUAL**

Source: Webster Dictionary – Basic human good qualities of affection, a sense of involvement, honesty, discipline and human intelligence properly guided by good motivation.

### **NON-DISCRIMINATORY POLICY**

Synergy Massage School practices are non-discriminatory with respect to race, color, religion, gender, age, national origin, disability, sexual orientation or other status protected by law.

### **SEXUAL MISCONDUCT POLICIES**

Synergy Healing Arts Center and Massage School is committed to having a positive learning and working environment for its students and employees and will not tolerate sexual harassment or sexual violence.

### **SEXUAL HARRASSMENT**

Synergy defines sexual harassment as unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature when one or more of the following circumstances are present:

1. Submission to such conduct is made either explicitly or implicitly as a condition of attendance or participation in school activities or functions.
2. Submission to or rejection of such conduct is used as a basis for decision affecting a student's educational pursuits.
3. Such conduct has the purpose or effect of unreasonably interfering with a student's performance or creating an intimidating, hostile or offensive environment.

## **SEXUAL ASSAULT**

Synergy complies with Section 485(F) of the Higher Education Act of 1965 as amended by section 486(C)(2) of the Higher Education Amendment of 1992, Subtitle 7, Sexual Assault Policy. Sexual assault is being coerced to engage in a sexual act by force, threat of force, against your will and without consent. The following is issued in compliance with the provisions of that legislation. This policy applies to students and employees.

Alleged victims of sexual assault are encouraged to report such criminal activity to the Executive or Co-Director verbally and in writing. If the complaint is against the Director or Co-Director you should contact the PA Board of Private Licensed Schools or the authorities. If Directors are not available, the student should notify proper authorities by dialing 911 or calling the Washington Township Police Department in Waynesboro at 717-762-2131 or the Pennsylvania State Police in Chambersburg at 717-264-5161. The Directors will make arrangement for transportation to the Waynesboro Hospital, which is equipped to collect evidence for victims of sexual assault.

## **RETALIATION**

All forms of sexual harassment cause the victim to feel uncomfortable or threatened by the behavior and may cause the victim to fear retaliation, such as, loss of job or poor grades. Retaliation against anyone reporting or thought to have reported sexual harassment behavior is prohibited. Such retaliation shall be considered a violation of this policy and shall be independent if charges of sexual harassment are substantiated.

## **DISCIPLINARY PROCEDURES**

Student offenders will be disciplined according to the student conduct policies. Since sexual harassment and assault are criminal offenses, offenders are subject to arrest and prosecution under Pennsylvania state law.

Employees will be placed on administrative leave until a thorough investigation is completed by government officials. If an employee is found guilty of charges, then appropriate personnel action will be taken.

## **EDUCATION PROGRAMS**

Faculty and staff receive education related to sexual offenses through staff development programs.

## **SEXUALLY EXPLICIT MATERIALS**

Discussion or display of any sexually explicit material is not allowed. Please remember that we are a professional Massage Therapy Center that adheres to the Code of Ethics of COMTA, AMTA, NCBTMB and FSMTB.

## **ORIENTATION PLAN FOR NEW INSTRUCTIONAL STAFF FOR SYNERGY'S 624-HOUR MASSAGE DIPLOMA PROGRAM**

1. New instructor receives a copy of the Faculty Handbook and a take-home exam to complete. When the exam is completed and passed a contract is then received and signed. Upon return of the signed contract, the orientation continues.
2. The new faculty member will meet with the Office Manager to:

- a. Fill out W-2 form and state papers for tax purposes
- b. Learn how to complete time card for paycheck.
3. The new faculty member will attend at least one faculty meeting prior to instructing and meet with the Educational Director to learn the following:
  - a. Operation of air conditioning, heat control and wall video camera unit.
  - b. Location of keys, emergency phone usage, all teaching supplies for lecture, lab and student clinic.
  - c. For Classroom and Lab faculty: Complete review of Faculty Handbook with the Educational Director in order to thoroughly understand the policies and procedures for the instructional program.
  - d. For Clinic Supervisors: Complete review of Clinic Student Notebook with the Educational Director in order to thoroughly understand the policies and procedures for the clinic internship program.
4. Each new instructor/TA will observe an existing faculty member instructing the subject area to be taught at least one time if they hold a teaching degree.
5. If they do not hold a teaching degree, they will be a teaching assistant for a time period deemed necessary by the director.
6. New Instructor/TA will be observed by the Educational Director at least one time during a 30-day orientation period with a scheduled follow-up evaluation meeting for discussion.

### **QUALIFICATIONS AND PAY SCALE FOR INSTRUCTORS**

All theory instructors, lab instructors and teaching assistants must be Synergy graduates and be Nationally Certified.

1. If practicing in a licensed/registered state, must also present proof of licensure/registration.
2. Must carry active professional liability insurance.
3. Pay scale:

Theory Instructors:

Minimum A.A. Degree/Maintain Private Bodywork Practice

Salary: B.S. Degree \$20.00-\$25.00 per hour

M.Ed/Doctoral \$25.00-\$30.00 per hour

Lab Instructor:

Minimum NCBTM(B) Certification/Maintain Private Bodywork Practice

Salary: \$15.00 - \$20.00 per hour

Lab Teaching Assistant:

Minimum NCBTM(B) Certification/Maintain Private Bodywork Practice

Salary: \$10.00 per hour

### **EDUCATIONAL OBJECTIVES**

1. Explain the structure and function of the physiology of the human body in health and pathology, with emphasis on the musculoskeletal system and how various bodywork modalities may reduce stress on each system.
2. Describe the benefits, contraindications and limitations of mechanical and reflexive bodywork modalities presented in the 624-hour program.
3. Explain and perform proprioceptive awareness of bioenergetic forces within the body as a whole to include basic polarity, therapeutic touch, chakra centers and

- meridian channels. State how these bioenergetic forces affect the physical, emotional, mental and spiritual homeostasis of both the client and therapist.
4. Explain his or her personal approach to personal health, general well-being and wellness concepts so as to be able to discuss healthy choices with clients through personal experience and to recognize when to refer to other health care practitioners.
  5. Explain and perform body mechanics and other self-care techniques to promote ease in working with clients and to avoid physical, emotional or mental injury or burn-out.
  6. Describe and utilize appropriate massage equipment and supplies with CDC-approved sanitation standard precautions in a hazard free massage environment.
  7. Explain and demonstrate Swedish/passive joint movement theory and techniques for therapeutic relaxation massage.
  8. Explain and utilize appropriate bodywork techniques for palliative care of special needs populations.
  9. Describe and utilize skills in myofascial, deep tissue and proprioceptive neuromuscular techniques with a focus on kinesiology applied to specific muscle groups.
  10. Explain and perform basic entry craniosacral and lymphatic techniques.
  11. Explain and demonstrate skills in myofascial, deep tissue and proprioceptive neuromuscular techniques with a focus on kinesiology applied to specific muscle groups.
  12. List and describe appropriate verbal and listening skills to establish a supportive environment that may aid in the response to a client's personal physical, emotional, mental and spiritual concerns.
  13. List the professional, business, legal and medical record keeping requirements, as well as ethical principles regarding the establishment of a successful massage/bodywork practice, business or employment situation.
  14. Demonstrate ability to formulate, document and execute up to 1000 integrated therapeutic bodywork session and an on-going treatment plan during internship and externship experiences.
  15. Discuss marketing techniques for public relations skills to educate the public about the benefits of massage for health enhancement.
  16. Demonstrate the ability to critically read and evaluate a published article in the field of research on massage/bodywork and to formulate, document, and execute a small case study using massage/bodywork modalities.
  17. State methods of participation in massage/bodywork in professional activities as well as pursuing personal and professional development.
  18. Describe and demonstrate responsibility by appropriately planning for and completing all academic and professional requirements as stated within the student handbook.
  19. Demonstrate responsibility expected of a health professional at all times.

## COURSE DESCRIPTIONS

### **SWJT 101** – Swedish/Joint Movement (32 Hours)

This course occurs in Term I and will cover basic strokes of effleurage, petrissage, compression, vibration, shaking, rocking, friction, tapotement, and passive joint movement intended to assist the relaxation process.

### **APHY 101** – Anatomy and Physiology (130 Hours)

This course is divided throughout all six terms of the diploma program. It studies the functional anatomy and physiology that the soft tissue/movement professional must learn for a career in massage therapy/bodywork. The following systems will be covered: histology, integumentary, skeletal, muscular, circulatory, lymphatic, endocrine, nervous, respiratory, reproductive, digestive and excretory.

### **BIOE 101** – Bioenergetics (34 Hours)

This course is divided throughout the curriculum. Instruction will cover the basics of intention, grounding and centering for efficient use of the therapist's body as a conduit of the electromagnetic field for homeostasis within the client's body as well as the therapist's body. Breathing, quantum physics, consciousness, chakras and polarity will be explored with touch, sound, movement and color. *Prerequisite* – SWJT 101

### **BSPE 101** – Business, Safety, Professional and Ethical Practices (57 Hours)

This course is divided between Terms I, VI and fieldwork. Instruction will cover the fundamental historical, professional, ethical, safety and business practices necessary for the massage therapy career. Topics to be included are history, first aid, CPR, benefits, contraindications, personal health components, hygiene, sanitation, professional legal issues, code of ethics, health screening and business practices.

### **SNTB 201** – Special Needs Therapeutic Bodywork (88 Hours)

This course content will occur during Terms I, II and VI. Included will be the fundamental theory and massage techniques for hydrotherapy, prenatal, infants, children, senior or specially challenged individuals, sports athletes, cancer, respiratory colds and congestion, obesity, meridian massage, dry spa bodywraps, aromatherapy, hot stone massage, chair massage, sinus massage, and emotional release.

*Prerequisite* – SWJT 101

### **OARK 201** – Orthopedic Assessment and Record Keeping (35 Hours)

This course is taught during Terms II, IV, V and fieldwork. It includes the basic assessment and correction of the functional range of motion through passive, active, and resisted movement, dysfunctional posture, common injury conditions of the body, common activities of daily living and body mechanics of movement in general.

*Prerequisites* – SWJT 101, BIOE 101

### **INEX 201 – Fieldwork Internship/Externship (73 Hours)**

This course provides the student with 45 hours of clinical fieldwork in massage therapy/bodywork in the Student Clinic, 6 hours at Open House and 3 hours in two separate practicums completed with instructors and scheduled outside of class, 19 hours of massage/bodywork off campus at health fairs, sporting events, hospitals, nursing homes, businesses, etc. is included in this course.

*Prerequisite – SWJT 101*

### **CSLT 301 – Craniosacral & Lymphatic Techniques (46 Hours)**

This course is held during Term III and involves instruction in the theory and basic techniques of craniosacral and lymphatic with emphasis on the integration of CST/LT into massage therapy.

*Prerequisites – SWJT 101, BIOE 101, SNTM 201, APHY 101*

### **DTMF 301 – Deep Tissue/Myofascia (66 Hours)**

This course will occur during Term IV and includes fundamental theory and techniques of myofascial release and deep tissue massage, along with the integration of these modalities into previously learned massage techniques.

*Prerequisites – SWJT 101, BIOE 101, SNTM 201, CRST 301*

### **CRPJ 301 – Case Report Project (15 Hours)**

This course will allow the student to experience ten sessions of basic research in massage therapy at a professional health facility. The student will gain skills in public relations, assessment, and application of benefits and indications of bodywork to a client with a special need medical pathology or musculoskeletal condition.

### **PNFT 401 – Proprioceptive and Neuromuscular Facilitation Techniques (56 Hours)**

This course is conducted during Term V and includes the fundamental theory and techniques of proprioceptive neuromuscular facilitation (PNF) divided into muscle energy and passive positioning along with the integration of these modalities into previously learned massage techniques.

*Prerequisites – SWJT 101, BIOE 101, SNTM 201, FARK 201, DMFR 301, CRST 301*

## **JOB DESCRIPTIONS**

### **Synergy Theory/Lecture Instructor**

All Theory/Lecture Instructors must be Synergy Massage Therapy Graduates, maintain a practice in Massage Therapy/Bodywork, and be Nationally Certified as a Massage Therapist (NCBTM(B) or MBLX) unless exclusively teaching Anatomy, Physiology, Orthopedic Assessment or Kinesiology, which requires a Bachelor's, Master's or Doctoral Degree in Health Science or a related field. Position reports directly to Educational Director or Office Manager.

1. Completion of New Staff Orientation (Please see Faculty Handbook)
2. Review all lesson plans prior to the class presentation regardless of how much of the lesson has been taught.

3. Arrive a minimum of 15 minutes prior to class time to ensure that all materials as well as the classroom are ready for the daily lesson and remain 15 minutes after class for clean-up.
4. Begin and end the class session promptly.
5. Faculty members all have keys to second floor office where they may place their valuables while teaching.
6. Attend the bi-weekly faculty meeting to review class materials for upcoming classes or call the Director at 717/226-276 to review any updates on the classes. Attendance to all faculty meetings held Tuesdays at 10:30am is required for maintenance of quality educational standards and faculty will be reimbursed with the 16 hour NCBTM(B) continuing education class. Minutes will be put in mailboxes or emailed to absent faculty upon which comments & initials are to be placed and then returned to educational director. Faculty members with terminal degrees will receive faculty minutes and are exempt from attending meetings. The NCBTMB-approved 16 hour class will be held during a regular faculty meeting. Faculty members must also earn at least 24 Continuing Education Hours of NCBTMB-approved classes every 2 years with 3 hours in ethics, 3 hours in communicable diseases including HIV/AIDS and 18 hours in any massage-related courses. All faculty members must maintain a current CPR and First Aid Certificate .
7. All faculty members must satisfactorily complete a Yearly Faculty Evaluation Process. If in the event of an unsatisfactory yearly evaluation a faculty member can be placed on probation and may continue a teaching position with the following requirements – mandatory attendance to a faculty meeting.
8. All lesson plans must be covered as written. Instructors may present personal experience and knowledge to enhance the lesson content, however, make all instruction pertinent to the day's lesson. Any new information or hand-outs must be presented a faculty meetings or private appointments with Educational Director Margie Schaeffer and approved prior to instruction as curriculum must remain standardized among all instructors. The Educational Director will relay new materials to office secretaries for typing and copying if necessary. The classroom laptop may be used to type any new lesson material the faculty desires to present to the Educational Director.
9. Attendance will be taken by the main office and entered in grade books at the beginning of each class and after return from a break. Grade books are to be kept in the main office in a locked fire safe box. Faculty is responsible to make sure students complete any tardy or early departure forms if after the office closes and instruct students to place forms through the glass windows for the office to record in grade book the next day.
10. Instructor evaluations will be completed by the students after each exam. The classroom observations will be done by an advisory board education member and the Educational Director/Executive Director once yearly. Two classroom observations will be done yearly. One of these observations may be unannounced. A third observation may be done by an educational specialist from Empire Who's Who Executive and Professionals Organization. Student evaluations will be discussed at weekly faculty meetings and classroom evaluations will be discussed one-on-one with the observer of the evaluation.

11. Make-up sheets for absent students are to be completed by the educational director. The main office secretary will take phone calls from absent students and begin the make-up form, which will be given to the director to complete. If a student pre-arranges an absence, the student is to alert the office to begin a make-up form.
12. If an instructor is asked a question and cannot answer at the moment, tell the student that research will be done and an answer found A.S.A.P. The instructor is to request the student to write down his or her question for reference. If the instructor knows the answer, but to respond would take too much class time, then ask the student and any other students interested in the answer to stay after class for an answer or respond to the question through email.
13. If a student presents a concern, do attempt to address the problem first if possible and comfortable. If unable to handle the concern, ask the student to put the concern in writing to the Executive Director, see the Executive Director before or after class, or call the Executive Director. However, if the student chooses not to put the concern in writing, bring the problem/concern to the attention of the Executive Director immediately (717/226-2762). If an emergency situation occurs needing professional medical attention use the Vonage phone located in the upstairs office or any available working cell phone and dial 911. If a minor medical problem occurs, use the first aid kit located under the mailboxes in the back hall. If a discipline problem occurs that needs the Director/Co-Director's attention, contact the Director by phone at 717-226-2762 or contact the office secretary who will know the location of the Director/Co-Director at all classroom times.
14. Always be aware of the special learning needs and preferred learning styles of the students and make every attempt to meet these students' needs. Special learning styles are either documented prior to student admittance and recorded in their confidential student files or determined by class participation.  
Learning Styles are:
  - a. Auditory – learn by listening
  - b. Visual – learn by seeing
  - c. Kinesthetic/Tactile – learn by touching/manipulation
15. Return all teaching materials to appropriate locations.
16. Lock all doors (classroom and outside) if you are the last class of the evening. Only lock deadbolt on classroom doors. Do not lock the regular door handles.
17. In the classroom, please help make sure all students have placed their belongings in their cubby holes or under the tables. We need to keep the clutter off of the floor. **DO NOT LEAN TABLES OR AIRMATS AGAINST THE HEATERS.**
18. Respect the privacy of the Front Office. There is much confidential business occurring in the Office that ethically cannot be shared. We request that you do not enter the Office unless you are invited in by the staff. The Office staff will attempt to help as soon as possible, however, please be understanding if they are previously occupied.
19. Remember to fill out a time card each time you teach for the contracted hours agreed.
20. On days that the windows can be opened for climate control, do so instead of using the air conditioning. Classes may be held outside as decided by the instructor and class.

21. Conclusion/Closure of class lesson:
  - a. summary of today's lesson
  - b. assignment for next class
  - c. dismissal
22. If a substitute instructor is needed, call, first, Educational Director Margie Schaeffer at 717-226-2762 and, if not available, call Office Manager Michelle Gilfus at 877-372-6617 to arrange for an approved substitute. Substitute needs are to be pre-arranged at faculty meetings whenever possible.

### **Synergy Lab Instructor**

Lab Instructor must be a Synergy Massage Therapy Graduate, have a current NCBTM(B) or MBLx Certification and maintain a practice in Massage Therapy/Bodywork. Lab Instructor reports directly to the Educational Director or Office Manager

1. Completion of New Staff Orientation
2. Review all lesson plans prior to the class presentation regardless of how much of the lesson has been taught.
3. Arrive 15 minutes ahead of time for learning preparation and remain 15 minutes after classtime for clean-up. Usual Evening Class Lab hours are between 5:00 - 9:00 pm. Time Card will record 2-1/2 hours. Class size: The maximum number of students in both classroom and lab is 24. A teaching assistant will be present for any new bodywork lab for enrollments over 12 students.
4. On an exam day, the Office staff may assist in grading objective tests.
5. Faculty members all have keys to the second floor office where they may place their valuables while teaching.
6. Attendance will be maintained by the office staff. If office is closed, a faculty member must have the student report attendance using proper attendance forms of any tardy or early departure. This attendance form is to be placed in secretary mailbox for the office manager.

#### Lab Deductions:

- NFC means no flashcards
  - NS means no sheets
  - NL means no lotion
  - P means reduced participation due to sleeping, talking, cell phone usage, text messaging, negative attitude, or not paying attention. Each violation earns 15 minutes of make-up time of internship work. Instructor is to fill out a "Class Participation Violation Form" and give to Executive Director to give a copy to the student.
7. Set up digital camera if any students are absent. Write on a sticky note the date, lesson number and student(s) name(s) and stick the sticky note on the camera so the Educational Director with burn a DVD to put in the absent student mailbox.
  8. Provide TA with any special instructions for today's lesson.
  9. Specific to Term I:  
Clay building:

- a. set-up table to include heavy mat cover on classroom massage table and place skeleton on top. Use old air mat to protect a second table for use of 2 skeletons. New skeleton must be washed clean with alcohol so there is no clay residue.
  - b. pass out clay for students to mold a muscle
  - c. assign a specific muscle to students
  - d. pull lesson-specific transparencies to display on overhead for muscle placement.
10. Demo:
    - a. massage table sheeted and properly prepared for specific demo
    - b. instructor massage lotion tube w/belt stored in locked classroom cubby
    - c. as student reads, demo bodywork guide on the TA who will be present for that lesson's lab. TAs are to keep up to date with lab material by paying full attention during demo.
  11. Oversee/assist student performance of bodywork using current bodywork guide for reference as well as stressing the incorporation of all modalities learned to date as appropriate.
  12. **If a student presents a concern that cannot be easily answered refer the student immediately to the educational director. DO NOT ATTEMPT TO HANDLE ANY STUDENT ISSUE WITHOUT CONSULTING THE EDUCATIONAL DIRECTOR.** The student is to be reminded to put concerns in writing to the Educational Director, see the Educational Director before or after class, or call/email the Educational Director. (717/226-2762).
  13. If an emergency situation occurs that requires professional medical attention use the Vonage phone in the classroom or any working cell phone and dial 911. If a minor medical problem occurs, use the first aid kit located under the mailboxes in the back hall. If a discipline problem occurs that needs the Educational Director's attention contact the Ed. Director by phone at 717/226-2762 or 717-729-8670 or contact the office manager who will know the location of the Director/Co-Director at all classroom times.
  14. Respect the privacy of the Front Office. There is much confidential business occurring in the Office that ethically cannot be shared. We request that you do not enter the Office unless you are invited in by the staff. The Office staff will attempt to help as soon as possible, however, please be understanding if they are previously occupied.
  15. Remember to fill out a time card each time you teach for the contracted hours agreed.
  16. Attendance of the faculty meeting scheduled on Tuesdays from 10:30 – 11:30 am is required for maintaining quality educational standards and will be reimbursed by receiving 16 hours of NCB continuing education hours. Call the Educational Director at 717/226-2762 if one cannot attend the faculty meeting. Faculty members without formal educational degrees or a terminal degree are required to attend the NCBTMB-approved educational development course designed by Educational Director Margie Schaeffer. The NCBTMB-approved 16 hour class will be held during a regular faculty meeting twice a month. These faculty members must also earn at least 24 Continuing Education Hours of NCBTM(B)-approved classes every 2 years with 6 hours in ethics of which 2 must be in boundaries and 18 hours in any massage-related courses. All faculty members

must maintain a current CPR and First Aid Certificate and satisfactorily complete a Yearly Faculty Evaluation Process.

17. Always be aware of the special learning needs and preferred learning styles of the students and make every attempt to meet these students' needs. Special learning styles are either documented prior to student admittance and recorded in their confidential student files or determined by class participation. See previous explanation.  
Learning Styles are:
  - a. Auditory – learn by listening
  - b. Visual – learn by seeing
  - c. Kinesthetic/Tactile – learn by touching/manipulation
18. Return all teaching materials to appropriate locations. Tables should be sanitized, 2-3 chairs placed at each table, pillows put away and all equipment returned to cubbies and locked. Every two (2) weeks, pillow cases are replaced.
19. On days that the windows can be opened for climate control, do so instead of using air conditioning.
20. Conclusion/Closure
  - a. summary of today's lesson
  - b. assignment for next class
  - c. dismissal
21. Close up building if evening class.
  - a. Lock all doors; turn off lights.
  - b. Instruct students to clean tables, chairs, holsters and lotion tubes.
  - c. Instruct students to fold tables if necessary for another class.
  - d. Return all teaching materials to proper location.
22. If a substitute instructor is needed, call, first, Educational Director Margie Schaeffer at 717-226-2762 and, if not available, call office manager Michelle Gilfus at 877-372-6617 to arrange for an approved substitute. Substitute needs are to be pre-arranged at faculty meetings whenever possible.
23. Instructor evaluations will be completed by the students after each exam and will be discussed at faculty meetings or one-on-one if deemed necessary. At least two (2) classroom observations will be done yearly. One of these observations will be done by an advisory board member with a background in education. The second observation will be done by the Educational/Executive Director. One of the observations may be unannounced. A third observation maybe done by an educational specialist from the Empire Who's Who Executives and Professionals Organization.

### **Synergy Teaching Assistant**

Must be a Synergy Massage Therapy Graduate, have a current NCBTMB or MBLx Certification, and maintain a practice in Massage Therapy/Bodywork.

1. Completion of New Staff Orientation
2. Review all lesson plans prior to the class presentation regardless of how much of the lesson has been taught.

3. Arrive 15 minutes prior to class for set-up and stay 15 minutes after class for clean-up. Usual Evening Class TA Hours are between 5:00 – 9:00 p.m. Time card will record 2-1/2 hours.
4. Clean grease board when dirty.
5. Video filming and labeling
6. Lights on and off.
7. Music on and off
8. Have students straighten classroom. Tables should be sanitized, 2-3 chairs placed at each table, pillows put away correctly and all equipment returned to cubbies and locked. Every two (2) weeks pillow cases are replaced.
9. Open and close windows and use fans whenever possible to save on air conditioning.
10. Help close building.
  - a. lock all doors.
  - b. have students fold massage tables if necessary for another class.
11. Make sure students cover Synergy pillow cases with their own pillow cases.
12. Assist students and teachers any way that is needed.
13. Do not enter the classroom during class time unless you are the scheduled TA. We have hallways that provide access to the rest of the building and also the outside.
14. If a student comes to you with a concern, please listen, however, also please direct that student to share his or her concern with Margie or the Office. We cannot correct anything if we do not know about it! Inform the student that all formal concerns are to be put in writing to the Executive Director; forms are located in the classroom self-serve wall racks
15. In the classroom please help make sure all students have placed their belongings under the massage tables. We need to keep the clutter off of the floor. **DO NOT LEAN TABLES OR AIRMATS AGAINST THE HEATERS.**
16. Respect the privacy of the Front Office. There is much confidential business occurring in the Office that ethically cannot be shared. Faculty members all have keys to the second floor office where valuables can be stored while teaching. We request that you do not enter the Office unless you are invited in by the staff. The Office staff will attempt to help as soon as possible, however, please be understanding if they are previously occupied.
17. When you are in the classroom as a TA, please stay in the classroom. This is not the time to check on other things in the building or to socialize. If you want to socialize, please do it either before or after class time.
18. Remember to fill out a time card each time you assist in the classroom for the contracted hours agreed.
19. Always be aware of the special learning needs and preferred learning styles of the students and make every attempt to meet these students' needs. Special learning styles are either documented prior to student admittance and recorded in their confidential student files or determined by class participation. Please see earlier explanation.

Learning Styles are:

  - a. Auditory – learn by listening
  - b. Visual – learn by seeing
  - c. Kinesthetic/Tactile – learn by touching/manipulation

20. Attend the weekly faculty meeting scheduled on Tuesdays from 10:30 – 11:30 am to review the lesson plans for the next week or call the Director at 717/226-2762 one (1) week prior to review any updates on the next week's lessons if one cannot attend the faculty meeting. Attendance to at least **50% of all faculty meetings is required**. Faculty members without formal educational degrees or a terminal degree are required to attend the NCBTMB-approved educational development course designed by Educational Director Margie Schaeffer or attend the National Massage Council of Schools Yearly Meeting held by the AMTA and ABMP and complete the teacher training hours offered at the national meeting. The NCBTMB-approved 8 - 16 hour class will be held during a regular faculty meeting twice a month. These faculty members must also earn at least 24 Continuing Education Hours of NCBTM(B)-approved classes every 2 years with 6 hours in ethics of which 2 must be in boundaries and 18 hours in any massage-related courses. All faculty members must maintain a current CPR and First Aid Certificate and satisfactorily complete a Yearly Faculty Evaluation Process
21. If a substitute TA is needed, first call Educational Director Margie Schaeffer at 717-226-2762 and, if not available, call office manager Michelle Gilfus at 877-372-6617 to arrange for an approved substitute. Substitute needs are to be pre-arranged at faculty meetings whenever possible.
22. Teaching Assistant evaluations will be completed by the students after each exam and will be discussed at weekly faculty meetings or one-on-one if deemed necessary. At least two (2) classroom observations will be done yearly. One of these observations will be done by an advisory board member with a background in education. The second observation will be done by the Educational Director. One of the observations may be unannounced. A third observation may be done by an educational specialist from the Empire Who's Who Executives and Professionals Organization.
23. ENJOY THE CLASS!!

### **Co-Teaching Guidelines**

1. One instructor is designated as lead instructor.
2. Lead instructor designation can change during the teaching period as agreeable at the des Educational Director will decide when a teaching assistant or lab instructor is ready to be lead instructor.
3. When a student asks a question of the assisting instructor, the assisting instructor is to alert the lead instructor in the following manner...Raising hand and stating..."STUDENT QUESTION". The lead instructor will then recognize the student question.
4. In Lab sessions, there are 2 rotations of the massage/bodywork guide. The rotations will be instructed in either of the following manners as decided by the Lead instructor.
  - a. Fully guided Lab Sessions: all students questions are to be addressed by the entire class.
  - b. Open instruction: Instructors move from table to table and assist students as they individually request... topical information.

### **Specific Lab Techniques to be Utilized by Lab Instructors and Teaching Assistants**

1. Completion of New Staff Orientation (please see p. 4 of Faculty Handbook for details.)

We are a kinesthetic instruction school. Informed Consent has been given by the student during the interview process that all instructors will be teaching by touching the student. However, asking permission if ever in doubt is advisable.
2. Assist Lab Instructor by walking from table to table doing each of the following:
  - a. Palpation of students of origins and insertions of muscles.
  - b. Passive joint movement of the muscle action.
  - c. Guiding the student's hands through the motion of the bodywork by the instructor directly placing hands on top of the student's hands.
  - d. Demonstrating the particular bodywork step on a student, then observing that the student is properly executing the movement.
  - e. Demonstrating correct body mechanics visually to individual students and also by placing hands on the student to position his or her body in a safe position for kinesthetic awareness development. At times it is necessary to position one's body behind the student and do the body stance together for body awareness to develop.
  - f. Check amounts of lubricant being used.
  - g. Hands must be washed before and after each lab and sanitized with Cal-Stat or sanitizing equivalent between working with each student.
3. Specific directions on time allotment in lab:
  - a. Do not spend too much time on one student.
  - b. Divide the tables in half so the Lab Instructor does one row and the TA does the other row. Make sure all tables have been checked before going on to the next step. Then switch so the TA and Lab Instructor work with the other row of tables. Students may move ahead in the lesson if they choose, however, they must pay attention to the step when directed by the instructors
  - c. The first lab of any bodywork lesson must follow the steps written. The muscle transparency may be placed on the overhead for all to view. Students are required to have flashcards ringed and out on tables as guides. However, those students who learn visually are to be told to "Think Anatomy" rather than words and simply massage the muscle from one end to the other.
  - d. The second time a lesson is repeated, everyone is to practice visually by looking at the flashcards, Netter Anatomy book or any recommended anatomy book. Transparency of the muscle may be projected on the overhead. Keep it simple and do not read the directions with the second lesson unless absolutely necessary.

### **Synergy Clinic Supervisors**

Must be a Synergy Massage Therapy Graduate, have a current NCBTM(B) or MBLEx Certification and maintain a practice in Massage Therapy/Bodywork.

1. Completion of New Staff Orientation (please see p. 4 of Faculty Handbook for details).
2. Arrive at 4:45 p.m.; depart at 9:45 p.m. Position is 5 hours at \$20 per hour.

3. Check in to main office when you arrive and pick up your clinic supervisor clipboard. Special notes will be written on the clipboard for you concerning the evening's clinic.
4. Occasionally the classroom may not be set up for clinic. If not, please wheel skeletons and big balls into handicap bathroom and laundry room or find maintenance to do this for you.
5. Students are to arrive at 5:00 p.m. to prepare and stay until 9:30 p.m. to clean up. They are to sign in upon arrival on clipboard by office.
6. Clinic schedule is as follows:
  - 5:00 – 5:30 p.m. – Preparation for Clients
    - a. Review clinic files, research medical pathology and drug interactions to decide on appropriate treatment preparations
    - b. Prepare table surface
    - c. Warm-up stretches, grounding and centering for self
  - 5:30 to 6:30 p.m. – Client #1 session
  - 6:30 to 6:45 p.m. – Client follow-up, write SOAP charts, clean table and prepare for the next client, as well as any self-care needs
  - 6:45 – 7:45 p.m. – Client #2 session (including client intake update)
  - 7:45 - 8:00 p.m. – Clean-up & Prep for next client
  - 8:00 to 9:00 p.m. – Client #3 session
  - 9 – 9:30 p.m. Clean-up & completion of clinic responsibilities as necessary
7. Your duty is to direct a professional clinic that emphasizes positive learning. Clinic supervisors are to follow the same dress code as described previously in the handbook.
8. Clinic Procedures:
  - a. No students are allowed in the lobby
  - b. No solicitation of students for personal practices. If client requests information from a student, the student may offer a business card at that time.
  - c. Gratuities are allowed, however not solicited in any manner or discussed on school property. When the State of Pennsylvania massage therapy licensure is enacted on 10/8/2010 no gratuities will be allowed. Tax-deductible donations may be made to Keith A. Schaeffer's Memorial Scholarship Fund according to the directions posted by Keith's memorial in the lobby.
  - d. Clinic Supervisors are to announce to the lobby clientele that:

“This is a low-cost, educational, massage/bodywork clinic. You will receive an evaluation to fill out upon completion. No socializing with your student therapist is allowed. Talking must be kept to therapy needs only. Please turn off all cell phones and pagers. If any massage/bodywork techniques cause discomfort of any kind the client is to notify the student of the discomfort and an acceptable modification of the technique is to be used by the student. Synergy does not believe in “no pain - no gain. If the modified technique is still uncomfortable to the client the clinic supervisor is to be consulted. Thank you for participating in the educational growth of Synergy's students.”

- e. Give each student a handkerchief to hang on the foot of his or her table or tuck in a pocket. Student is to throw handkerchief out into the central hall of the room if the supervisor is needed.
  - f. Prior to clinic, emphasize student research of medications and conditions using the classroom resources. Every minute of clinic must be educationally sound.
  - g. Walk up and down the center walkway and then visit the other massage therapy rooms regularly to observe and complete the clinic grade sheets. We do not have time to watch any one specific student for any in-depth length of time so do not be fast to deduct for a technique unless you were able to discuss afterwards the whole picture of the delivery of the technique you are questioning.
  - i. Monitor music.
  - j. Monitor Quiet requirement.
  - k. Answer any questions.
  - l. Monitor room temperature.
  - m. Observe body mechanics, table heights, and techniques. Allow student freedom of client positions – supine, SL, prone etc. Do not dictate timing for position unless student is early in the training program. Allow students to explore the bodywork sessions within the Code of Ethics guidelines.
  - n. Supply fresh water and cups in the lobby.
  - o. Face rests are to be positioned in the end of each table. Clinic supervisor is to hand out face rests for students to put in tables and collect them in the same manner. Face rests are not to be placed on the floor or chairs. Either hang them up on hooks or put them in the table hammocks.
  - p. During the intervals before, between and after client sessions, assist students in any way needed with their responsibilities of research, record keeping, preparation and clean up as well as self-care needs. Keep any feedback brief
  - q. If any emergencies need phone access, the Vonage phone will be available in the classroom and call 911 or you may contact the owners, who will be on site at 717-226-2762 or 717-729-8670.
  - r. Students are required to do all clean-up to restore all therapy areas to the original condition.
  - s. Lock building securely. Lights off, air conditioning or heat adjusted, all doors locked.
  - t. Fill out Time Card according to #2 above.
9. The Front Office is open during the clinic until 8:15 p.m. The office secretary supervises the student(s) assigned to clinic internship office skills/clinic substitute duties to include collection of all client fees for clinic, schedule future appointments or substitute in the massage clinic for a fellow absent student.
  10. If there are “no-show” clients, the clinic supervisor, at their discretion, will give the student the choice of completing a written clinic observation (requirements are found in the hand-out in the student clinic notebook) or double-up with another student to do massage sessions. Separate gradesheets are to be completed on each student.
  11. Pain that does not respond to treatment: refer client to his or her doctor and put a sticky note on the SOAP requesting a follow-up call from the office. The

- educational director or office manager will review the files the following morning and follow up.
12. First Aid supplies are in the medicine cabinet and in the First Aid Kit under the mailboxes by the rear office door.
  13. Clinic Supervisors will be evaluated yearly by the educational director, Margie Schaeffer, as well as during each clinic by students, clients and staff.
  14. Clinic Supervisors are required to attend a yearly Clinic Supervisor Organizational Meetings. All faculty members must maintain a current CPR and First Aid Certificate and satisfactorily complete a Yearly Faculty Evaluation Process.

## **FACULTY DISCIPLINARY ACTION**

All faculty contracts can be terminated and be made null and void at the discretion of the Director after one (1) verbal and/or one (1) written warning regarding any type of behavior or action(s) that might jeopardize Synergy. See additional disciplinary action under Sexual Misconduct Policies.

## **PROGRAM COMPLETION REQUIREMENTS**

### **Grading System**

All written and practical evaluation assessments must be passed with a 70% standard and will receive a numerical grade as shown below:

A = 4.0 = 100%-90%

B = 3.0 = 89%-80%

C = 2.0 = 79%-70%

F = Failing = below 70%

All written and practical evaluations must be retaken within two (2) weeks of the original date if below 70%. Student progress is reported to every student on a regular basis throughout the program with term grade sheets.

### **Maximum Time Frame for Program Completion**

<u>Program</u>	<u>Normal Duration</u>	<u>Maximum Time</u>
624 Hours	12 Months	18 Months

Upon successfully completing all requirements of the Massage Therapy Program, the students will receive their diplomas. They will then be fully eligible to take exams offered by either the National Certification Board for Massage Therapists and Bodyworkers or the Federation of States.

### **Required Levels of Performance for Graduation**

The following requirements must be met by a student in order to qualify for a diploma in the Massage Therapy Program:

1. Achieve a cumulative grade point average of 2.0 or higher
2. Attend at least 90% of all scheduled hours of the program, however all lab work must be made up as stated in make-up work policy.
  - a. Complete all designated requirements (tests, assignments etc.) of the program with at least a 70% grade.
  - b. Satisfy all financial obligations to the school.
  - c. Complete the program within 1.5 times the normal program length.

## **Attendance Policy**

Regular attendance and punctuality will help students develop good attendance habits required for successful careers. To maintain satisfactory attendance, students must be present for 90% of classes during an academic period. All hours missed beyond the 10% allowable must be verified with a physician's written notice or student is placed on attendance probation. All missed work must be made up as required under the make-up work policy. Banked hours cannot be used to make up hours beyond 10% allowed absences.

If a student falls below a 90% attendance in any academic period, that student is placed on attendance probation for thirty (30) days. Should a student, while on probation, be absent for three (3) consecutive days or six (6) days total, the student's enrollment will be terminated. However, if a student has two (2) unexcused absences in one term, the student's enrollment will be terminated.

## **Lab Requirement**

Students are required to change partners (both male and female) each class to experience various body types and to participate fully in all bodywork labs unless a written physician's script is provided.

## **ATTENDANCE PROBATION HOURS**

A student is placed on attendance probation after missing 10% of the hours per term.

<b>Term</b>	<b>Hours</b>	<b>10% Hours</b>
1	100	10 hours
2	88	8 hours, 38 minutes
3	76	7 hours, 36 minutes
4	120	12 hours
5	96	9 hours, 36 minutes
6	56	5 hours, 36 minutes
Student Clinic	45	4.5 hours (1 clinic)

## **CLASS PARTICIPATION GRADE**

Students receive a daily participation grade for each class that is reported on each term grade sheet. Deductions will be received as follows:

Tardy/Early Departure –1point per minute (3 violations allowed not more than 15 minutes each).

All time greater than 15 minutes will require a make-up with either a DVD recording, tutoring, or additional internship fieldwork time.

-15 points will be deducted for any of the following violations....improper dress code, improper sanitation, unprofessional behavior, not prepared with required books/materials for class and lab, etc.

## **CLASS PARTICIPATION REQUIREMENTS**

1. Students are allowed to observe one class per term if not feeling well, otherwise they are expected to participate fully in all classes unless presenting a medical documentation on

- professional letterhead before class. After the one allowable observation is used, a student will be assigned equivalent make up time.
2. Students are required to change partners in lab each class or as required by the specific term.
  3. Students are required to have all materials (sheets, books, bodywork guides/email PowerPoint, student guides, etc.) described on term syllabus for each class.
  4. PowerPoint lesson guides, general handouts and lab bodywork guides for each class will be emailed or students may download a copy from the web site when posted on the Student Log-in area of the web site. Student's may elect to bring a laptop computer to class to access the power point lesson It is the student's choice to download these guides or elect to take notes in class.
  5. All class members are a minimum 18 years of age , or will turn 18 before graduation which meets legal requirements of Pennsylvania Department of Education
  6. Students displaying any behavior problems during class such as sleeping, talking inappropriately, using cell phones, negative attitude or not staying on task which includes text messaging or using the computer in a non-class related fashion will be given one verbal warning and if occurring again receive 15 minutes of make up time which when totaling one hour will be scheduled in the student clinic.

### **PRACTICUM REQUIREMENT**

1. In Term III and VI, students are responsible for making an appointment with an approved faculty member for a 1 ½ hour tutorial practicum
2. Students who fail to make an appointment and must be reminded by the faculty member start the practicum with their grade lowered by 10 points.
3. Students failing to show up for a practicum must pay for 1 ½ hours of tutoring at a cost of \$30.00. The fee must be paid to the main office prior to scheduling another practicum appointment.

### **NON-GRADED 15 MINUTE MINI "CHECK-UPS"**

During terms I, II, IV, V each student will schedule (2) two "mini check-ups" one with the educational director and one with another faculty member of their choice for a total of two hours of internship time. These mini non-graded check-ups are to be scheduled before or after class time and must be completed during the designated term. The objective is to give the student feedback on the techniques of the designated term. When scheduled with an assisting instructor the main instructor will take over prep or clean-up duties.

### **CLASS MAKE-UP POLICIES AND PROCEDURES**

Students who are late, leaving early, absent or will be absent must present a "Student Absence Form" to the main office. If the office is closed these forms are to be slid between the glass office windows. The Student Make-up Form will be in the student's mailbox when they return. This Student Make-up Form must be presented to the office at least the day after their return to schedule the make-up or a \$10 per week penalty is charged to the student. All make-up work must be scheduled prior to the start of the next term for admittance to the next term. All missed exams must be made-up before one is allowed to return to class.

**All work must be made up in the following manner:**

1. Missed bodywork demo must be made-up with an approved tutor at \$20 per hour. Make-up may be scheduled privately or semi-privately if another student has also missed the same class material and the tutor fee shared.
2. All missed Lab work must be made-up or scheduled in the term that it was missed and this is completed by scheduling extra student clinic or internship hours at the main office with Michelle Gilfus.
3. All missed lecture work must be made-up by viewing a recording of the missed class within one week of absence. A DVD will be burned & placed in your mail box to view. All make-up requirements will be listed on a make-up sheet that will be in your student mail box upon your return to school. The educational director may assign additional make-up work if deemed appropriate.

**IT IS YOUR RESPONSIBILITY TO SCHEDULE YOUR MAKE-UP UPON YOUR RETURN TO CLASS WITH OFFICE MANAGER MICHELLE GILFUS.**

#### **INCOMPLETE GRADE POLICY (Not including quizzes and exams)**

1. A student may apply for a 15-day extension on any term assignment(s) if they have a medical need with documentation from a physician or a life hardship. An incomplete form must be completed and put in the homework mail slot. INCOMPLETE forms are located in the self-serve wall rack. Any incomplete work will receive a grade of zero otherwise. The highest grade that can be earned for "Incompletes" will be the minimum passing grade of 70%. This will allow the student to meet minimum graduation grade requirements.

#### **SYNERGY REQUIRED TUTORING INSTRUCTIONS**

1. The cost is \$20 per make up session up to 1 hour. Student must demonstrate a 70% understanding of the material. If make up is completed in less than 1 hour the student may choose to end the session or request tutoring in any other curriculum topic for the remainder of the scheduled hour. If a student does not cover at least 70% of the material in the hour they may elect to schedule additional tutoring time at \$20 per session up to one hour. The Director will determine if additional tutoring time is required for a student in question of demonstrating the minimum of 70% comprehension of required material.
2. Payment of fees must be made to the Front Office prior to scheduling with your tutor.
3. You must present your receipt from the office to your tutor – he or she will then schedule the session with you. The only exception is if there is no class scheduled between the absence and the make up. In this case paperwork must be handled upon the day of return.
4. Assignment of a tutor is determined by the educational director and will be listed on your make-up sheet.

5. If you fail to show up for a tutoring session, the tutor receives your prepaid tutoring fee and you must pay and schedule again as described above. 24 hour cancellation is required unless it is a documented emergency.
6. You must pay and schedule by at least the day after your return to class or a \$10.00 per week late fee will be charged thereafter.
7. Approved Synergy Tutor List:  
 Faye Worth (demo and theory) 301-241-4272 home 717-749-3234 work  
 Chris Crum (demo and theory) 301-416-0860 home 301-401-9793 cell  
 Tom Rodgers (demo and theory) 717-794-5933 home 717-377-0422 cell
8. Remember, if you miss a demo, you are required to make it up with the assigned tutor at \$20 per hour. **A demo make-up does not make up the associated lab work missed.** A demo make-up and lab work make-up are separate. Lab work make-ups are to be made-up with an assigned faculty and/or staff member at no cost to the student and are to be scheduled in the main office. **Guest Instructor make-ups; such as reflexology, hot stones, body wraps, aromatherapy, etc., must be completed with guest instructor at their usual client fee.**

### CLINIC ABSENCES

After the student has completed 100 hours of training, he or she is ready to see clients at the Student Clinic for a total of 45 hours. **If unable to make one of the scheduled clinic dates, the student is required to notify the office by 3pm on the day of the clinic.** Should the student neglect to call or show up for clinic appointments, they are required to pay a \$30 fee per client and receive a "0" clinic grade. If a student is late, the clinic substitute will replace them. Clinic absence fees must be paid prior to the next clinic date or the student will be taken out of the student clinic. If one has a life threatening emergency that does not allow them to attend, documentation from a physician or other professional must be presented to avoid paying the \$30 per client fee.

### CLASS BANKED/EXTRA CREDIT HOURS

Once a student has completed all 19 hours of required intern/externship, a student may bank make-up hours by completing the "extra credit banked hours site agreement form" located with the intern/externship folders in the self-service wall rack. Banked hours may be used **only for legal absences** which include illness, personal emergencies and pre-scheduled vacations.

Banked hours may be earned by the following activities:

1. Additional student clinics
2. Additional intern or externship fieldwork
3. Mentorship with an approved faculty member.

### LEAVE OF ABSENCE POLICY

The following guidelines are followed in granting a leave of absence:

1. A request for leave of absence must be made in writing and approved by the director. This written request must state the date the leave begins and ends.

2. One leave of absence may be granted to a student within a twelve month period.
3. The leave of absence may not exceed thirty days. All missed course work during the leave of absence must be made up according to current make-up policies.
4. If a student fails to return after the end of the leave the student will be deemed to have terminated enrollment in the school. The school must make a refund, if applicable payable within thirty days. Refund must be calculated from the date of the student's last date of actual class attendance.

### **STUDENT CONDUCT**

Students are required to take responsibility for personal hygiene when attending classes. Clipping of any nails or cell phone use is not allowed during class time. They must come prepared with school books, supplies and sheets for class work. Courteous and non judgmental behavior is expected at all times. Students are expected to conduct themselves in a manner appropriate in a professional work environment.

### **PROBATION/DISMISSAL FROM SCHOOL**

Violations of the school's student conduct policy are grounds for probation or dismissal (are not only limited to the following listing):

1. Any student who has two unexcused absences in one term or if a student misses 10% of a term they will be put on probation for 30 days. If during the 30-day period they miss 3 consecutive days or 6 days total the student will be dismissed.
2. A 15-day grace period is allowed for late payment; however, during that period financing must be secured to keep payments current. If proper financial arrangements are not made it is grounds for dismissal.
3. Any student attending classes under the influence of alcohol and/or drugs, or carrying firearms and/or weapons.
4. Any student behaving in a disruptive manner, using abusive language and/or physically threatening mannerism.
5. Any student neglecting to maintain the school's standard of personal hygiene and/or good grooming.
6. Any student involved in the practice of non-therapeutic sexual massage that is harmful to the reputation of Synergy and the massage profession.
7. Any student who is failing to maintain the established academic standards or cheating on the exams.
8. Any student who falls below a 70% grade will be put on academic probation. The student will have two weeks to raise the grade to a minimum of 70% or a dismissal inquiry meeting will be scheduled.

The student in violation will receive notification in writing that continued unsatisfactory progress will result in the termination of school attendance. Once notified of school termination, a student may appeal their termination in writing and request re-

admittance to Synergy. Tuition refunds will be base on the last date of recorded attendance.

### **RE-ENTRY AFTER TERMINATION**

A student who has terminated enrollment in school, may re-enter under the following guidelines:

1. The student must complete the program hours according to the current curriculum requirements;
2. A student must complete a practicum placement exam to include a 1-hour bodywork session with oral questioning. The practicum will allow the student to demonstrate skills as well as knowledge they have retained for placement in the current curriculum. Any hours of instruction that need to be repeated will occur with an existing class and be billed at the current hourly instructional fee.
3. A student will only be allowed to leave and re-enter the program one time.

### **FACULTY DRESS CODE**

Faculty may wear any professional clothing appropriate for the instructional period they have contracted. **Jeans are not considered professional and may not be worn.** All other dress code requirements established for the students also apply for the faculty. Refer to page 12 of the student handbook for the specific Student Dress Code.

### **THE FOLLOWING ARE NOT ALLOWED:**

- a. all facial piercing including tongue, ear plugs and ear bars
- b. unnatural hair colorings such as purples, pinks, greens, etc.,
- c. unprofessional hair styles such as large hair weaves, dreadlocks, unusual head or facial hair sculpturing

Decisions will be made on any new styles at the Director's discretion. We are a professional school preparing for work in a professional setting.

### **CLASSROOM GUESTS**

There are no family members or friends allowed in the classroom during class hours.

### **CLASSROOM USE OF SHEETS AND PILLOWCASES**

Students are to provide their own sheets and pillowcases. If you forget and need to use Synergy's there is a \$5 per set rental fee. Please put your own pillowcases over the pillowcases you find already on the pillow provided. Clean pillowcases are provided free of charge if needed. For sanitation reasons pillows, rice pack and cold packs must always be covered with a pillowcase.

## **FACE RESTS, AIR MATS AND MESSAGE TABLES**

Face rests are to be locked in the designated cubbyhole or remain hanging in the massage table. Do not set them on the floor where they can be stepped on and broken. Air mats and massage tables are not to be placed against the wall heaters. Store them appropriately.

## **CLASSROOM CLINIC ORGANIZATION**

Synergy's professional diploma program includes education in organization. A professional work space is safe and efficient. A 15-minute participation deduction for class or grade point deductions for clinic will be deducted for any student not following this organization plan. To be safe and efficient the following is required:

1. Coats are to be hung up on the wall hooks in the hallway or in the classroom.
2. All bags, books, etc., are to be placed under tables out of the way unless directed differently by your instructor.
3. Tables, chairs, stools are to be cleaned after lab use with sanitizers provided and returned to an orderly room arrangement.
4. Table hammocks are to be organized as follows:
  - a) Four pillows placed lengthwise end to end, 2 high
  - b) Deflated air mats folded neatly and stored under the pillows
  - c) Tables with end extenders will have them stored also under the pillows
5. Each table will have a blanket and signal kerchief hung on the end of the table closest to the center of the room. Electric lift tables will have a blanket hung on the cubicle wall hook.
6. A foot stool will be stored under each table hammock.
7. Each table will have a plastic trash bag attached to it, except for the lift table of which a covered trash can will be within reach.

## **DRAPING POLICY**

Adherence to the professional draping techniques instructed in the 624 Hour Diploma Program must be followed at all times using sheets.

## **ILLNESS PROTOCOL**

If you are coughing or sneezing due to a cold or virus you are required to wear a surgical mask or be excused from class. Anyone who is gastro-intestinally upset to the point of vomiting must leave school if able or be isolated from the classroom. Please keep your germs at home. Surgical masks are provided by the school and located in the classroom storage.

## **APPROVED MASSAGE LUBRICANTS**

Massage crème lubricants provided by the student lab fee are the only approved lubricants for the 624 Hour Massage program. Baby powder may be substituted for anyone having a "nut allergy" or "jojoba oil". Any other oils are not allowed as they stain when spilled and require special detergents to remove from sheets/clothing/carpet. Aromatherapy is not allowed in a group setting unless instructed by a certified aroma therapist as a part of the curriculum.

## **CONFIDENTIALITY OF STUDENT GRADES**

Graded assignments and grade sheets will be returned to students directly by a faculty or staff member in a discrete manner or returned in private mail boxes with grade and name hidden from view of others within 2 weeks of due date.

### **STUDENT MAIL BOXES**

Each student is assigned a private mailbox. It is to be checked daily at the beginning of all classes for important communication and curriculum materials. Student mailboxes are considered private property and any contents are confidential to the specific student using it.

### **CONFIDENTIALITY POLICY**

Student educational records are confidential and follow FERPA elements that include access to educational records, opportunity to seek to have records amended and have allowable control over disclosure of educational records. Students are allowed to review and comment on their student records with the Director or office staff during regular office hours. Student records are securely filed in a fire-safe file cabinet in a locked room at Synergy. Graded assignments and grade sheets will be returned to students directly by a faculty or staff member in a discrete manner or returned in private mail boxes with grade and name hidden from view of others within 2 weeks of due date. Synergy will provide a student/graduate directory. You will be required to sign a form either giving or denying permission to release your name address and phone number.

### **SYNERGY OFFICE**

Michelle Gilfus is the office manager at Synergy.

Angela Weathers is also an office assistant & graphic artist/web designer.

Regular office hours are:

Mon/Tues/Wed 8:30 – 12:30pm and 3 – 5:30pm

Thursday (student clinic dates only) 8:30 – 12:30pm and 3 – 7:30pm

**Only the secretaries or owners are allowed in the office unless by invitation.** Keep socialization to a minimum in the office. The office is a busy place!

### **PHOTOCOPIES**

The copy machine in the office is to be used by the office staff only. Copies may be requested at 20 cents per page for black and white or 25 cents per page for color. Any replacement handout or PowerPoint guides will be copied and charged 20 cents per page for black and white or 25 cents per page for color. Same charges will apply to any copies made from the computer in the class.

### **BLUE RIDGE SUMMIT FREE LIBRARY STUDENT USE**

#### **SYNERGY REFERENCE LIBRARY**

The Blue Ridge Summit Free Library is a public library full accessible to Synergy students. Hours of operation are: Monday – Thursday 3 pm – 8 pm and Saturday 11 am – 4 pm.

A reference library is located in the Director's 2<sup>nd</sup> floor office and may be used during the Director's presence. Books, cassettes, videos, DVD's and magazines are available for checkout upon request if approved by the Director. A deposit for the replacement value of the material must be given to Synergy secretaries and will be refunded when the material is returned. Check or cash is accepted. See the Director during her regularly

scheduled office hours or make an appointment. Materials may be borrowed for a period of 2 weeks only.

### **DIRECTOR'S OFFICE HOURS**

#### **Best by appointment**

M/T/W 3 – 4:30pm

Appointments may be scheduled for other times by calling the Director at 717-226-2762 or by emailing [Margie@synergymassage.edu](mailto:Margie@synergymassage.edu).

### **SMOKING**

Synergy is a smokeless environment. This is a state law. NO SMOKING anywhere on the grounds except in one's car parked in an allowable parking space. Individuals smelling of cigarette smoke will be asked to leave and not return until cigarette smell has been eliminated.

### **LOST OR STOLEN ITEMS**

Synergy is not responsible for lost or stolen items. Please leave your valuables at home. Put your name on all book edges, lotion belts, lotion tubes and any other personal items.

### **CAREER DEVELOPMENT**

In the final term of school, the curriculum will include career development, which includes business planning and resume instruction. All job possibilities which Synergy receives are posted on the hall bulletin board, published in the Synergy newsletters and posted on the Synergy web site. Personal recommendations can be prepared with one week notification based on your performance in the 624 Hour Program. A career development center is set up for student usage in the upstairs kitchen/lounge area.

### **SCHOOL COMPLAINT POLICY**

Student concerns or complaints should first be brought to the attention of an instructor. Complaints that are not satisfactorily resolved at this level are to be submitted in writing to Synergy's Director. Written responses will be given within five (5) working days.

A formal complaint form is available beside the student bulletin board in the downstairs hallway. Synergy is licensed by the Pennsylvania State Board of Private Licensed Schools. Questions or concerns that are not satisfactorily resolved by the Director may be brought to the attention of the State Board of Private Licensed Schools, Pennsylvania Department of Education, 333 Market Street, Harrisburg, PA 17126-0333, telephone 717-783-8228. If the complaint is about the Director, the Pennsylvania State Board of Private Licensed Schools is to be contacted. If a complaint is still not satisfactorily resolved, a Commission on Massage Therapy Accreditation (COMTA) formal complaint form may be filled out and sent to The Commission on Massage Therapy Accreditation (COMTA), The Commission on Massage Therapy Accreditation (COMTA), 5335 Wisconsin Ave, Suite 440, Washington, D.C. 20015 phone (202) 895-1518 fax (202) 895-1519 email: [info@comta.org](mailto:info@comta.org). These forms are available in the class self-serve wall rack.

### **SUGGESTION BOX**

A suggestion box is located underneath the faculty and staff mailboxes outside of the rear door to the main office. Anonymous suggestions will be answered by the Director and posted on the bulletin board by the handicap bathroom.

## **STUDENT SERVICES**

The school does not provide housing, transportation or child care for students, however, the Director of Student Services, Michelle Gilfus, will provide a current listing of area realtors to locate available rental units, provide carpools available within the student body and local child care information. The school does not provide counseling services for students and those needing specific counseling services are referred to their general practitioner or known counselor if student is enrolled in the school through a funded program that provides counseling services.

The school provides academic advising to all students to ensure satisfactory progress through the program. Special attention is given to those students who need additional assistance and academic tutoring. Students who have a documented learning or physical disability are allowed modifications to the usual classroom instructional format. For example, some modifications are:

1. Sitting up front close to the instructor so student can be guided more easily.
2. Audio, DVD or email copies of the class.
3. Separate room for testing.
4. English/Second language dictionary and medical dictionary allowed during exam period.
5. Additional exam time.
6. Verbal reading of exam questions for an individual who has a visually impaired learning style.
7. Tutoring by advanced student(s).
8. Community study groups.
9. Tutoring with volunteers in the community.
10. Tutoring with Synergy faculty(See Make-Up Policies and Procedures for more details.)

## **CELL PHONE USAGE**

Cell phones are not allowed during class. Cell phone use is restricted to the lobby, upstairs kitchen area and outside grounds.

If your cell phone does not work at Synergy you may request that a cordless phone from the office be given to the faculty in charge for emergency needs only. This phone will have caller ID. If the emergency number is displayed then the individual will receive the phone call.

## **PAPERWORK**

The office requires one week's notice to complete any additional paperwork that is requested by the faculty, i.e., transcripts, letters of recommendation, approved class hand-outs etc.

## **LANGUAGE**

You must always speak in a clear, audible voice. Remember, many of our classes are videotaped for absent students. Do not use any vulgar or swear words in class. Also, try not to use any religious statements (i.e., "Thank God," "God Bless" etc.). We must be professional and non-judgmental at all times.

## **WEATHER-RELATED CANCELLATIONS**

Weather on the mountain in Blue Ridge Summit can be very severe compared to the valley. Therefore, a decision will be made by the Director and an appropriate announcement of class cancellations will be placed on the school answering machine 2 hours prior to scheduled class time or student clinic. Additional snow day make-ups will be added to the end of the term and will delay graduation accordingly. You are responsible for calling the office to check on all weather cancellations.

**NO PHONE CALLS WILL BE MADE TO CANCEL CLASSES OR CLINIC.**

## **RETAIL SALES AND RETURNS**

Many student supplies may be purchased in the main office. All items must be paid for before they can be removed from Synergy premises. All special orders must be prepaid. A small retail display of products is available in the lobby. Massage tables, chairs, face rests, air mats, body contours, Fomentek bags, lotions, Jojoba Oil, books, etc. may be bought or ordered. Massage chairs, tables and supplies are sold to students at a 10% discount. Make an appointment with Michelle to order your table to your specifications. Any product that has been purchased from the Synergy office may be returned within thirty days as long as it still remains in perfect condition. We will not accept the return of any items that have been used, written on, or damaged.

All products that are sold at Synergy must be sold through the office. All sales, class functions and activities are to be at the discretion and approval of the Director. No outside sales/solicitations allowed unless for a charitable organization that has received approval from the director.

## **PARKING**

Students are allowed to park to the right of the Synergy sign (Rt. 16 side) except for the 3 spaces marked for client of Your Facial Expression Only, 5 spaces marked for Sally's Cleansing Center and across the street to the right of Harbaugh's lot during clinic time. Do not park in front of the barbershop sign across the street. The parking lot in the back of the building is reserved for the use of staff only. The staff consists of the Director, teachers, teaching assistants, secretaries, and professional body workers only. No student or client parking is permitted there.

## **QUIET ZONES**

The Lobby, upstairs hallway and downstairs hallway going to the small bathroom are QUIET ZONES. Synergy is open for professional appointments 7 days a week. Please honor the quiet that is essential for the relaxation response of those in therapy.

## **RECYCLING, KITCHEN CLEAN-UP AND WATER**

Synergy recycles – A recycling trash can for glass, plastic and cans plus a box for paper is located in the downstairs back hall and in the 2<sup>nd</sup> floor kitchen.

### **EMPTY ALL LIQUIDS PRIOR TO RECYCLING.**

Food is restricted to the kitchen/classroom area for all students. If you use it in the kitchen, you wash it, dry it and put it away. Kitchen privileges will otherwise be suspended. The refrigerator will be cleaned the first week of each month. Please date and put your name on refrigerator items or else, if questionable, these items will be

tossed. A water purification system has been installed at Synergy, so water may be used directly out of any faucet.

**CONVENIENT LOCAL RESTAURANTS AND CARRY-OUTS Other local menus are available in the Synergy Lobby.**

**(Directions and phone #)**

Summit Plaza Restaurant 794-2500 (across the parking lot)

Mountain Shadows 794-2705 (Rt 16)

Unique Bar and Grill 794-2565 (Monterey Lane)

Red Run Grill 765-0200 (Rt. 16 Waynesboro)

Sander's Market (carry out) 301-241-3612 (Military Rd. Rt 550)

G.T's Market (carry out) 301-241-3434 (Military Rd. Rt. 550)

Brothers Pizza (delivery) 717-765-8808 (Rouzerville)

Jade's Thai Restaurant & Carry-Out 717-794-2300 (Blue Ridge Summit)

**STUDENT CLASS REPRESENTATIVE**

A class representative will be appointed by the Director from volunteers from each class and will serve one or more terms at the discretion of the director. This representative will be responsible for:

1. At the beginning of each month they will make sure birthday cards for their class are passed around to be signed by classmates for that month.
2. They will notify the office of any special cards needed i.e., sympathy, birth, marriages, etc.
3. They will speak for others too shy about any class or personal concerns to the attention of the Director.
4. If no student volunteers it is expected that class members will inform the office or director of any special class needs.

**STUDENT PICTURES**

Student pictures will be taken during Orientation for student record purposes. Students pictures may be used for media purposes by permission only.

**HOT TUB AND POOL USAGE**

Hot tub/pool usage is included in the Lab fee for **STUDENTS** only. Guest usage is \$5 per day and is to be paid in the front office. Automatic Massage bed in treatment room #1 is available when no clients are scheduled in the room. Check with the main office to schedule use. All pool and hot tub guests must be accompanied by the student at all times.

**GRADUATION REQUIREMENTS**

All paperwork, outstanding money due and make up time must be completed two weeks prior to graduation in order for you to receive your diploma and transcripts at graduation. If you are late turning in your paperwork, it will be graded after graduation by the late assignment policy and your diploma and grade sheets will be available at a later date. You will still be able to attend the ceremony, however you will not receive your diploma. **NO FINAL DOCUMENTATION IS AVAILABLE PRIOR TO GRADUATION.**

## **PROGRAM DEVELOPMENT**

Students may present any program development ideas in writing at any time. Program ideas may be given directly to the Educational Director, office staff, any faculty member, student class representative, placed in the suggestion box or in the mail box of a specific staff member. All program development must be documented in writing or it does not exist. Ideas will be considered and discussed by management, faculty, staff and students. The idea will be implemented once fully developed and agreed upon by the majority of all involved.

## **PROGRAM IMPLEMENTATION**

The new development will be written into the specific document to include one or more of the following: handbook, policies and procedures manual, syllabus, lesson plan, student handout or catalogue.

## **PROGRAM EVALUATION**

Program evaluation of faculty, staff and any other concerns will occur after each exam, at every fieldwork experience (both internship and externship) and 2 ½ years after graduation by both graduates and employers.

