

# CRSMT Policies and Procedures

## CRSMT Standards of Ethics Policy

Students at CRSMT are expected to practice the highest standards of Conduct and Ethics. Students are expected to conduct themselves in an appropriate manner as judged by a reasonable person. Listing all forms of behavior that are considered unacceptable in the academic environment is not possible. The following are examples of infractions of rules of conduct that may result in disciplinary action, up to and including expulsion from the school. The list is not intended to be exhaustive:

- Theft or inappropriate removal or possession of property.
- Attending class under the influence of alcohol or illegal drugs.
- Possession, distribution, sale, transfer or use of alcohol or illegal drugs on the campus, in class, or in the dormitories.
- Smoking on campus, or off-site smoking which interferes or distracts in any way with school activities, including offensive smoke odors in classrooms, clinic, and dormitories, and at all school sponsored events.
- Fighting or threatening violence.
- Physically harming others.
- Verbally abusing others.
- Using intimidation tactics and making threats.
- Sexual or other unlawful or unwelcome harassment.
- Possession of dangerous or unauthorized materials, such as explosives or firearms.
- Unauthorized use of telephones, mail system, computer equipment, vehicles, or other School or School owned equipment.
- Sabotaging another's work.
- Stalking others.
- Making malicious, false and harmful statements about others.
- Publicly disclosing another's private information.
- Creating a nuisance or offending any local citizen in the town of Samara.

Every student at CRSMT is responsible for supporting an atmosphere free of discrimination at school and in the community. Further, students are responsible

for respecting the rights of other students and members of the community. If students experience any violations to the CRSMT Standard of Conduct and Ethics Policy they are encouraged to report them immediately to the Director of Operations or the Academic Dean. CRSMT considers complaints very seriously and if violations are found to have occurred, appropriate academic disciplinary action will be taken up to and including expulsion.

### **CRSMT Dress and Hygiene Code**

Students are expected to follow the CRSMT Dress and Hygiene Code for class, for all school events, and when entering the Student Clinic. Students are required to wear non-revealing clothing that is flexible and durable enough to support the many body movements that practicing massage requires. Clothing needs to be clean and should not include any graphic symbolism or words that may be considered offensive. Bathing suits alone are not appropriate for class and shirts covering the midriff are required. Because of the tropical environment in Costa Rica, light, breathable, cool, fast drying, clothing is necessary. Personal cleanliness and proper hygiene are essential and required at CRSMT. Students work and live together in a professional and very close setting. The tropical rainforests of Costa Rica facilitate a shifting of climatic extremes including heat and rain. While this is the perfect environment for new life, it also necessitates a higher than average standard of cleanliness. In this environment students will be learning massage technique by practicing on other students. Students are expected to report to class properly bathed, clean, and hygienically prepared for the academic day. Students will learn during the course of the program how essential cleanliness and good hygiene are for a successful massage practice.

The Student Dress and Hygiene Code is as follows:

- No midriffs showing
- Men must wear shirts
- Pants and skirts must not be so low as to reveal pubic hair or gluteal cleft.
- Women must wear two layers on their breasts e.g. sports bra and shirt, or bathing suit and blouse, or yoga shirt with a built in bra. Student may wear low cut or loose fitting garments, as long as they are wearing a bra/swimsuit, and there is no breast exposure when they lean over to work.
- No clothing should be too sheer.

- Students are not permitted to wear any heavy perfumes, and may absolutely not wear sour or smelly clothes or exude any kind of body odor whatsoever. This is a very strict CRSMT standard, and students will lose grade points if they are not meeting it. Hair, Body and Mouth must be clean. Sandy Feet, Salty Bodies, Dirty Hair, Bad Breath, and Body Odor are not tolerated. Students not following the Dress and Hygiene Code will be asked to leave the classroom and correct any problems prior to participating in class and the student will lose grade points for violations.
- Students must re-dress in dress code after receiving, and before giving massage. In other words, if you are not on a massage table, you must be in dress code.

Dressing both professionally and comfortable for class and in the clinic is imperative in order to support the professional academic environment at CRSMT and hold professional massage boundaries.

#### Footwear:

Shoes are not worn in the Samara Massage Center, or in the Central Classroom, however, students must wear shoes regularly to protect their feet. Footwear is required for all school events including the trip to Nicaragua and Graduation.

In General, your attire should be clean, professional and non-revealing.

Chronic or problematic dress code violations in an individual class and/or cumulatively across various classes or at the Clinic will have a negative impact on your final grade/s and may be subject to other discipline.

#### **CRSMT Classroom Etiquette/Professionalism Guidelines**

CRSMT operates in an open and natural environment, and it is up to all of us in our unique and raw surroundings to bring maturity, and decorum to the classroom at all times.

All students are expected to be in class and ready to participate on time. Students, who demonstrate disrespect to other students, or instructors, even if in

jest, will lose grade points. If the behavior continues, at the instructor's discretion, a meeting with the student may be arranged to provide feedback to the student and discuss corrective action.

Passive aggressive behavior, heckling, teasing, laughing at, whispering, wearing overly revealing clothing, putting your feet up on the desk, indiscreetly getting on and off the massage table, lackadaisical and unfocused bodywork, poor hygiene, tardiness, being ill prepared (not bringing cream, water, etc.), loud speaking, interruptions, gossip and personal attacks of any kind will not be tolerated, and will affect a student's grade, and may be grounds for disciplinary action.

Students are encouraged to fully participate in class discussions. Please raise your hand and wait for the instructor to call on you before you ask your questions, or make comments. When students speak without being called upon, it can disrupt the flow of the lecture and create confusion. If you are going to ask a question or share comments, please consider first if the information or question is relevant to the subject and/or helpful. Also please be cautious not to monopolize class time with your questions and comments, and utilize office hours when needed. Often in classroom settings there are a few that speak up, and they speak up often. CRSMT strives to create a space where everyone has a chance to participate. Since the program is accelerated, tangent questions over time can accumulate and have a detrimental affect on the student's experience. Instructors are responsible for holding the subject matter relevant to the goals of the class

### Confidentiality:

Confidentiality is essential to a Therapist/Client relationship. As a student practitioner in the school clinic, students will be privy to confidential client information. This information will include medical histories as well as personal histories. CRSMT and its students adhere to the ethics statements of the American Massage Therapy Association (AMTA) and the National Certification Board for Therapeutic Massage and Bodywork (NCBTMB). As student practitioners, students are required to hold all medical and/or personal information regarding clients and treatment in the strictest confidence. Any violation of this standard will be taken very seriously and is grounds for discipline up to and including expulsion.

This agreement also applies to any and all information shared in the CRSMT Classrooms, the CRSMT Campus, and during any and all CRSMT events. All of your classmates are your clients.

### **CRSMT Campus Organization and Maintenance Policy**

At any given time there are 20-30 people living and interacting with one another on the CRSMT Campus. This shared space serves many different roles from housing to school to social center to student work center. This policy and the rules herein have been established in order to protect the facility and support the diverse community on the Campus.

#### **Houses:**

The housekeeping staff will clean your house once a week. This general cleaning includes cleaning the bathrooms and floors and putting fresh linens on the beds. CRSMT campus houses are to be kept (at a minimum) at an acceptable level of cleanliness regarded by an average person (regardless of tolerance of your housemates).

- Food must be properly put away,
- Dirty laundry must be washed regularly
- Offensive smells must be prevented and eliminated.
- Trash must be maintained and not allowed to overflow or to smell.
- The refrigerator must be regularly cleaned out.

#### **Front Porches:**

The front porches of the homes are for your use for dining, studying, relaxing, etc. Please remember that everybody living on campus and guests will see the porches and how they are maintained every day. The front porches must be kept organized and neat. On the front porches, Students are not permitted to:

- Hang laundry lines
- Hang laundry on the furniture
- Store Surfboards
- Store Bicycles

- Store Books
- Leave dirty dishes

### The Central Classroom:

It is everybody's responsibility to work together to keep the Central Classroom neat and organized and maintained. In order to accomplish this:

- Equipment is set up and broken down, and stowed by students before and after class.
- Students are not permitted to leave personal items in the classroom including books, dishes, cup, glasses, laptops, shoes, and clothing.
- Personal items in the classroom should be organized and not scattered about the classroom.
- Dogs are not permitted on the classroom floor.

### Special Care For The Central Classroom Teak Wood Floors:

- Shoes are not permitted (except for special circumstances).
- All classroom equipment (i.e. Chairs, Massage Tables, Podium, Screen, White Board, etc.) must have rubberized or protective coverings on the feet of the equipment. Any equipment that could damage the floor must be removed from the deck.

### Pool:

- The pool is only available during Pool Hours.
- Students must shower before using the pool.
- No glass of any kind is permitted next to or in the pool.

### Bikes:

- Bikes are not permitted on campus other than in the main parking lot and on the bike rack.
- Bikes must be locked when on the bike rack

### Surfboards:

- Surfboards must be stowed either inside the houses or next to the houses.
- Surfboards stowed next to the houses are done so at the student's own risk.
- Surfboards are not permitted on the porches or in the grass, or up leaning against trees.

### Laundry:

- Dirty student laundry must be washed regularly.
- Items washed by hand and other wet laundry must be hung on the sides of the houses on the drying racks.
- Students are not permitted to hang laundry to dry inside the houses.

Note: In this environment wet laundry can take four or five times longer to dry than normal and often mildews in the process.

Recommendation: Have your laundry professional washed and dried at the laundry.

### Empty Propane Tank:

- When your stove stops lighting, it will most likely be because your Propane Tank is empty. Please Report this directly to the Grounds Keeping Staff. They will replace it for you.

### Emergency Maintenance Issues:

- All Emergency Maintenance issues (i.e. Flooding, Unbearable Sewage Odors, Dangerous Electrical Issues, and Unusual Bug Infestation) must be reported to the Administration immediately.

### All Other Maintenance Issues:

- For all Other Maintenance issues, please report to the Administration Office the first time the office is open following your recognition of the issue. If

the maintenance issue in this category occurs on Saturday or Sunday, please wait until Monday morning to report.

- Ants in your house are not a Maintenance Issue, but normal jungle life.
- For issues with keys, please refer to the Campus Security and Guest Policy.

### **CRSMT Campus Security and Guest Policy**

In order to foster and conserve the tranquility, cleanliness, safety, and academically nurturing environment of the CRSMT Campus, the CRSMT Campus is a private facility.

#### **Campus Security:**

A Security Guard is on-site day and night to protect the Campus, and is responsible for signing guests in and out. Maintaining a safe and secure campus environment is also the responsibility of every Student, Instructor, and Administrator. All members of the campus community are asked to keep their eyes open and report anything unusual to the Security Guard and/or the Administration immediately.

All students are issued keys to the front door of their house, the ocean side pedestrian gate of the campus, and the main pedestrian gate of the campus. There is a \$25 replacement fee for lost keys. If you lose your keys or lock your keys inside your house on the weekend, you need to wait for your roommates to return. If all of your roommates are out of town for the weekend, it is considered an emergency, and you should tell the guard or grounds keeper that you need to speak to a Director.

It is the responsibility of every student to participate in the security and safety of the campus by subscribing to the following procedures:

- Always make sure that if you are the last person to leave your house you lock the Front Door.
- Consider locking the Front Door of your house when you are in the bedrooms.
- Never hide your keys outside of your house or elsewhere on the property.

- Never let a stranger onto the property, even someone who claims they have a right to be there. If you don't recognize them get the guard.
- Always close and lock the gate(s) behind you and/or if you see that they are open.
- Use only the Ocean Side Gate and the Main Gate to enter and exit the campus (unless the Clinic is in session and the Wooden Clinic Gate Door is open).
- Always report any strangers and any security concerns on the property to the Administration.
- Every night at dusk make sure that the four outside lights on your porch are turned on for the night.
- Always report all lost or misplaced keys immediately.
- Never leave anything of value on your porch, in the Central classroom, or by the pool (IE laptop, I-Pod, Sunglasses).
- Never feed the Campus Dogs. Discourage them from following you into town.
- Never leave your front door open and keys, or expensive electronics or wallets on the kitchen counter.

### Guests:

People not formally associated with the school are never permitted to be on campus without prior approval from the Administration. This includes, but is not limited to: Vendors, Samara Massage Center Clients, and new Samara Friends.

Students are not permitted to bring guests on to the CRSMT campus without prior approval from the Administration and only on rare occasion and under special circumstances. Special circumstances generally include a good friend or family member traveling from abroad to visit you in Samara.

Each request is considered on a case-by-case basis.

Approved guests are permitted on school days after class until Campus Quiet Hours and on weekends from 8:00 a.m. until Campus Quiet Hours.

Overnight guests are never permitted.

All approved guests must subscribe to all campus policies and are not permitted to use campus amenities. Campus amenities include: the wireless internet, the swimming pool, the Samara Massage Center rooms, and the Central Classroom.

To request permission to have a guest on campus:

1. See the Administration for a Guest Request Form.
2. Complete and submit the Form to the Administration.
3. The Administration will approve or deny request.
4. If approved, you will be issued a visitor badge for your guest(s).
5. Guest(s) must have a guest pass at all times while on campus.

Guests must sign in, sign out, and have a guest pass when they are visiting the campus to indicate that they have permission to be on the property.

#### Massaging Special Guests:

If you wish to give your friend, family member or special guest a full or a partial massage, you must get approval from the administration. All massages of non-students take place in the Student Clinic and fees apply.

#### **CRSMT Drug and Alcohol Policy**

Drugs or Alcohol of any form on not permitted on the CRSMT campus. The primary focus of CRSMT is to provide a healthy learning environment and to promote the enhancement of health and well-being. Any abuse of alcohol or controlled substances (illegal or legal drugs) is inconsistent with the overall intent.

Students are prohibited from using, abusing, possessing, exchanging, selling and/or distributing any controlled substances and from using and/or possessing alcohol while on the CRSMT campus.

Students are also prohibited from coming to class, working in the CRSMT Clinic, or engaging in any other school-sponsored activities while under the influence of alcohol or illegal drugs. Any student who is observed violating this policy will be reported to Administration and will receive discipline up to and including immediate expulsion from the program.

## **CRSMT Equipment Care and Usage Rules**

### **Equipment:**

CRSMT has a wide variety of equipment that is used in the campus housing, in the classroom, and in the Clinic. This equipment includes: Massage tables, massage creams, skeleton(s), Manikins, charts, chairs, pillows, kitchen equipment, bedding and furniture, bolsters, linens, dishes, ice packs, Therabands, Theracanes, alarm clocks, computers, projectors, and anything and everything else that belongs to CRSMT.

### **Equipment Must Stay on Campus:**

Most equipment (outside of instructor and administrative tools) is intended for use by students in and outside of class. Students are not permitted to take equipment off of the campus grounds. Students are permitted to checkout equipment for use on campus, outside of class.

### **Equipment Checkout:**

All equipment used outside of classes, must be signed out by students, at the Administrative Office, during Administrative Office Hours, including equipment to be checked out for the weekend. In the case where multiple students are using one piece of equipment, the equipment, must be signed out by only one student. This student is responsible for any costs associated with equipment repair or replacement. Please keep in mind that Replacement Costs often include the cost of shipping and handling items not available in Costa Rica, which have been carefully imported by hand.

### **Equipment Care:**

Equipment is only to be used for the purpose it is designed for and in the correct way (i.e. Massage Tables must be opened and closed properly and replaced in their protective coverings when use is completed).

## **CRSMT Non-Smoking Policy**

Going to a Massage Therapist that smokes is like going to a dentist with rotten teeth. If you can't make good decisions regarding your own health, how can a client trust you to coach and support them in bettering their own health?

CRSMT is a non-smoking school and the school takes it seriously. You are in the program to learn and practice health and wellness and to become an amazing massage therapist.

You stated on your application that you were a non-smoker, or, if you disclosed that you were a smoker, you have signed an agreement to cease smoking at least 30 days prior to the first day of the program and for the entire program, with the penalty for smoking being disciplinary action up to and including removal from the program without any refunds.

You have agreed that you understand that this non-smoking status influenced your acceptance into the program, and that smoking while you are a student at CRSMT may compromise the CRSMT hygienic standards which will affect your grade. You further agreed that you understand that if you choose to smoke off campus, and this has an adverse effect on any housemates due to the odor in your clothing and/or on your body; and/or your smoking offends any Student, Client, or Instructor, you may be asked to leave the program, and will not receive any refunds.

## **CRSMT Fire Safety Policy**

A fire at CRSMT would be catastrophic. There is no fire department in Samara and the response time from the nearest Fire Department could easily be over an hour and too late. In order to minimize the danger of a Fire on Campus, CRSMT has established the following Fire Safety Policy Statement:

- The burning of candles, incense, paper, organic material, and any and all other flammable substance is strictly prohibited in the campus houses and the greater Campus.

## **CRSMT Rules Regarding Massage Outside of Class**

All students at CRSMT are encouraged to give and receive as much bodywork as possible during their education and afterwards. In order to protect the students, the community, and CRSMT, specific rules are in place.

### **Providing Public Massage While a Student at CRSMT:**

Due to the cultural mission of the school, liability issues, and conflict of interest with the Samara Massage Center, no student of CRSMT may provide massage therapy to any person off of the CRSMT Campus Grounds, including other students, friends, graduates, or instructors.

Giving a local person a shoulder rub at the beach or the bar or the grocery store; for free, for money, for trade, for a beer, or for any other form of compensation is potentially damaging to the school and the professionalism of the industry, and until you graduate you are not qualified to practice massage unsupervised.

If a person approaches you for bodywork, (and they will), refer them to the Samara Massage Center and give them a business card. Students may work with each other at any time in any venue that is available on campus. CRSMT has tables available and practice areas where students can trade sessions with each other. Students are not permitted to give massage to other students for any kind of compensation including tips. Please inform your instructor of all trade arrangements and equipment needs, and be sure to return all equipment after use. Any trades to take place over the weekend must be arranged in advance as the Administrative Office is closed and equipment and linens will not be available.

### **Special Guests:**

If you wish to give your friend, family member, or special guest a full or a partial massage, you must get approval from the Administration. All massages of non-students take place in the Student Clinic and fees apply.

Providing massage after graduation in Costa Rica for compensation is strictly prohibited and is in violation of the student no-compete clause in your student contract.

## **CRSMT Common Area Ground Rules**

- NEVER leave food cooking unattended
- If you are socializing in the common area, please be mindful that students who live in your house may be napping or studying.
- Keep the kitchen clean! Wash, dry and put away all dishes.
- Mark all of your food with your name and don't eat your classmate's food without permission.
- Please don't grow any science projects in the refrigerator. Dispose of food properly as to not attract ants (there will be ants), and other pests.
- Do not put food down the drain. Even rice and beans will eventually clog the drain.
- When you leave the house, check to see if you are the last one there. If you are the last one to leave the house, lock it up.
- Be mindful that there may be other guests enjoying poolside and keep noise to a respectful level.
- Share the hammocks
- Walk to your room to use the restroom facilities.
- Study quietly as much as you like to, poolside, and in the common areas.
- Be mindful that the common areas are a quiet and clean place. Everyone needs to cooperate to keep the energy tranquil.
- Please keep the television and music at a volume that cannot be heard outside of the house, and check with your roommates prior to usage.
- Please do not leave possessions and clutter on the terraces.

## **Grading Standards**

Grading is based on the following scale:

Letter Grade	Percentage Points	Grade Points
A	90% - 100%	4.0
B	80% - 89%	3.0
C	70% - 79%	2.0
F	Below 70%	1.0

Students are graded on the following:

- Attendance
- Active Participation
- Professionalism
- Demonstration of Technique
- Homework
- Presentations
- Quizzes
- Written and Practical Final Examinations.

The specific grading breakdown for each class is described on each class Syllabus. Grades earned in each course are at the sole discretion of the Instructor. Students must pass every class in order to graduate.

Grade reports are delivered quarterly and are released in the first week of the subsequent quarter. The Valedictorian is determined through a cumulative point calculation.

If a student wishes to challenge a grade, a Grade Dispute Form must be submitted to the Academic Dean for consideration. Forms are available through the Administrative Office.

### Incomplete Course(s):

In rare cases students may receive an incomplete in a course. When students are able to demonstrate extenuating circumstances for not completing a course, they may request (in writing) an incomplete (I) in the course from their instructor. The Academic Dean will review the request and approve or deny it. This decision is final. If the incomplete status is approved, the Instructor and the Academic Dean will work with the student to create an agreement that the student commits to, in order to finish the course. Failure to finish the course per the agreement will result in a failing grade for the course. In most cases, students must complete coursework within one month of receiving the incomplete.

### **Academic Consequences and Restorative Plans**

(Academic Probation, Pre-Final Restorative Plans, Post-Final Restorative Plans, Academic Expulsion)

Students must pass ALL classes in order to continue in the CRSMT program. All students receiving a Pre-Final Restorative Plan, or a Post-Final Restorative Plan will be considered on Academic Probation.

### **Academic Probation:**

Academic Probation is an action taken by the school to express concern that a student is not maintaining satisfactory academic performance. Academic probation is an official warning that the student's academic performance must improve or the student will be subject to Academic Expulsion from the School. Academic Probationary Status is always assigned in conjunction with the assignment of a Pre-Final Restorative Plan or a Post-Final Restorative Plan. The removal of Academic Probationary Status is determined by the Academic Dean and generally reviewed following one of the following scenarios:

1. Student completes a Pre-Final Restorative Plan and PASSES the class or classes of academic concern and demonstrates the ability and/or skills and/or commitment to be successful in any future classes.

2. Student completes a Post-Final Restorative Plan and receives a Final PASSING Grade in the class or classes that they initially FAILED and demonstrates the ability and/or skills and/or commitment to be successful in any future classes.

Note: Student's who performance is deemed acceptable enough in a class not to merit a Pre-Final Restoration Plan and who subsequently FAIL a class or classes (typically due to neglecting their academic responsibilities) and are not deemed eligible for a Post-Final Restoration Plan, will not receive Academic Probation Status, and will be Academically Expelled and asked to leave the program.

### **Pre-Final Restorative Plans:**

Students who are struggling academically in a class, who have not yet completed the class, and are in jeopardy of failing the class, may be put on Academic Probation and receive a Pre-Final Restoration Plan from the Academic Dean.

Pre-Final Restoration Plans include specific actions designed to assist the student in improving their academic performance. These actions may or may not include, but are not limited to:

- mandatory tutoring (at additional cost to the student)
- additional review assignments
- a dedicated study time and/or place
- additional reading
- purchase and use of additional study materials
- on-line research
- attendance of Office Hours
- reports

Failure to adhere to the Academic Dean's directives may be grounds for discipline. A student's effort and adherence to a Pre-Final Restoration Plan will impact the Academic Dean's determination regarding the student's potential eligibility for a Post-Final Restoration Plan if that student fails a class.

## **Post-Final Restorative Plans:**

Students who have FAILED a class (received a grade point average in the class of less than 2.0 and/or failed the final exam for the class) will not be permitted to continue in the Program unless the Academic Dean determines that a Post-Final Restoration Plan is appropriate.

The Academic Dean will make this determination after reviewing the student's prior academic and disciplinary record at CRSMT, and feedback from instructors regarding the student's performance across classes, including:

- Their attendance record
- Level of professionalism
- Class active participation
- Overall effort
- Timeliness
- Study habits
- Attendance at office hours

As part of the determination process the Academic Dean may request that the student in question provide them with a written statement explaining from the student prospective why they believe they should be considered for a Post-Final Restorative Plan.

## **Ineligibility For Post-Final Restoration Plan**

If the Academic Dean determines that the student is not eligible for a Post-Final Restoration Plan, the student will not be permitted to continue their education at CRSMT and will be Academically Expelled. If this occurs the student will receive a **Notice of Academic Expulsion** from the Academic Dean.

## **Eligibility For Post-Final Restoration Plan**

If the Academic Dean determines that the student is eligible for a restoration plan, the student will be permitted to continue their education at CRSMT during the period of the Post-Final Restoration Plan as long as the student is adhering to all terms of the Post-Final Restoration plan. If the Post-Final Restoration Plan has

specific timeline requirements and/or assignment and/or exam stipulations that are not met by the student, the Restoration Plan may no longer be offered and the student failure in the class will become permanent record. In this situation, the student becomes ineligible to graduate, and if applicable, ineligible to continue in the CRSMT Program and will be Academically Expelled.

If this occurs the student will receive a **Notice of Academic Expulsion** from the Academic Dean.

### **Academic Expulsion:**

CRSMT takes the action of Academic Expulsion on the premise that the student is currently unable to make academic progress toward a becoming a CMT and receiving a diploma from CRSMT. Academic Expulsion occurs when the School withdraws the student for failing to maintain satisfactory academic progress.

If a student is academically expelled, they must vacate their student housing within 7 days of the date of the Notice of Expulsion. Academically expelled students creating any kind nuisance, disruption or discontent on campus, acting unprofessionally, or failing to follow any of the CRSMT rules or policies will be asked to leave student housing and the campus immediately and will not receive the 7 days permitted under normal circumstances.

Any eligible refunds will be calculated beginning on the first full day that the expelled student is no longer on the CRSMT campus.

### **Re-admittance To CRSMT after Academic Expulsion:**

Students will not be permitted to be readmitted to CRSMT after they have been Academically Expelled without Board Review and Board Acceptance. At least 1 year must pass prior to submitting a petition of re-admittance.

### **CRSMT Attendance Policy**

When you miss a class at CRSMT, you are missing the equivalent of 2-3 classes in an ordinary massage program. Regular attendance of classes is essential for mastering the coursework. Regular attendance is also an important part of

contributing to the learning that is occurring as a team in the classroom environment.

During enrollment at CRSMT, students are expected to attend all of class time, and are required to attend no less than 80 percent of the class time offered for each individual course. Less than 80 percent attendance will, under most circumstances, result in a failure or incompleteness of the course(s).

Full clinic participation is mandatory. For any absences from scheduled clinic time the student must arrange coverage from another student and hours must be made up promptly. The Samara Massage Center is a professional clinic and professional working expectations apply.

Following are the different consequences and processes for missing classes and making up work:

#### Make Up Work:

All make up work for missed classes must be approved by the Instructor under the oversight of the Academic Dean, and must be completed according to the make up work deadline assigned by the Instructor. All make up work will be penalized one letter grade, except under extreme circumstances and at the discretion of the Academic Dean. Fees may be assessed if there is additional Administrative or Instructor time required to accommodate the student.

#### Absences:

Absences will result in participation grade point losses to be determined by the Instructor under the oversight of the Academic Dean. Students who follow the prescribed protocol will lose 50% of Participation Points for classes missed, each day missed. Students who do not manage their absence professionally will lose 100% of Participation Points for classes missed, each day missed.

1. Excused Absence not due to illness with prior Administrative Approval:

If you know you are going to miss class due to travel or otherwise, you must request the dates off in writing from the Academic Dean. The Administration

has all appropriate forms and will submit the completed form/s to the Academic Dean for review. If the absence is approved, you must make up the work missed. Make up work will be assigned by your Instructor and must be approved by the Academic Dean. If Office Hours are being provided by the Instructor after your absence, attend the Office Hour even if it means trading your clinic shift with another student.

## 2. Excused Absence due to Illness:

If you miss class due to illness, please follow this protocol.

- a. Inform the Instructor directly or via another student that you will not be in class and why.
- b. Get as much of the missed information as possible from a classmate following class.
- c. As soon as you are able to attend classes, communicate with the Instructor, and collect from the Instructor any materials, make up work, and information needed.
- d. If Office Hours are being provided by the Instructor after your absence, attend the Office Hour even if it means trading your clinic shift with another student.

## 3. Unexcused Absences:

Unexcused absences are absences that are not due to illness and have not been pre-approved by the Instructor. All participation grade points for the class missed will be subtracted from your final grade and make up work is not available. Unexcused absences include illness due to alcohol/drug related accidents or other misconduct, including failure to communicate with your instructor within a reasonable amount of time (under most circumstances within 24 hours), and taking a mental or emotional health day. You may need to take a “me” day, just know that there are academic consequences, and that the program is so intense and fast paced that missing one day could put you at a big disadvantage.

The Academic Dean reserves the right, under extraordinary circumstances to allow for less grade point penalties.

### Graduation Requirements:

In order to graduate from CRSMT you must PASS every class. Grades below a C or 70% are not passing grades. You must also pass every Final Exam. Students who fail a final exam may be eligible to take a retest upon the review of the circumstances, and discretion of the Academic Dean. Retesting fees apply.

### Additional Credit Hours:

Depending on where a student intends to practice upon graduation, more hours may be required by their particular licensing Board. The Academic Dean may offer additional hours, within reason, in the student clinic for further clinical practicum hours. Additional hour fees will apply. Please request a meeting with the Academic Dean for additional hours application and consideration.

### CRSMT Final Exams:

In order to graduate, all students must pass the CRSMT Final Written Exam, and the Final Practical Exam. These examinations are given in the last week of the program. Each exam is worth 5% of the cumulative GPA

### Accidents and Illness:

Making smart decisions will limit accidents and illness. Everyone is cautioned that injuries and illness will have a negative impact on your experience, and most likely will have an adverse affect on your academic performance, and your wallet. If you miss class work and must make up work in order to successfully pass the course, you will be responsible to pay for the Instructor and the Administrator's time.

### **CRSMT Non-Discrimination Policy**

CRSMT admits students of any color, ethnic origin, gender, national origin, race, religious background, or sexual orientation to all of the rights, privileges, programs and activities generally accorded or made available to students at the school. CRSMT does not discriminate on the basis of race, color, gender, national or ethnic origin in administration of its educational policies, or other school administered programs.

## **CRSMT Refund Policy**

Once students pay the first tuition installment they are enrolled in the program.

CRSMT requires written notice of intent to withdraw. The official date of withdrawal is the day the Academic Dean or the Director of Operations receives written notice from the student (by hand or by mail) of his/her intent to withdraw. Refunds are calculated based on the date of withdrawal. For students who never begin classes, the official date of withdrawal is the start date of the program.

Withdrawal due to Severe Personal Injury / Prolonged Illness / Death in Immediate Family:

If a student withdraws because of a severe personal injury or prolonged illness or a death in the immediate family that makes it unreasonable to complete the program, special refund considerations may apply. These considerations may be requested with specific and detailed supporting documentation of the circumstances. Students should make a written request to the Academic Dean and Director of Operations. All decisions will be final.

If special refund considerations are approved, the options may include:

Option # 1 - The student will be permitted to return to the school at a subsequent term as available to complete the program. In this event, the student will start the term at the point in the program which they had to withdraw.

Or Option # 2 - The student will be refunded 50% of the tuition, minus daily fees prorated for time spent in the program prior to withdrawal.

Withdrawal not due to Severe Personal Injury / Prolonged Illness / Death in Immediate Family:

All other program withdrawal refunds will equal 25% of the tuition, minus daily fees prorated for time spent in the program prior to withdrawal.

### Refund Distributions:

Appropriate refunds will be made in full within ninety (90) days of the date of withdrawal.

### Dismissal After Class Starts:

Students who are dismissed for cause after completing a specified number of hours in the program will receive refunds equal to 25% of the tuition, minus daily fees pro-rated for all time spent in the program prior to dismissal.

### Program Cancellation:

CRSMT reserves the right to cancel a scheduled program if minimum enrollment is not met and maintained. Students enrolled in a cancelled program may enroll in another scheduled program or obtain a full refund.

### **CRSMT Transfer Credit Policy**

In order to graduate from CRSMT, all students must participate in all class work. Transferred Credits are not accepted from another institute in lieu of class participation. If a CRSMT Graduate is pursuing another degree, will be attending another institute with further entrance requirements or is perusing licensure in a jurisdiction that requires more hours than the CRSMT Program provides, the Academic Dean may accept applicable Transferred Credits and note those credits on the Official CRSMT Transcript.

### **CRSMT Discipline Explanation and Procedures**

When students break and/or do not follow the CRSMT Guidelines, Rules, or Policies, the Instructors and Administration will respond with appropriate progressive disciplinary action.

Infractions fall into the following three categories, and can happen on or off campus, in or out of the classroom:

1. **Minor Infractions:** A Minor Infraction is the lowest level of infraction and is typically when a rule has been broken that does not harm another or violate or put in jeopardy the mission of the school.

In response to Minor Violations Instructors or Administrators will complete a Minor Infraction Form and if the infraction occurred in class will take off grade points based on recommendations from the Academic Dean. Instructors or Administrators decide whether or not to inform the Student of the minor infraction at the time of the infraction. All minor infractions will be recorded.

2. **Moderate Infractions:** A Moderate Infraction is one that goes beyond a Minor Infraction. Moderate Infractions include misconduct of a more serious nature or misconduct that negatively affects the experience of other Students, or Instructors, or Administrators, or that is intentional, or that is preceded by one or more Minor Infractions.

In response to Moderate Violations, a Director will issue the student a Moderate Infraction Written Warning, determine any grade point losses, and may mandate additional disciplinary measures, including, but not limited to:

- a. A meeting with Student and Instructor.
  - b. A meeting with Student, Instructor and a Director.
  - c. A facilitated meeting between Students.
  - d. The Issuance of an Apology
  - e. Additional Applicable Discipline
3. **Major Infractions:** A Major Infraction is the most severe category of Infraction. Included in this category are violations to the CRSMT Standards of Ethics Policy, blatant disregard for any CRSMT Policy, any intentional actions that have been or potentially could be emotionally or physically harmful to another Student, Instructor, or Administrator, repeated Minor or Moderate Infractions, violation of the law, violations that put the mission of the school in jeopardy.

In response to Major Violations, meetings will be held as soon as possible with any involved students and instructors and at least one of the Directors. Member(s) of the Advisory Board may also be present via Teleconference. If

necessary an investigation will ensue in order to determine the nature and details of the violation(s). Following the meetings, and/or investigation, the Directors and members of the Advisory Board will meet to determine disciplinary action. Disciplinary action may result in immediate removal from the program (expulsion).

Following is a partial list of Infractions and the degree to which they are categorized. This list serves as an example and is not intended to be comprehensive.

Examples of Minor Infractions:

- Passive Aggressive Behavior in the classroom
- Leaving your bike on the lawn
- Being late to class
- Wearing a dirty shirt to clinic
- Interrupting an Instructor
- Not participating in classroom setup and breakdown
- Feeding the dogs
- Going into the pool sandy
- Being late to clinic
- Not following directions in class

Examples of Moderate Infractions:

- Repeated tardiness to classes
- Repeated unprofessional behavior in the classroom
- Repeated hygiene issues
- Participating in negative banter (i.e. Not engaging in proactive problem solving)

Examples of Major Infractions:

- Physical altercation with another student of faculty member
- Smoking on campus
- Drugs and Alcohol on campus
- Stealing Air-Conditioning

- Theft
- Cheating on an Exam
- Plagiarism
- Misrepresenting ones work
- Permitting un-approved guests on the campus
- Providing massage therapy outside of CRSMT
- Dating a Client

### **CRSMT Precautions / Warnings / Recommendations**

CRSMT is committed to facilitating an environment that is safe, nurturing, and conducive to supporting the success of every student as they move through the four-month program. The campus has been designed with this safety in mind and the CRSMT Guidelines, Rules and Policies have all been thoughtfully implemented as a “map” for student success. Student support of this commitment and their compliance with the CRSMT Handbook is important to this success.

Irrespective of the safety created in the campus environment, there are many dangers outside the campus walls. The vast majority of these dangers can be avoided with sound decision making. Unfortunately, with such an intensive program, a poor decision can result in circumstances that have a significantly negative effect on a student’s academic experience, their health and wellness, or may even end their experience at CRSMT prematurely.

With this in mind CRSMT offers the following recommendations to help:

#### **Alcohol:**

- **Recognize that 90% of all accidents or serious incidents that have occurred at CRSMT have been alcohol related, and students have been seriously injured, and that it has affected their entire experience.** CRSMT recommends that you choose not to drink during the program or keep it to a bare minimum. Alcohol impairs your sound decision making capacity and your physical abilities. Remember that if you are not able to continue class due to an alcohol related incident, you will not be eligible for a refund.

If you choose to drink, drink responsibly and:

- Don't climb up on your bunk bed if you have been drinking
- Don't swim or surf in the ocean
- Don't ride your bike
- Don't walk home alone
- Don't break school policy

#### Walking Home at Night:

- Avoid walking alone at night! Try to move with a companion if not with a herd. If you don't wish to be harassed, dress conservatively. You will notice that Tico Women dress more conservatively than many of the female tourists in Samara. It is recommended that you wear a cover up in town (such as a sarong) when you are on the way to the beach.
- If you feel unwanted energy from anyone in Costa Rica, smile, but make a point to keep your distance, and as always, if anything troubles you, speak with the Administration.

#### Look Out For Each Other:

- The biggest safety net that you have is your fellow students. Look out for one another. Always make sure someone knows where you are and what your plans are. If you decide to spend the night off campus make sure a fellow student know when you plan to return and where you will be.

#### The Ocean and The Island:

- Never underestimate the power of the Ocean. While the Beach in Samara is safer than most, beware: it can appear calm and conditions can change quickly with underwater currents.

- Don't attempt to swim to the Island. It is much farther than it looks and there are dangerous currents and coral.

### Sexual Precautions:

In most tourist areas where there is a party scene: scams and dangers of a sexual nature are more prevalent than in non-touristy areas. Here is what you (and your team) need to be aware of, and deliberately avoid:

- Being drugged – Never leave your drink unattended.
- Catching a Sexual Disease.
- Being seduced to sponsor (finance) a person.
- Being seductively manipulated or lied to.
- Cons that result in theft or violence.
- Being raped – never go to, or leave a bar without a friend, and do not walk alone at night.
- Sending the wrong message and suffering the consequences. If you dress provocatively and do a sexy dance with the wrong person, you may be “claimed”.

### Don't Spread Germs:

- Wash your hands often!!!
- Do not share food without washing your hands and utensils and don't share drinks or water bottles!
- When sharing snacks like popcorn, nuts, or chips. Please put some in a separate bowl for yourself.
- If one of us gets sick, all of us can get sick. Virus and flu like symptoms can make their way very quickly through such a small community.
- If you are contagious, you must inform the Administration and you will not be able to participate in hands on classes until you are no longer contagious. Additionally, your clinic shifts will be rescheduled.

## **CRSMT Problem Solving and Support**

Growth does not come without adversity and challenges, and there will be obstacles for the students to overcome. Potential challenges include homesickness, conflicts with a peer, academic stress, sickness, need for privacy, loneliness, theft, sleepiness, heat exhaustion, bug bites, sunburn, and burn out. Students are encouraged to recognize that the challenges that arise during school are opportunities for growth. The instructors at CRSMT are committed to supporting the students through their challenges and adversity. When personal conflicts arise between individuals, Senior Staff will offer guidance, if requested, and will support and encourage Proactive Problem Solving.

### **Proactive Problem Solving:**

CRSMT is committed to Proactive Problem Solving. This means that when there is a problem or an issue that is unresolved between a student and another person in the campus community, CRSMT encourages the following steps:

1. Assume positive intent.
2. Go directly to the person you are having the challenge with and request to speak to them about the issue privately.
3. Explain the issue in a non-blaming manner; look for an opportunity to take some personal responsibility.
4. Listen carefully to what the other person has to say.
5. Don't "react", rather, respond thoughtfully.
6. Repeat back to them what you heard them say.
7. Offer some ideas for solutions that will meet both of your needs
8. Listen to ideas that they have.
9. Look for common ground.
10. See if you can jointly agree on a solution

### Mediation:

If you have attempted the above Proactive Problem Solving steps and have not been successful, you might consider Mediation. Mediation can be arranged with a Director through the Administrative Office.

### Promoting Negativity:

The following behaviors are actions that are not conducive to Proactive Problem Solving and generally will do additional damage to the situation and can affect the campus community as a whole:

1. Assuming negative intent.
2. Speaking negatively about another person.
3. Holding a grudge.
4. Not speaking directly to the person in a healthy manner about the concerns.
5. Representing your thoughts or feelings as those of the group "We feel..." when you have not been chosen to represent.
6. Name calling
7. Trying to incite others against an individual
8. Passive aggressiveness
9. Sarcasm
10. Gossip

Students that are participating in negativity or negative communications will meet with the Administration.

Counseling:

If at any time you feel you need the support of a professional counselor, CRSMT has two counselors on staff that can assist you through a conference call. Please inquire with the Administration.

**CRSMT Administrative Fees**

Tutoring Per Hour .....	\$25.00
Counseling per Hour .....	Rate dependant on Counselor's Fees
Mediation per Hour .....	\$40.00
Re-Testing .....	To be determined Director
Transfer Credit Hour—per hour .....	\$15.00
Damaged or lost equipment .....	150% Original U.S Price
Replacement cream jar .....	5.00
Replacement Clinic Shirt .....	\$30.00
Late Tuition Payment Fee .....	\$150.00 per week
Returned Check Fee .....	\$30.00
Student Massage Rate—Clinic .....	\$10.00
Student Family Rate—Clinic .....	\$20.00
Extra Session with Pro .....	To Be Announced
Additional Supervised Clinic Hours .....	\$16.00 per hour
Additional Transcript Fee .....	\$15.00
Duplicate Diploma Fee .....	\$75.00
First Aid Supplies—Western and Natural .....	150% Original U.S. Price
Lost Keys .....	\$25.00 per key