

Healing Hands
Learning the Power of Touch



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The policies and procedures outlined in this catalog supersede those in any previous publication. Reflections of Health School of Massage, Inc. strives to present its programs and policies to the public in an accurate and fair manner. The institution may add, amend, or alter the curriculum and any rule, policies or procedures if required by the subject matter expert (Tennessee Massage Licensure Board) or if the institution becomes aware that there is a demonstrated necessity that requires curriculum change. Reasonable and customary control has been given for program changes and publication errors.

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Reflections of Health School of Massage, Inc. is authorized by the Tennessee Higher Education Commission (THEC). This authorization is based on an evaluation of minimum standards concerning the provision of education, ethical business practices, and fiscal responsibility.

Tennessee Higher Education Commission

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Reflections of Health School of Massage, Inc.
BOARD OF DIRECTORS

President

Tammy J. Cox

Vice President

Brandy Morrell

Administrative Staff

Chief Administrative Officer/Director

Tammy J. Cox

Chief Academic Officer

Tricia Frazier

Chief Admissions Officer

Dr. John D. Kestner

GOVERNING BODY AND FACULTY

PRESIDENT, CHIEF ADMINISTRATIVE OFFICER/DIRECTOR, MASSAGE/CLINICAL INSTRUCTOR, ANATOMY AND PHYSIOLOGY INSTRUCTOR

Tammy J. Cox, LMT

Tammy has worked in retail and banking. In November 2010, Tammy attended and completed the weekend class for Massage Therapy at Reflections of Health School of Massage. After receiving her Diploma, she accepted the position as Administrative Assistant to Reflections of Health School of Massage for 3 years where she learned the operations of the school. Tammy successfully owned and operated Grace Massage in Bristol, TN for 5 years. She concentrated her efforts on preparing herself to teach her passion of Massage Therapy. In September 2019, Tammy purchased Reflections of Health School of Massage from the founders, John and Karen Kestner. Tammy is dedicated to continuing the high standards of education in massage therapy while providing the opportunity to others to have a career that is highly rewarding in many aspects.

VICE PRESIDENT, SECRETARY, MASSAGE/CLINICAL INSTRUCTOR, ANATOMY AND PHYSIOLOGY INSTRUCTOR

Brandy E. Morrell, LMT

Brandy graduated from Reflections of Health School of Massage in 2014. After receiving her license, Brandy worked as an LMT at Baker Family Chiropractic in Blountville, TN for 5 years. Brandy took over the responsibilities at Grace Massage in Bristol, TN in 2019 till present. Brandy began her employment at Reflections of Health School of Massage, Inc. in August, 2023. In October, 2023 Brandy became Vice-President of Reflections of Health School of Massage, Inc. Brandy is learning the operations of the school and teaching as a substitute.

MASSAGE/CLINICAL INSTRUCTOR, ANATOMY AND PHYSIOLOGY INSTRUCTOR, CHIEF ACADEMIC OFFICER

Tricia Frazier, LMT

Tricia previously worked for Citibank until 2009 working her way through the customer service and fraud department. She was a trainer and sponsor for several classes and wrote policies and procedures while at Citibank. She was awarded The Citi Excellence Award in 2006. In July 2010, she attended and completed the weekday class for Massage Therapy at Reflections of Health School of Massage and graduated at the top of her class. She began her career in Massage Therapy in February 2011 and has owned and operated A Peace of Heaven Therapeutic Massage Studio for 12 years. She became a certified teacher through Reflections of Health School of Massage in 2018. It is her desire to teach the principles of mastering your skillset. Skillset plus mindset equal success.

**ANATOMY AND PHYSIOLOGY INSTRUCTOR, MASSAGE/CLINICAL INSTRUCTOR,
CHIEF ADMISSIONS OFFICER**

John D. Kestner, BS, DC, ND, LMT

John earned his Bachelor of Science in Health Education at Tennessee Tech University and has taught at all levels of the education system. He has also earned Doctorates in Chiropractic and Naturopathy. Dr. Kestner worked a successful private practice as a chiropractor for sixteen years in the Tri-Cities area. He also has certification as a Nutritional Counselor and Master Herbalist. Dr. Kestner has successfully owned and operated Complementary and Alternative Health Care businesses for over forty-two years. Dr. John and Karen Kestner founded Reflections of Health School of Massage in 2004.

MASSAGE/CLINICAL INSTRUCTOR, ANATOMY AND PHYSIOLOGY INSTRUCTOR

Karen P. Kestner, AS, MSN, LMT

Karen earned an Associate Degree in accounting from Blue Ridge Technological School and her Master of Nursing Degree from Regis University. She has practiced nursing for over 28 years. She was a practicing Massage Therapist in North Carolina for sixteen years before receiving her license in Tennessee in 2004. She is also a Certified Natural Health Consultant. She owned and operated successful Holistic Health/Massage businesses in North Carolina and Tennessee. Karen and Dr. John Kestner founded Reflections of Health School of Massage in 2004.

ANATOMY INSTRUCTOR

Stan Kinnett, LMT

Stan graduated from The Center for Massage and Natural Health in Asheville, North Carolina, with honors in March of 2007, and got hired by Kind Chiropractic where he worked as a licensed massage therapist and chiropractic therapy assistant from July 1, 2007 until August of 2015. Beginning in 2012, Stan began attending seminars to learn the John F. Barnes system of Myofascial Release (MFR). As a result, he has been incorporating MFR into his treatment modalities. In August of 2015, Stan was one of four therapists who actually worked alongside John Barnes (considered to be the Father of MFR) at his Malvern, Pennsylvania treatment facility for five days treating John's own patients. At this point, Stan only lacks three courses in order to achieve the expert (or top) level of myofascial release as a practitioner. In September of 2015, Stan resigned from Ballard and Kind Chiropractic in order to open his own treatment clinic in Jonesborough, Tennessee. In addition to being close to the "expert" level in MFR, Stan is, of course, a Tennessee Licensed Massage Therapist (LMT) and also has completed the requirements necessary to be a Certified Medical Massage Practitioner. (MMP) Stan began his employment at Reflections of Health School of Massage, Inc. in October, 2023 teaching Anatomy.

PHILOSOPHY

Our desire is to embrace a true balance between the mind, body, and spirit. Reflections of Health School of Massage, Inc. is an alternative healing arts school that adopts the philosophy that therapeutic massage is a crucial element to overall wellness. While the art of touch embodies the physical aspect, we want to embrace an understanding of the universal union between the mental, physical, and spiritual elements which, when properly addressed, results in a homeostatic oneness of health. We desire to train well-rounded, highly professional, and skilled Massage Therapists.

OBJECTIVES

Our goal is to provide each student an education that meets the requirements set forth by the Tennessee Massage Therapy Board and National Board of Testing (MBLEX).

It is also our goal to provide the massage student a curriculum that is designed to educate in theory and practicum, classical techniques of massage, and advances in the field of therapeutic massage. The education of the massage practitioner will cover a range of massage therapy applications in a proficient manner to allow a balance of well-being for every individual seeking this service of therapeutic massage.

HISTORY OF MASSAGE

The origin of the word “Massage” can be traced back to the Greek root *Masso* meaning to touch, handle, knead, or to squeeze.

The modern use of the term “Massage” is defined as a systematic manual (by hand) or mechanical manipulation of the soft tissue of the body by such movements as rubbing, kneading, pressing, rolling, slapping, and tapping for therapeutic purposes such as:

1. Promoting circulation of the blood and lymph
2. Relaxation of muscles
3. Relief from pain
4. Restoration of metabolic balance benefiting physical, mental, and spiritual being.

ADMISSION REQUIREMENTS AND PROCEDURES

Students attending our school must:

1. Be 18 years of age
2. Have a High School Diploma or HISET\GED
3. Complete application form and submit to the school with payment
4. Request transcript(s) from high school, college, or HISET\GED be sent to school
5. Schedule personal interview and tour of school. (To be completed on or before registration)
6. Complete registration packet with required Enrollment Agreement
7. Submit a minimum of two (2) character references from Health Care Professionals
8. Submit payment in full or complete and return a signed Installment Payment Plan Agreement for tuition 10 days before the first day of class

COURSE SCHEDULES

ROHSOM offers weeknight, weekend, and weekday courses. Students must enter the school on the beginning date and complete no less than 22 hours per week for a total of 550 hours. Hours of operation for each course are:

Weekend classes

Friday: 4:00 pm – 9:00 pm
Saturday: 9:00 am – 6:30 pm
Sunday: 9:00 am – 6:30 pm

Weeknight Classes

Monday: 4:00 pm – 9:30 pm
Tuesday: 4:00 pm – 9:30 pm
Wednesday: 4:00 pm – 9:30 pm
Thursday: 4:00 pm – 9:30 pm

Weekday Classes

Monday: 9:00 am – 2:30 pm
Tuesday: 9:00 am – 2:30 pm
Wednesday: 9:00 am – 2:30 pm
Thursday: 9:00 am – 2:30 pm

Each completed course is approximately 25 weeks and will include the following:

1. 200 Hours of Sciences (Anatomy, Physiology, and Pathology)
2. 240 Hours of Massage Theory and Practice
3. 95 Hours of Allied Modalities
4. 5 Hours of Tennessee Law
5. 10 Hours of Ethics

MAKE-UP DAYS

The last **five (5) Thursdays** of student clinical will be set aside as make-up days for all program schedules. This is a total of twenty-five (25) hours that the school will make available for the students. No additional make-up hours will be available beyond the last five (5) Thursdays of student clinical. Once the scheduled twenty-five (25) hours of make-up time has been exhausted, any additional missed hours will require the student to re-enroll in another class of their choice within a two-year period and will be subject to the Re-Enrollment Policy. Make-up days are designed to provide students the opportunity to make up time they have missed during the program. All hours to be made up on these days will be held in a clinical format and students are required to provide their own paying clients for these days. The Chief Academic Officer may schedule alternate days or times if deemed necessary.

Thursday:9:30 am – 2:30 pm (Weeknight & Weekend)
Thursday:3:30 pm – 8:30 pm (Weekday)

APPLICATION FEE

The application and request for official transcript can be found on the website at www.reflectionsofhealth.com. Hover over the “Admissions” tab and then hover over “Tuition” tab. To the right of “Tuition” will be the location of the admission forms and where you can pay the Application Fee of \$100.00. (Application Fee is non-refundable.)

ENROLLMENT AGREEMENT

The Enrollment Agreement is an agreement between the school and the student. Upon receipt official transcripts, completed application with all registration paperwork, and prior to attending first day of classes the agreement must be executed along with the tuition deposit of \$100.00. The \$100.00 will be applied to the total tuition cost and is refundable if student does not attend the program. (Refer to Cancellation and Refund Policy for additional information.)

TUITION – FEES – OPTIONAL COSTS

	Cost
Tuition	\$ 7,000.00
Fees Paid to ROHSOM	
Application Fee (Non-Refundable)	\$ 100.00
A completed application packet including application fee is required for placement in the program.	
Books and Starter Kit	\$ 400.00
Starter kit includes one (1) uniform shirt, holster, and bottle of lotion	
Out of Pocket Student Expenses	
Linens	\$ 150.00
Lotion	\$ 60.00
Plastic Container	\$ 20.00
Scrub Pants	\$ 25.00
Shoes	\$ 60.00
Clipboard	\$ 5.00
Light Throw or Blanket	\$ 10.00
Optional Fees	
Additional Uniform Shirt	\$ 30.00
T-Shirts	\$ 20.00
Post Graduate Fees	
Criminal Background Check	\$ 35.00
National Examination (MBLEx)	\$ 265.00
Initial State Licensure Fee	\$ 280.00
Special Fees	
Late Payment Fee	\$ 50.00
Re-Enrollment Fee	\$ 150.00

PAYMENT OPTIONS

Reflections of Health School of Massage, Inc., wants everyone to have access to quality and affordable education. Because we do not accept financial aid from federal or state agencies, we offer two payment options:

Paid In Full

Total of \$7,400.00 due no more than ten (10) days prior to the first day of class. This includes \$7000.00 tuition and \$400.00 for books and starter kit. Student is required to make an appointment with the Admissions Department for tuition payment. Payment may be made via cash, credit/debit, or cashier's check only. Cashier's check must be made payable to Reflections of Health School of Massage, Inc.

Payment Plan

An initial minimum tuition payment of \$3,000.00 plus \$400.00 for books and starter kit (total \$3,400.00) is required no more than ten (10) days prior to the first day of class. Student is required to make an appointment with the Admissions Department for tuition payment. Payment may be made via cash, credit/debit, or cashier's check only. Cashier's check must be made payable to Reflections of Health School of Massage, Inc.

Financing is made available by Reflections of Health School of Massage, Inc. After the minimum tuition payment has been made, the student will have a total of 5 payments due over the course of the program. The remaining five (5) payments are due on or before the 23rd of each month. A late payment fee as outlined in Special Fees above will be assessed on the 24th day of the month. If payment is not made by the 30th day of the month, the student will be released from the school. Refunds will be based on the Cancellation and Refund Policy. A reenrollment agreement must be submitted along with the required fees prior to the student's return to the program.

The payments below are based on the minimum tuition payment and are given as an illustration of what the student can expect to pay under this plan:

Initial payment due 10 days prior to 1 st day of class	\$3,400.00
• \$3,000.00 Minimum Tuition Payment	
• \$400.00 Books and Starter Kit	
Five (5) monthly payments due 23 rd of each month	\$865.60

SCHOOL POLICIES

STUDENT DISCIPLINARY ACTIONS POLICY

Violation of any of the School Policies outlined in this catalog will be subject to progressive disciplinary action. Disciplinary actions will be documented and signed by all parties necessary, and the document will be placed in the student's file. Progressive disciplinary actions are outlined below:

1. Verbal warning
2. Written warning – Includes deduction of 15 minutes (Lost time must be made up in clinical time during scheduled make-up days)
3. Three-day suspension
 - a. Time missed for suspension will need to be made up as outlined in the Attendance Policy
 - b. Includes deduction of 30 minutes (Lost time must be made up in clinical time during scheduled make-up days)
4. Dismissal
 - a. Although students may be dismissed for numerous reasons (i.e., cheating or stealing), if an instructor or administrator feels that a student may be in danger of or is causing harm to self, another student, or faculty member the student will be dismissed immediately.
 - i. In such cases, the student will be dismissed until the situation is resolved.
 - ii. When warranted, the school may suggest and employ the use of TNPAP, a Tennessee Massage Board Agency, to perform a physical and/or mental evaluation on the student.
 - iii. Before the student can be readmitted, the full recommendation as supplied by TNPAP must be reviewed.
 - iv. Readmission of the student will be determined solely on the recommendation from TNPAP
 - v. Any findings from TNPAP will be documented, discussed, and shared with the student prior to any official decision.
 - vi. Copies of any documents will be signed by all parties and a copy provided to the student and a copy placed in the student's file
 - vii. No more than one (1) referral/evaluation from TNPAP per student is allowed
 - b. Request for appeal and burden of proof rests on the student
 - c. Readmission to the program is based on the Readmission Policy

Any person claiming damage or loss as a result of any act or practice by this institution that may be a violation of the Title 49, Chapter 7, Part 20 or Rule Chapter 1540-01-02 may file a complaint with the Tennessee Higher Education Commission, Division of Postsecondary State Authorization after exhausting the grievance process at the institution. (Refer to ROHSOM Grievance Policy in this catalog.)

Tennessee Higher Education Commission
Parkway Towers, Suite 1900
404 James Robertson Parkway
Nashville, TN 37243-0830
Phone: (615) 741-5293

CODE OF CONDUCT AND ETHICS POLICY

Ethics are moral principles that govern behavior. Professional ethics are the principles, values and an ideal a profession creates for itself with includes standards of professional conduct for its members.

Faculty, Administration, and Staff Code of Conduct and Ethics

As a fundamental part of its mission, Reflections of Health School of Massage, Inc. recognizes the importance of preparing our students to become "ethical business leaders." The same concern for ethics and ethical behavior extends to our faculty, administration, and staff. The Faculty, Administration and Staff Code of Conduct and Ethics dictate certain minimum obligations which include but are not limited to the AMTA Code of Ethics. We expect our Faculty, Administration, and staff to:

1. Uphold principles and standards which value the dignity and worth of all persons regardless of age, race ethnicity, religion, creed, sexual orientation, gender, general disability and/or health status
2. Conduct the program/school in a manner which respects and teaches the students boundaries and privacy on all levels, including appropriate draping, physical privacy and matters of confidentiality. Any sexual misconduct will be considered a violation of this code of ethics
3. Provide a positive focused learning environment that addresses a variety of learning styles and includes a physical space conducive to learning, including but not limited to appropriate lighting, heat/air, cleanliness, and equipment
4. Educate students to represent themselves honestly and to provide on those services for which they are qualified to provide
5. Honestly represent the school and programs in all forms of communication
6. Behave with integrity, honesty, and competence in all professional relationships with other schools, faculty, staff, students, society and the massage therapy profession
7. Conduct classes in a manner that encourages the free flow of ideas between faculty and students, while being consistent with the goals of the class
8. Provide a classroom setting where critical treatment of material that fosters ethical, or normative, thinking about issues is consistent with the goals of the class
9. Maintain integrity and honesty in their personal research and teaching
10. Practice disclosure in their use of institutional resources
11. Refrain from knowingly making false or malicious statements affecting students, faculty, colleagues, or administration
12. Refrain from falsifying facts relating to his or her academic or professional qualifications
13. Recognize and follow all copyright laws on articles, textbooks, computer software, etc.
14. Neither offer nor accept gratuities, gifts, or favors that might impair the professional judgment, damage the reputation, or result in personal gain of the faculty member or others.
15. Support student's rights to privacy by maintaining the confidentiality of academic records and private communications

CODE OF CONDUCT AND ETHICS POLICY CONTINUED

Student Code of Ethics

Good ethics provide guidelines for professional conduct. Reflections of Health School of Massage, Inc. expects students, as future professional massage therapists, to adhere to the following practices:

1. Always present a professional appearance
2. Project a pleasant and optimistic personality
3. Treat everyone with courtesy, dignity, and respect
4. Maintain a sense of dignity and professionalism in the classroom and your work
5. Maintain good health habits
6. Keep surroundings neat, clean, and attractive
7. Keep your private lives and your professional clinical lives separate by not discussing your personal problems with your clients or classmates during class time
8. Refraining from language that is harmful to the massage profession
9. As a student practicing to be a professional massage therapist, conduct yourself in an ethical manner both in and out of school

Student Code of Conduct

Reflections of Health School of Massage, Inc. expect students to abide by the Student Code of Conduct and encourage students to monitor suspected violations. Student Academic Misconduct and Grievance Forms are located in the breakroom and accessible to students at all times. Completed forms must be delivered to the Director/Chief Administrative Officer or Chief Academic Officer via hand delivery, mail, or electronic mail. Any investigations arising from a Student Academic Misconduct and Grievance Form will be conducted in accordance to the Grievance Policy.

Violation of any of the following will result in immediate dismissal from the program:

1. Non-professional behavior that is harmful to the massage profession or to this school on or off campus
2. Behavior resulting in destruction of private or school properties
3. Possession or being under the influence of alcohol or drugs while on campus
4. Non-fulfillment of any financial agreement or contract
5. Lying, cheating, stealing, or language unbecoming of a professional
6. Refrain from any unauthorized reproduction of ROHSOM documents.
7. Students will not engage in or condone academic deceit, dishonesty, or misrepresentation, such as:
 - a. Receiving or using unauthorized or prohibited information, resources or assistance on an examination or assignment
 - b. Committing plagiarism on any examination or assignment
 - c. Submitting another person's work, in whole or in part, as the student's own work
 - d. Damaging or misappropriating any college property or resources, including technology

The school will attempt to resolve all issues on campus and the student is afforded the opportunity to appeal. The request for appeal and the burden of proof rests on the student. All appeals will be documented and placed in the student file.

If a satisfactory agreement can be reached between the Director/Chief Administrative Officer or Chief Academic Officer and the student, readmission may be permitted pursuant to the Readmission Policy.

ATTENDANCE POLICY

Attendance is a key factor in student achievement and therefore, students are expected to be present each day school is in session. The Tennessee Massage Board requires a minimum of 500 classroom hours for licensure. Our program is 550 hours, and a strict Attendance Policy is essential to guarantee your graduation. Student attendance records shall be given the same level of confidentiality as other student records.

Our program is based on 550 hours and a 60-minute class time. (The national standard is 50 minutes of class time is equal to one (1) clock hour.)

When absence is necessary, the school requires notification by ***school email*** (info@reflectionsofhealth.com) only. If email is unavailable the student must report ***directly*** to school staff.

Students should follow the guidelines below:

- Pre-planned absence: Written notification that has been approved by the Director
- Clinical day: Six (6) hour notification required in order to reschedule clients.
 - ***Failure to give 6-hour notification will result in progressive discipline as outlined in the Student Disciplinary Actions Policy***
- School day: Before class begins or as soon as possible
- Emergency: As soon as possible

Absences shall be classified as either excused, unexcused, or suspension as determined by the Director or Chief Academic officer.

Excused absences shall include:

1. Personal illness (documentation required with doctor's note recommended)
 - a. If the documentation/doctor's note is not received upon the first day of the student's return to class, the absence will be deemed unexcused
2. Illness of immediate family member (documentation required)
3. Death in the family (copy of obituary required)
4. Extreme weather conditions (documentation required)
 - a. For inclement weather, each student will be notified by phone if the school has been canceled
5. Pregnancy (documentation required)
6. Military active duty/deployment (documentation required)
7. Summons, subpoena, or court order (copy of summons, subpoena, or court order required)
8. Absences that are requested in writing by student and pre-approved by Chief Administrative Officer or Chief Academic Officer at the beginning of the program (documentation required)

The school shall be responsible for ensuring that:

1. Attendance is checked and reported daily using sign in/sign out sheets.
2. Cumulative attendance times will be calculated on a bi-weekly basis and recorded.
3. Each student is given a report of their cumulative hours at mid-term evaluation
4. Each student will be given a report prior to the start of make-up days with the total hours he/she needs to complete during the designated make-up time for that program.
5. Each student will be given total hours completed at the End of Course Evaluation.

Unexcused Absences:

- The school will allow only two (2) unexcused absences during the duration of the 550-contact hour program. If a student exceeds more than two (2) unexcused absences during the 550-contact hour program, the student will be dismissed by the Chief Administrative Officer.
- Cumulative tardiness of forty-five (45) minutes will be equal to one (1) unexcused absence. If a student exceeds more than two (2) unexcused absences during the 550-contact hour program, the student will be dismissed by the Chief Administrative Officer.
- Any refunds due will be determined by the Cancellation and Refund Policy.

ATTENDANCE POLICY CONTINUED

Excused Absences:

- If a student misses more than 4.5% (25 contact hours) of the 550-contact hour program, and has documentation of these absences, the student can complete the remaining hours in another program within a 2-year period of their original graduation date.
- If a student meets the qualification to complete hours in another program, the student must continue in their current program and then complete any deficient hours in another program within a 2-year period of the original graduation date.

Suspension:

- Student is suspended for a period of 3 days based on Student Disciplinary Action Policy.

The school allows for 25 hours of make-up time to be completed during the last 5 weeks of scheduled clinical time. Students who have accumulated up to 25 hours of excused/unexcused time can use the 5 weeks to fulfill the 550 contact hour requirement for graduation. These hours will be made up in clinical time and students are responsible for supplying paying clients for their make-up hours. Once the scheduled twenty-five (25) hours of make-up time has been exhausted, any additional missed hours will require the student to re-enroll in another class of their choice within a two-year period and will be subject to the Re-Enrollment Policy.

Excused absences of more than 25 contact hours must be made up in another class within two (2) years of the student's last day of attendance. Providing all classroom work, tests, quizzes, etc. have been completed there will be no additional tuition charge to the student. The student will graduate when he/she has completed the hours required. The cost for re-enrollment will be determined by the Readmission Policy.

Make-up hours will be made up in clinical time unless other arrangements are made. If completing hours in clinical time, students are responsible for supplying paying clients for their make-up hours. Failure to complete the hours prior to graduation with the class the student has chosen for re-enrollment, will result in the student's file and final transcript being documented as "Incomplete".

If approved by Chief Administrative Officer, unexcused absences of more than 25 contact hours can be made up in another class within two (2) years of the student's last day of attendance. Provided all classroom work, tests, quizzes, etc. have been completed, the cost for re-enrollment will be determined by the Readmission Policy. Failure to complete the hours prior to graduation of the class the student chooses to re-enroll in will result in the student's file and final transcript being documented as "Incomplete".

Responses to and consequences for unexcused absences shall be handled within the school setting using relevant supports and interventions that address the underlying cause(s) for the unexcused absences.

1. At 10 hours of unexcused absences, the Chief Administrative Officer or Chief Academic Officer will initiate communications with the student. The school shall attempt to determine the underlying causes(s) of the unexcused absences. When appropriate, a plan to improve school attendance should be initiated for the student.
2. At 20 hours of unexcused absences, the Chief Administrative Officer or Chief Academic officer shall meet in person with the student, develop or refine the attendance plan, and provide necessary supports and services to improve school attendance. The Chief Administrative Officer or Chief Academic Officer shall maintain documented attempts to meet with the student and the resulting attendance plan.
3. The school will attempt to resolve all attendance issues and afford students in excess of 25 hours of unexcused absences the opportunity to appeal. The request for appeal and the burden of proof rests on the student. All appeals will be documented and placed in the student file.
4. If a satisfactory attendance agreement is reached between the student and Chief Administrative Officer or Chief Academic Officer, readmission may be permitted pursuant to the Readmission Policy.

ATTENDANCE POLICY CONTINUED

Make-Up Work after Excused or Unexcused Absence

Excused Absence

- If the required documentation is **not provided** to the school on the student's first day of return after an absence, the absence will be considered unexcused and subject to conditions of make-up work for **Unexcused Absence**.
- All make-up work including any tests, quizzes, or other assignments work must be completed within 2 school weeks or 44 contact hours of the student's return to school.
- All make-up work including any tests, quizzes, or other assignments must be scheduled with the instructor assigned to the class missed on the student's first day of return to school.
- Students may not complete make-up work during regularly scheduled classroom/clinical hours.
- If make-up work for excused absence is not completed within 2 school weeks or 44 contact hours of return to school, the student will receive a Zero (0) for any make-up work not completed.

Unexcused Absence

- All make-up work including any tests, quizzes, or other assignments work must be completed within 3 school days or 22 contact hours of the student's return to school.
- All make-up work including any tests, quizzes, or other assignments must be scheduled with the instructor assigned to the class missed on the student's first day of return to school.
- Students may not complete make-up work during regularly scheduled classroom/clinical hours.
- If make-up work for unexcused absence is not completed within 3 school days or 22 contact hours of return to school, the student will receive a Zero (0) for any make-up work not completed.

Suspension

- Students are granted the opportunity to make-up classroom work, tests, and/or quizzes missed due to suspension. However, for students making up work for suspension, the highest score they may receive for the work is 80% of a perfect score.

Withdrawal/Leave of Absence

- Should it become necessary for a student to withdraw or take an extended leave, student may do so with an email to the school stating that they wish to officially withdraw from the program or the beginning and ending dates of leave of absence. The subject line of the email must include the statement "Attn: Attendance". A new enrollment agreement will be required should the leave be more than 4 school weeks or 88 contact hours.

PROGRESS REPORTS AND PROBATION POLICY

Grading System

A scale of graded subjects is below:

95 – 100	A
85 – 94	B
75 – 84	C
70 – 74	D
00 – 69	F

Progress Reports

All students are encouraged to keep up with their own grades. However, grades will be made available to students upon request to the instructor assigned to that class.

Students will receive an evaluation at mid-term and end of course which will be administered by the Chief Administrative Officer or Chief Academic Officer. The evaluations will include at a minimum:

Mid-Term:

1. Current grade average for Anatomy and Physiology
2. Current grade average for Massage Theory and Practicum
3. Number of hours completed and number of hours for make-up
4. Instructor's evaluation of the student in classroom on attitude, appearance, attentiveness, participation, participation, following instructions, punctuality, professionalism, and communication
5. Student will also receive an evaluation on their clinical skill/technique including body mechanics, confidence, use of strokes, draping, turning, asking for feedback from client, transition, pace, timing, and contact.

End of Course:

1. Current grade average for Anatomy and Physiology
2. Current grade average for Massage Theory and Practicum
3. Number of hours completed and number of hours for make-up.
4. Contract for re-enrollment if required.
5. Instructor's evaluation of the student in classroom attitude, appearance, attentiveness, participation, participation, following instructions, punctuality, professionalism, and communication

Upon successful completion of mid-term review, the student will be released to perform massage on the public during clinical hours. Each client will complete a feed-back form for the student providing the massage which will be made available to that student at the end of the day. The clinical grade will be determined using client feed-back forms, clinical skill/techniques, body mechanics, confidence, use of strokes, draping, turning, asking for feedback from client, transition, pace, timing, and contact. The clinical grade is included in the adjunct section of massage theory and practicum.

Probation

Instructors are responsible for keeping detailed academic and grade records. Should an instructor determine that a student is in danger of falling below a 70% average in any category of the curriculum; the Instructor shall inform the Chief Administrative Officer or Chief Academic Officer of the student's current grade.

Responses to and consequences for low or failing grades shall be handled within the school setting using relevant supports and interventions that address the underlying cause(s) for the academic deficiencies.

PROGRESS REPORTS AND PROBATION POLICY CONTINUED

The school will be responsible for ensuring that:

1. Grades are recorded for each student within 2 days of each test\quiz
2. Grade averages are reviewed on a weekly basis
3. Each student is given a report of their cumulative grade averages at mid-term evaluation
4. Each student is given their cumulative grade averages one week prior to graduation
5. Grades are provided to the student upon request
6. At 75% average in any category of the curriculum, the Chief Administrative Officer or Chief Academic Officer will initiate communications with the student. The school shall attempt to determine the underlying causes(s) of the academic deficiencies. When appropriate, a plan to improve the grades should be initiated for the student.
7. At 70% average in any category of the curriculum, the Chief Administrative Officer or Chief Academic Officer shall meet in person with the student, develop or refine the academic plan, and provide necessary supports and services to improve student grades. The Chief Administrative Officer or Chief Academic Officer shall maintain documented attempts to meet with the student and the resulting academic plan.
8. Should grades fall below 70% average in any category of the curriculum or should a student show unsatisfactory progress, the student will be placed on written probation for a period of 4 school weeks which shall be equal to 88 contact hours. If, after 88 contact hours, the student has not attained the 70% average required or shown significant improvement, the student will be dismissed by the Chief Administrative Officer and Chief Academic Officer. If significant improvement has been shown during the 4-week period but the average is still below 70%, the student will be afforded a 2nd probationary period of 2 school weeks which shall be equal to 44 contact hours.
9. If upon expiration of probationary time, the student has not attained a 70% average, the student will be dismissed by the Chief Administrative Officer and Chief Academic Officer. The school will attempt to resolve all academic deficiencies and afford students the opportunity to appeal the dismissal. The request for appeal and the burden of proof rests on the student. All appeals will be documented and placed in the student file.
10. If the student appeals and a satisfactory academic plan is reached between the student and Chief Administrative Officer or Chief Academic Officer, the student may be readmitted based on compliance with the Readmission Policy.

CANCELLATION AND REFUND POLICY:

Should a student be terminated or cancel for any reason, all refunds will be made according to the default policy set forth in the Rules of Tennessee Higher Education Commission (1540-01-02-.17(3)).

- a. A student who at any time withdraws, is withdrawn (including expulsion) by the institution, or otherwise fails to attend class is entitled to a full refund of any fee, regardless of whether the fee is included in tuition, paid to the institution for tangible goods or services not delivered to or fully provided to the student.
- b. In addition to subparagraph (3)(a) of this rule, if a student fails to begin class on the program start date as written in the Enrollment Agreement, or as amended by the institution, the refund shall equal the sum of all refundable fees paid and, if the student has institutional loans, forgiveness of the amounts owed by the student, less an administrative fee of one hundred dollars (\$100.00).
- c. In addition to subparagraph (3)(a) of this rule, if after the program has commenced and before expiration of twenty percent (20%) or less of the period of enrollment for which the student was charged, a student withdraws, is withdrawn (including expulsion) by the institution, or otherwise fails to attend class, the refund shall be a pro rata portion of refundable fees, less and administrative fee of one hundred dollars (\$100.00). If applicable, the refund shall include forgiveness institutional loans. For example, if a student's last day of attendance equals ten percent (10%) of the period of enrollment for which the student was charged, the institution is entitled to retain only ten percent (10%) of the refundable fees charged for the period of enrollment as well as one hundred dollars (\$100.00). However, in no instance will the institution be responsible for any refund in excess of the amount paid by or on behalf of the student for the period of enrollment for which the student was charged.
- d. Except as provided in subparagraph (3)(a) of this rule, if after expiration of twenty percent (20%) of the period of enrollment for which the student was charged, a student withdraws, is withdrawn (including expulsion) by the institution, or otherwise fails to attend class, the student may be deemed obligated for one hundred percent (100%) of the refundable fees charged by the institution up to the last period of enrollment charged.
- e. For a student who cannot complete one (1) or more classes because the institution discontinued such a class during a period of enrollment for which the student was charged, the institution shall refund the sum of all refundable fees paid and, if the student has institutional loans, forgive the amounts owed by the student.

When computing refunds, the effective date of termination shall be determined using the total number of program hours completed at the time the student withdraws or is dismissed. Requests for refunds must be made in writing by the student and include the student's current mailing address. Refunds will be made within forty-five (45) calendar days of the effective date of termination. Any amounts due to Reflections of Health School of Massage, Inc. by the student apart from tuition will be deducted from the refund amount.

GRIEVANCE POLICY

The school, Reflections of Health School of Massage, Inc., is committed to a policy of fair treatment of its students in their relationships with fellow students, faculty, staff, and administrators. Students are encouraged to seek an informal resolution of the matter directly with the faculty or individual(s) involved when possible.

For matters where a resolution is not feasible, a Student Academic Misconduct and Grievance Form must be completed. Student Academic Misconduct and Grievance Forms are in the breakroom and accessible to students at all times. Completed complaint forms are to be submitted to Tammy Cox, Chief Administrative Officer or Marcy Aichel, Chief Academic Officer. Students may contact the officers by calling 423-929-3331. Grievance forms may be submitted by any of the following methods:

- Hand delivery
- Mailed to Reflections of Health School of Massage, Inc., 1604 Lamons Lane, Suite 207A, Johnson City, TN 37604
- Electronic mail at info@reflectionsofhealth.com. The complaint form will be reviewed by the Director/Chief Administrative Officer and the Chief Academic Officer.

GRIEVANCE POLICY CONTINUED

Once the complaint has been reviewed, the Director/Chief Administrative Officer and the Chief Academic Officer will investigate the complaint and meet with all parties involved. Investigations must be completed within fourteen (14) calendar days of submission of the complaint form.

Once the investigation is complete, the Director/Chief Administrative Officer and Chief Academic Officer have seven (7) calendar days to determine a resolution that they believe will be satisfactory all parties involved.

Once the resolution has been determined, a written report will be provided to the student initiating the complaint. Any disciplinary actions that the Director/Chief Administrative Officer and Chief Academic Officer deem necessary must be implemented within seven (7) calendar days.

Any person claiming damage or loss as a result of any act or practice by this institution that may be a violation of the Title 49, Chapter 7, Part 20 or Rule Chapter 1540-01-02 may file a complaint with the Tennessee Higher Education Commission, Division of Postsecondary State Authorization after exhausting the grievance process at the institution.

READMISSION POLICY

Should a student be dismissed from the program, the student may be provided readmission subsequent to compliance with the Readmission Policy.

Students may be dismissed from the program by the Director, Chief Administrative Officer, or Chief Academic Officer for violation of any school policies outlined in this catalog.

The school shall be responsible for ensuring that:

1. Attendance records are up to date.
2. Academic progress and grades are up to date.
3. Code of Conduct and Ethics Policy is provided and explained to students.
4. There is a formal reporting mechanism for any allegations concerning violation of Code of Conduct and Ethics Policy
5. All steps are taken to initiate action plans in order to resolve any problems related to the aforementioned policies before student dismissal is sanctioned.

The Director, Chief Administrative Officer, or Chief Academic Officer will attempt to resolve all dismissal issues at the school level. If an agreement can be reached between the Director, Chief Administrative Officer, or Chief Academic Officer and the student, the student may be readmitted with the following conditions:

1. The readmission fee of one hundred fifty (\$150.00) be paid in full.
2. A new Enrollment Agreement must be completed
3. The remaining contact hours to be completed must be made up in another class within two (2) years of the student's last day of attendance.
4. If applicable, the student will be responsible for payment of total contact hours to be completed at a cost of ten dollars (\$10.00) per hour. Payment will be due ten (10) days prior to the beginning of the class start date that he/she chooses to attend and is within two (2) years of the student's last day of attendance.
5. Failure to complete the hours prior to graduation of the class the student chooses to re-enroll in will result in the student's file and final transcript being documented as "Incomplete".
6. If a student is dismissed along with a referral to TNPAP, refer to Student Disciplinary Actions Policy. Once the requirements have been met, steps 1-5 above can be followed for readmission.

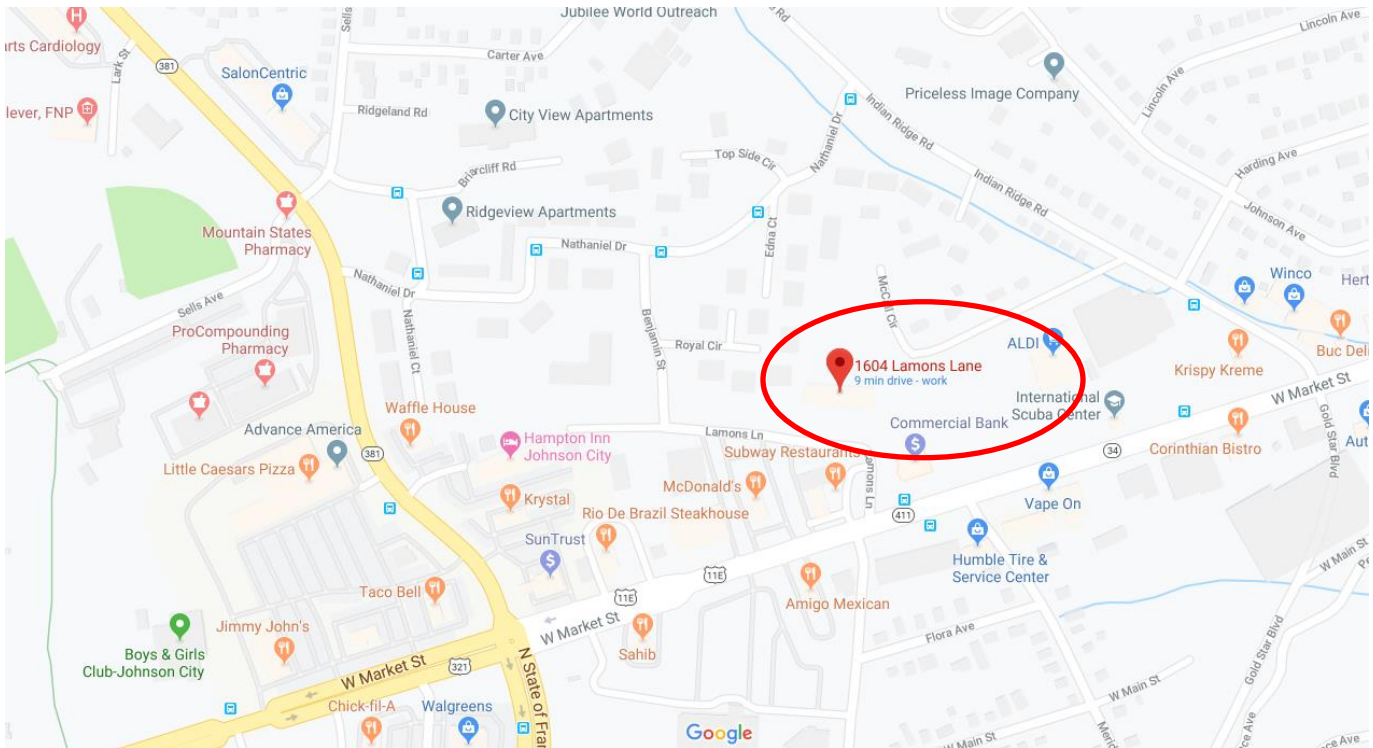
TRANSFERABILITY OF CREDITS DISCLOSURE

Students should be aware that transfer of credit is always the responsibility of the receiving institution. Whether or not credits transfer is solely up to the receiving institution. Any student interested in transferring credit hours should check with the receiving institution directly to determine to what extent, if any, credit hours can be transferred.

Reflections of Health School of Massage, Inc., is a special purpose institution. Our school was established to provide training and employable skills in the art of Massage Therapy. This purpose does not include preparing students for further college study. Reflections of Health School of Massage, Inc. does not accept transfer of credits from other institutions.

LOCATION

Reflections of Health School of Massage, Inc. is conveniently located from all areas in the Tri-Cities and surrounding counties. The school has very convenient parking for students and patrons.



SCHOOL GROUNDS

The school, Reflections of Health School of Massage, Inc., is housed in a 5,400 square foot building comprised of classroom, clinical spaces, break room, reception and seating area.

SCHOOL EQUIPMENT/RESOURCES

Reflections of Health School of Massage, Inc. provides the following equipment and/or resources for each term to be used for both classroom and clinical hours:

- Massage Tables, Face Cradles, and Bolsters
- Massage Chairs
- Hydrotherapy Equipment
- Anatomical Charts
- Computers
- Skeletons
- Video Equipment
- Video Library
- Resource Room

LICENSURE REQUIREMENTS

To be licensed as a Massage Therapist in Tennessee, a student must:

1. Be 18 years of age and have a High School Diploma or GED/HISET
2. Have completed a minimum of 500 hours of courses of supervised study at an approved school.
3. Successfully pass the State Board Examination. (MBLEX is required by Tennessee Board of Massage)
4. Complete an application and background check for the Tennessee Board of Massage.

JOB PLACEMENT ASSISTANCE

We do not guarantee employment for our graduates but will offer any ethical assistance. ROHSOM does post job listings submitted to the school through the Potential Employment Verification Form (PEVF) process. The job listings that are posted are not promoted by the school but provided for informational purposes only.

CURRICULUM FOR MASSAGE THERAPY PROGRAM
(TOTAL 550 HOURS)

Basic Massage Theory/Clinical Practicum
(240 Hours)

1. Historical Overview of Massage
2. Infection Control and Safety Practices to Include the Following:
 - a. Paths of Infection
 - b. Maintaining Infection Control
 - c. Facilities Housekeeping includes cleaning of all spaces used by clients and students to ensure proper infection control and safety practices.
 - d. Instruction on any daily cleaning duties a massage therapist\business owner would be required to perform
3. Massage Practice to Include the Following:
 - a. Principals
 - b. Effects and Benefits
 - c. Draping
 - d. Positioning
 - e. Classifications of Movements
 - f. Five Basic Movements/Strokes
 - g. Equipment
 - h. Contraindications and Indications
 - i. Proper Body Mechanics
 - j. Turning
4. Application of Massage to Include the Following:
 - a. Consultation
 - b. Documentation
 - c. Assessment
 - d. Bio-Mechanics
 - e. Self-Care
 - f. Specialized Populations
5. Business Administration Practices to Include the Following:
 - a. Layout
 - b. Employment
 - c. Referral Methods
 - d. Types of Businesses
 - e. Records
 - f. Bookkeeping
 - g. Licensure
6. Clinical Practicum to Include the Following:
 - a. Each student is required to perform massage on all other students enrolled in the same program prior to out-client clinical massages. Fifteen (15) hours of peer-to-peer massages is required.
 - b. Students are required to perform seventy-five (75) hours of campus massages provided under a supervised environment on the public.
 - c. Students are required to abide by the Clinical Time Policy included in the clinical information packet.

CURRICULUM FOR MASSAGE THERAPY PROGRAM CONTINUED

Allied Modalities (Total 95 Hours)

Hydrotherapy

(20 Hours)

1. Textbook study and practical demonstration
2. Application of heat and cold, focusing on local and systemic effects
3. Aromatherapy

Related Subjects

(75 Hours)

Demonstration and lectures of subjects to include the following:

1. Sports Massage
2. Reflexology
3. Neuromuscular Therapy
4. Chair Massage
5. Medical Massage
6. Lymphatic Massage
7. Prenatal Massage
8. Palpation
9. Exercise

Statutes/Rules/Law & Ethics (15 Hours)

1. Five (5) hours of Tennessee state laws and rules governing massage in Tennessee
2. Ten (10) hours of Ethics

Anatomy, Physiology and Pathology (200 Hours)

1. Medical Terminology
2. Physiology textbook study with lecture covering cellular structure through all organ systems of the human body (Western and/or Eastern)
3. Kinesiology of Muscles
4. Extensive study of skeletal system to include bone and muscle functions and identification
5. Significance of Pathology/Hygiene of Massage
6. AIDS/HIV Education to include
 - a. History and Technical Background Information
 - b. Transmission of the Virus
 - c. Testing for HIV
 - d. Symptoms of Infection and Treatment
 - e. Preventing and Precautions of Infection
 - f. Legal and Ethical Issues

GRADUATION

Upon graduation you will receive an Official Diploma with the school seal, the hours completed, and the date of graduation. Students may request an Unofficial Transcript at the cost of \$5.00 per copy. All financial, classroom and clinical hours, exams, or any other obligations must be met before an Official Diploma or Unofficial Transcript will be made available to student.

The state of Tennessee Board of Massage requires a minimum of 500 hours of classroom approved curriculum in order to apply for licensure.

To receive an Official Diploma, students must have achieved the following:

1. Completed and maintained a passing average (70%) in his/her graded subjects
2. Received a satisfactory grade in subjectivity for Practical Clinical Evaluations
3. Fulfilled all financial obligations to the school.
4. Return any items that have been checked out of the Resource Room.
5. Successfully completed the 550 hours required in this program.

Once you have passed the State Board Examination (MBLEx), you must notify ROHSOM via email at info@reflectionsofhealth.com in order for your Official Transcript to be sent to the state of your choice.

ACADEMIC CALENDAR 2023

(Effective Date February 28, 2022)

2023		
January	1-5	Winter Break
February	27	Graduation August 15, Weekday Class (Projected)
	28	Registration Closed for March 13, 2023, Weeknight Class
		Registration Open for June 9, 2023, Weekend Class
March	9	Orientation March 13, 2022, Weeknight Class
	13	March 13, 2022, Weeknight Class Begins
April	7-9	Spring Break
May	26	Registration Closed for June 23, 2023, Weekend Class
		Registration Open for October 2, 2023
	28	Graduation November 11, 2022, Weekend Class
	29	Holiday - School Closed
June	2	Orientation June 9, 2023, Weekend Class
	9	June 9, 2023, Weekend Class Begins (Projected)
	30	Administrative Leave
July	1-6	Administrative Leave
September	4	Holiday - School Closed
	17	Registration Closed for October 2, 2023
	13	Graduation March 13, 2023, Weeknight Class
October	02	October 2 Class Begins, 2023
November	10	Registration Open for February 2, 2024 Weekend Class
	20-23	Administrative Leave
December	17	Graduation June 23, 2023, Weekend Class (Projected)
	22-31	Winter Break

ACADEMIC CALENDAR

2024

(Effective Date October 6, 2023)

2024		
January	1-7	Administrative Leave
	12	Enrollment Closed for February 2, 2024, Weekend Class
	19	Registration Begins for February 2, 2024, Weekend Class
February	2	February 2, 2024, Weekend Class Begins (Projected)
	12	Enrollment Opens for April 29, 2024, Weeknight Class
March	29-31	Spring Break
April	8	Enrollment Closed for April 29, 2024, Weeknight Class
	11	Graduation for October 2, 2023, Weekday Class (Projected)
	15	Registration Begins for April 29, 2024, Weeknight Class
	29	April 29, 2024, Weeknight Class Begins (Projected)
May	27	School Closed
July	4-7	School Closed
	12	Enrollment Opens for September 27, 2024, Weekend Class
August	4	Graduation For February 2, 2024 Weekend Class (Projected)
	26	Enrollment Opens for November 11, 2024, Weekday Class
	30-31	School Closed
September	1-2	School Closed
	6	Enrollment Closed for September 27, 2024, Weekend Class
	13	Registration Begins for September 27, 2024, Weekend Class
	27	September 27, 2024, Weekend Class Begins (Projected)
October	21	Enrollment Closed for November 11, 2024, Weekday Class
	23	Graduation for April 29, 2024, Weeknight Class (Projected)
	28	Registration Begins for November 11, 2024, Weekday Class

ACADEMIC CALENDAR CONTINUED

2024

(Effective Date October 6, 2023)

2024		
November	11	November 11, 2024, Weekday Class Begins (Projected)
	25-30	School Closed
December	1	School Closed
	23-31	School Closed

*Embracing an understanding of the Unity
of the Body, Mind, and Spirit ...*



REFLECTIONS OF HEALTH
— SCHOOL OF MASSAGE, INC —

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