



P o l i c i e s & P r o c e d u r e s



Updated 01-01-19



Cohutta Healing Arts Institute

School of Massage

Class Hours & Office Hours

Night Class:

5:00 pm to 10:00 pm Monday, Tuesday and Thursday

11:00 am to 4:00 pm on Saturday (3 Saturdays each quarter are required)

Additional Clinical Internship hours as needed for completion of required clinical internship hours.

Night Class Office hours: 4:30 – 5:00 pm. Make an appointment if possible.

Day Class:

10:00 am to 3:00 pm Monday, Tuesday, and Thursday

11:00 am to 4:00 pm on Saturday (3 Saturdays each quarter are required)

Additional Clinical Internship hours as needed for completion of required clinical internship hours.

Day Class Office hours: 3:00 pm - 3:30 pm. Make an appointment if possible.

On clinical internship class days, be prepared to arrive early and stay late as needed.

Inclement Weather / Class Cancellations

In every situation, both individual and institutional, the decision to cancel classes should be taken very seriously. Not only is the safety of students, faculty and clients of the utmost importance, the reputation of the school and the integrity of the academic programs rely on every class being conducted according to the schedule.

When predictions of severe weather warrant closing the school or student clinic or delaying the opening of the school or student clinic, every attempt will be made to announce this decision at least two hours in advance, to accommodate those students and faculty who travel from a considerable distance. If weather conditions in a student's surrounding area are hazardous or life threatening, the student should use discretion in traveling.

If travel to school is not advisable, classes will be held via computer/Internet using an online meeting platform, when possible to do so. Skills-based classes are required to be made up on scheduled makeup days.

In the case of cancelled Student Clinic, clinic appointments will be rescheduled.

Cancellation of class and/or Student Clinic may require additional days to be scheduled.

Media Center

The Media Center is located upstairs and to the left. The library has many books available for checkout. Newspapers, magazines and journals are also available. A computer is available for student use and Internet access is available throughout the building. Items may be used and/or checked out with the assistance of an instructor.



Cohutta Healing Arts Institute

School of Massage

Student Conduct

Students at Cohutta Healing Arts Institute know that our mission is to guide them toward the adoption of professional skills, behaviors and ethics. Students are expected to demonstrate respect for their instructors, classmates and clients by working toward the common goal of attainable excellence for all. Students can reference their student contract for specific conduct that will require immediate termination from the program.

Non-Discrimination Policy

It is the policy of Cohutta Healing Arts Institute to not discriminate or permit discrimination against any individual on the basis of race, color, religion, national origin, sex, sexual orientation, gender identity, disability, citizenship, veteran status, or genetic information in matters of admissions, employment, or services, or in the educational programs or activities it operates in accordance with the schools' commitment to equal human rights. A bias incident is an act of conduct, speech, or expression to which a bias motive is evident as a contributing factor (regardless of whether the act is criminal).

Cohutta Healing Arts Institute expects all school members who witness or experience an act of bias, hate, discrimination, or harassment to report these incidents to school administration.

Diversity Awareness

More and more commonly, people work with individuals of different cultural, ethnic, religious, and generational backgrounds. With this mix comes a variety of values, beliefs, habits, and behaviors. In order to work together effectively, and capitalize on the strengths and experiences of our diverse populations, mutual tolerance and respect are essential in order to decrease misunderstanding, prejudice, racism, and discrimination.

Complaints / Grievance Policy

If you have a question or complaint concerning anything at Cohutta Healing Arts Institute, please talk with the person who you have the problem with first. We are willing to discuss any problem, whether personal or academic, and will make necessary referrals so that students can receive help and/or answers to questions. Communication is extremely important. The proper procedure for handling any grievance is as follows:

- Discuss your concerns with your instructor.
- Discuss your concerns with the Director of Education.
- Discuss your concerns with the Director of Administration.
- Complaints must be registered with the Director of Administration no later than thirty (30) days after the occurrence. Cohutta Healing Arts Institute is required to resolve the complaint within 30 days of receipt of complaint. Final disposition is to be made by the Director of Administration. If any grievance submitted via the school's grievance policy is not resolved to the student's satisfaction within thirty (30) days, the student may:
- Write a formal complaint to the Georgia Nonpublic Postsecondary Education Commission at 2082 East Exchange Place, Suite 220, Tucker, GA, 30084, or visit the website at <http://gnpec.org/consumer-resources/>



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Required Supply List

Students are required to have the following items for use during class and clinical internship:

- Writing utensils, paper, 3 ring binders, and other materials as necessary
- Massage lotions, creams or oils as needed (an initial starter set is provided by CHAI)
- Linens (Please do not purchase linens until instructed to do so)
 - ⇒ Massage sheet sets (including face cradle covers or pillowcases)
 - ⇒ A minimum of 2 sets of massage sheets for class (pillow cases okay in class)
 - ⇒ A minimum of 4 sets of massage sheets for clinical internship (face cradle covers required for clinic)
 - ⇒ A twin/massage table fitted sheet or mattress cover
 - ⇒ 4 Hand towels
 - ⇒ 4 standard pillow cases
 - ⇒ 1 Blanket – cotton blend
- Scrubs for class and clinical internship (Black only during clinical internship)
- Laptop or Electronic Tablet for in-class work
 - ⇒ Some tablets are unable to access all the class resources. If a student has questions regarding the use of a tablet, they may bring it to the school administrator for evaluation.
 - ⇒ If a new computer purchase is made specifically for this program, we recommend a laptop, not a tablet.
- Access to the internet outside of class (with web camera capability). Cellular phone data plans do not qualify for acceptable internet access. Students are required to maintain effective internet access at their home for the entire year of school.
- Access to a printer outside of class. Students are not permitted access to school printers for personal homework and/or assignments.

Communication / E-Mail

Maintaining effective modes of communication between the school, faculty, students and clients is very important.

Cohutta Healing Arts Institute may send official correspondence to students via electronic mail and/or text messaging. Students and faculty are expected to check their email account regularly and are responsible for accessing school information sent to their email or cell phone. Should the contact information supplied on the school application change at any time, it is the student's responsibility to notify the school administrators as soon as possible.

Students should not share any contact information received from faculty or fellow students without expressed permission to do so. When corresponding with school staff, use only the provided email address and/or text message directly to the staff member's cell phone.



Cohutta Healing Arts Institute

School of Massage

Attendance Policy

Consistent attendance is essential for the successful completion of the program. Courses cover a great deal of information in a short period of time and much of what is learned is acquired through hands on work.

Call your instructor if you are going to be late or absent at **855-515-2424** or **on the instructor's personal cell phone**. Attending each class is preparing you for a competitive work force. On the job you are expected to call in if you are going to be late or absent.

Attendance is based on "clock hours." A total of 15 clock hours of absences or tardiness per quarter is permitted without penalty. Since each class is generally 5 hours in length, this means that a student can only miss 3 classes during each quarter.

At the discretion of the instructor any class missed that includes essential skill instruction **MUST** be made up with private tutoring.

All clinical internship absences are required to be made up on the scheduled clinic make up days— no exceptions. The makeup hours will be charged at the private tutoring rate and there is only a maximum of 2 clinic make up days per quarter.

Missed hours must be made up within 7 days of the absence with private tutoring offered at \$30 per hour pending approval by the Director of Education.

Up to 3 additional missed classes may be made up per quarter through private tutoring. More than 6 missed classes, or 30 clock hours per quarter is considered excessive and is grounds for dismissal.

Students will be issued a written warning after 3 absences and will be placed on Attendance Probation. Students on Attendance Probation will be allowed to remain in class on probationary status until the next term, provided all conditions of attendance have been met by the end of the quarter.

If a student is absent for 4 consecutive days of class without notifying the school, they will be automatically withdrawn on the fourth day of absence.

Students are expected to be on time and prepared for class. Students are considered late 10 minutes after the class start time. Leaving more than 10 minutes early will also constitute tardiness. Arriving late or leaving early 30 minutes will be counted against your clock hours in full hour increments. If a student is tardy 3 times in one quarter, it will be considered the same as one clock hour. Eight tardies are excessive, and are cause for dismissal.

Students may take a leave of absence only if they are in good academic standing at the time of leave. In the event of injury, illness or other extenuating circumstance that makes completing the program impossible, Cohutta Healing Arts Institute will allow the student to retain all hours earned **in the quarters completed** and resume at the beginning of any full quarters not completed. The student must complete all required quarters of instruction within a period of 3 calendar years from the start date of their first quarter. The student is responsible for any additional fees, tuition, supplies or insurance that a leave of absence may incur.

Call your instructor if you are going to be late or absent at **855-515-2424** or **on the instructor's personal cell phone**.



Work Missed - Make Up Policy

It is the responsibility of the student to make up classes missed which may affect integration of information or essential skills. It is advised that students who miss a class contact classmates and/or seek private tutoring from the instructor available at \$30 per hour. It is the student's responsibility to arrange for makeup of time and work. Any missed test or quizzes must be made up during office hours within 7 days of the absence. At the instructor's discretion, missed essential skills classes may be made up during office hours.

Exams/Quizzes will be made up during instructor office hours, not on breaks during class time. It is the student's responsibility to schedule a test make-up appointment with the instructor. Missed tests/quizzes must be taken on the first day of the student's return. 10 percentage points will be deducted for each class day **the student** is late taking the test. If the student waits more than 3 class days before taking a test they may not be allowed to take the test as the points deducted will bring the test grade below passing.

The student is responsible for the class-work/home-work missed during an absence. Missed work must be made up within 7 calendar days of the absence. Missed work must be turned in on the first day of return to class. 5 percentage points will be deducted for each calendar day **the student** is late turning in missed work. If the student waits more than 7 calendar days before turning in missed work it will not be accepted as the points deducted will bring the grade below passing. The student is required to continue with the regular daily work upon return to class.

Grading Policy

In order to pass any course, students are required to have both an overall average of 70% or greater AND an average test grade of 70% or greater. All courses in any quarter must be passed in order to continue to the next quarter.

You must pass each course to receive a certificate. Each course grade is determined from a combination of theory and laboratory work. The instructors will explain procedures for grading with each syllabus. The overall Grading system is A=4.0 (90-100); B=3.0 (80-89); C=2.0 (70 to 79); D=1.0 (60 to 69); and F= 0.0 (0 to 59).

If at any point the student's total academic or test average in any given class falls below 70% the student will be placed on academic probation. Should the academic average or test average fail to be 70% or above by the end of the quarter, the student will be dismissed.

As a condition of Academic Probation, CHAI requires that the student meet with an instructor a minimum of 1 time per week for 30 minutes until their grades improve. These meetings are to occur during scheduled office hours or per instructor schedule outside of office hours. If the meeting lasts longer than 30 minutes it will be considered tutoring and the student will be billed the \$30 per hour tutoring rate. Failure to comply with this requirement will result in dismissal. The student may also obtain additional private tutoring at \$30.00 per hour to attempt to improve their average.

Pertaining to students receiving GI Bill Education benefits:

Grading: Students must maintain a 75% average on academic work and tests to take the final exam, and must make 75% on the final exam to pass the attempted course.

DIRECTOR'S LIST

Each quarter a Director's List is published by the Director of Education's office. Students who maintain a 4.0 (A) grade point average during any quarter and complete enough hours to satisfy attendance requirements are named to the Director's List.



Cohutta Healing Arts Institute

School of Massage

Dress Code

One of the major objectives of the Cohutta Healing Arts Institute is to provide realistic occupational training for all students. Working conditions common to those found in business and industry are simulated as closely as possible. Students are required to meet standards of dress determined by instructors, the Director of Education and the Director of Administration.

It is expected that all students will take personal responsibility for their grooming while they are in school. We recommend limiting or eliminating your use of colognes and perfumes, as multiple-fragrances can be overpowering, and many people are sensitive or allergic to some fragrances.

Scrubs are required for all school attendance beginning in the 1st quarter. Scrubs other than black are acceptable for class attendance with instructor's approval. Only Black scrubs are permitted for clinic. No hats or other head gear are permitted in class. No fragrance on the body or clothing is permitted at any time.

Dress Code for Clinic

All students are expected to be neat and well-groomed at all times. Acceptable dress is scrubs (black only) with socks or hose, and shoes (no open toe or open heel shoes). This uniform identifies a Student Massage Therapist and is intended to help students display a professional manner. Each day we expect the student to dress neatly and in good taste. No head gear may be worn while in clinic. No gum is allowed while working on clients. No fragrance on the body or clothing is permitted at any time.

Failure to comply with these standards will result in an unexcused absence for inappropriate dress.

Student Clinic

Clinical Application offers supervised opportunities to practice massage therapy techniques on actual clients in a clinical setting. Faculty Licensed Massage Therapists will supervise and guide the student through the process of developing a client centered massage practice. Students participate in and benefit from the pre and post session conferences allowing for real time clinical feedback as well as direction for independent practice development. In addition, clients will be able to provide valuable feedback to their student therapist.

Clinical Operation offers instruction in the management of a massage therapy clinic.

On clinical internship class days, be prepared to arrive early and stay late as needed.

Receiving Payment

According to Georgia State Law, persons who are not licensed as massage therapists are not permitted to receive any payment, including tips, for performing massage. **Students are expressly forbidden from receiving any type of compensation or anything of value in exchange for massage therapy services.**

Practicing Outside Academic Setting

Students are not permitted to refer to themselves by any term that could be interpreted to mean that they are acting as a licensed massage therapist. Students must at all times refer to themselves as a Student Massage Therapist.



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Personal Policies

- You may have drinks with lids in the classroom.
- Food is allowed in the break area only.
- Students are responsible for their own equipment and personal belongings.
- Do not bring large amounts of money to class.
- Mark all of your belongings with a marker.
- Cell phones are not allowed to be used in class.
- Please notify your family to call **855-515-2424**, in case of emergency.
- Restrooms are located in the center of the building.
- Student or clients should not discuss sexual activities during class time.
- No Body Comments

Computer and Cell Phone Use Policies

- Do not at any time give your username/password to any other person other than the directors of the school.
- Do not attempt to install any software including games, screen savers, and wallpaper on school computers.
- Do not attempt to make copies of software on the computers at Cohutta Healing Arts Institute.
- Do not change the settings on the computers unless instructed by a Director at Cohutta Healing Arts Institute.
- Do not use the internet for anything but educational purposes during class.
- Do not access anything that in an adult-oriented site. This includes pornographic material through the internet or emails.
- Do not send material that is pornographic in nature or adult-oriented from Cohutta Healing Arts Institute.
- If you do not adhere to these rules you may be subject to disciplinary action including dismissal from Cohutta Healing Arts Institute.

Telephone Calls

No school telephone is to be used for personal calls except in the case of an emergency. No outside calls are to be made by students from an office telephone (unless cleared through an instructor).

No Children at School

Visitors and/or children are not permitted on the school grounds during school hours, unless specifically requested as part of classroom activities.



Cohutta Healing Arts Institute

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Tobacco Free Campus

The use of tobacco in any form, e-cigarettes or vaping is not permitted at Cohutta Healing Arts Institute; not in the classrooms, the break room, restrooms, offices, halls or outside on the grounds. You must physically leave the grounds to smoke or use tobacco products. If tobacco products are used during breaks, it is essential to take steps to eliminate the smell from clothing.

Drug Free Campus

Just say NO! Cohutta Healing Arts Institute is a Drug and Alcohol Free Campus. There is a zero tolerance policy regarding drugs and alcohol at school or for students who attend class or clinic while under the influence of drugs or alcohol. Students found to be under the influence of drugs and/or alcohol will be instructed to leave the school grounds immediately and will be dismissed from attending classes at Cohutta Healing Arts Institute.

Weapon Free Campus

Cohutta Healing Arts Institute does not allow weapons of any kind on school grounds. Do not bring any item that may qualify as a weapon to the Cohutta Healing Arts Institute.

Sexual Harassment Policy

Sexual Harassment of any kind will not be tolerated. Inappropriate sexual conduct will not be tolerated by students, staff, or Student Clinic clients. Inform your instructor or one of the Directors if you witness or have been subjected to this behavior. Students who engage in any form of sexual inappropriateness or harassment, either during class or outside of class hours, will be dismissed.

Sexual harassment is a form of sex discrimination that violates Title VII of the Civil Rights Act of 1964. Sexual harassment can take two forms: "quid pro quo" and "hostile environment."

In general, quid pro quo harassment occurs when a school employee's conduct causes a student to believe that he or she must submit to unwanted sexual behavior in order to participate in a school program, receive financial aid, or pass a class.

In general, a hostile environment is created when unwanted sexual conduct is so pervasive, persistent, or severe that it affects a student's ability to participate in, or benefit from an educational program. The instructor, another school employee, a student, or even someone that is visiting the school can create a hostile environment.

Sexual conduct only becomes unlawful when it is unwanted (in adult education settings). For this reason, the EEOC suggest that "the victim should directly inform the harasser that the conduct is unwelcome and must stop. The victim should use any complaint mechanism or grievance system available."



Cohutta Healing Arts Institute

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Safety Rules

Report any unsafe condition to your instructor.

Report all injuries, no matter how small, to your instructor.

Exercise care when sitting down in chairs with castors.

Be careful of entrance areas when it is wet outside; the floors often become very slippery.

Medical Emergencies / First Aid

If a student experiences a medical emergency while on school grounds, he/she should notify the nearest instructor or have another student do so. Some instructors have been trained in CPR and first aid. A first-aid kit for minor emergencies is kept in the center of the building near the restroom. Students are responsible for their own medical expenses. In case of a life-threatening emergency, call 911.

Medications

If a student is taking any medication during class time, he/she is required to inform the Instructors.

Fire Warning

A fire alarm (buzzer) will sound. Follow the evacuation plan of the building and wait outdoors until you are instructed to return to the building by your instructor.

Graduation Requirements

Upon satisfactory completion of a program, students are eligible to receive a Certificate, provided the established checkout procedure is followed and all financial obligations have been met.

To receive their certificate, students must:

- Successfully complete the required program hours consisting of classroom and online instruction and coursework with a minimum Cumulative GPA of 2.0 (C) or greater and a minimum average test grade of 2.0 (C) or greater.
- Comply with all rules and regulations of the school
- Fulfill all monetary obligations to the school.
- Return all borrowed equipment, supplies and library books.
- Fully participate in the commencement ceremony.

After successful completion of the Massage Therapy Certification Program, you will be eligible to take the MBLEx in order to apply for your Massage Therapy License.



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Dismissal Policy

If a student is dismissed from the school for disciplinary reasons, the student is not entitled to a refund.

The following actions are grounds for dismissal:

- Any violation of the NCBTMB Code of Ethics or Standards of Practice
- Failure to comply with school policies
- Cheating on an exam
- Accepting money for massage while a student
- Attending class under the influence of alcohol or drugs
- Damaging or taking property (school, instructor or classmate property)
- Abusive, inappropriate or disruptive behavior
- Inappropriate Sexual conduct
- Inappropriate dress
- Failure to attend class
- Failure to participate in class
- Failure to progress academically
- Failure to progress in technical skills (technique and/or communication)
- Failure to follow instructions as provided by instructors
- Interfering with other student's progress and/or learning
- Physically harming other students or clinic clients due to neglect, irresponsible behavior and/or intent.
- Failure to pay tuition

While attending the school, you are a representative of the school. Being convicted of any violent or sexual offence while attending the school will result in an immediate dismissal. Should a student be dismissed for any reason, tuition owed for the percentage of classes attended, or refunds for same, will be commensurate with Refund Policies. Re-admission to the program will be at the discretion of the Administrators and will be considered on an individual basis.

Withdrawal Policy

Students who wish to withdraw, and not return to their program of study at Cohutta Healing Arts Institute, may do so by submitting a "Notice to Withdraw" letter to the school administrator. The student will be responsible for all unpaid tuition and/or fees owed to the school at the time of withdrawal, even if the student has a financing plan in place.

Refund Policy

If Tuition is paid prior to class starting, the following refund policy applies:

If Cohutta Healing Arts Institute, Inc. receives written notice of cancellation within 3 business days of signing the student contract, a full refund of paid tuition and fees (except application fee) will be issued.

If a student withdraws before half of the term is completed, he/she is eligible to receive a prorated refund of their paid tuition. Only tuition is eligible for refund once the first term has begun, as the fees have been used to purchase the instructional items and to pay for services that are non-refundable. Prorated tuition refund is based upon the portion of the program not completed at the time of written request of withdrawal.

In the event of withdrawal or dismissal, students utilizing Veterans Affairs education benefits (or the VA under Ch 33) will be refunded the prorated portion of tuition only for the remainder of the course not attended. All other fees are nonrefundable.