

**School of Massage Therapy Clinic Handbook  
2014-2015**



Dear Student:

The purpose of this manual is to provide the student with a reference to the clinical operations, rules and regulations, and internship requirements. It is your duty as an intern at Parker University School of Massage Therapy to read and adhere to all rules and regulations in this handbook, and to keep abreast of any changes that may transpire during your time here. Please keep in mind that there is a reason for every step, a reason for every rule and policy. The end result of your diligent attention to each of these procedures will enable you to graduate in a timely fashion as a skilled Massage Therapist ready to serve mankind as a healthcare provider.

I welcome the opportunity to work with you and all of our dedicated faculty and staff to help make your internship as rewarding and productive as possible.

Drew Riffe, DC, LMT, MTI  
Massage School Director

## **INTRODUCTION**

This handbook provides a ready reference covering routine clinic operating procedures, policies, rules, and regulation for clinic practice and intern requirements. Each student will need to reference this handbook throughout his/her entire experience at Parker University School of Massage Therapy.

This handbook will help to insure an educationally effective clinical experience and enhance proper functioning of the clinics.

The clinic handbook does not constitute a contract in any form. It is a dynamic document, subject to amendment as new and better procedures are adopted. Memos to students and staff doctors may be used to update or change policies as needed. Recommendations for change should be submitted, in writing, to the Massage School Director.

## SECTION 1: OPERATIONAL GUIDELINES

### 1-1 GENERAL INFORMATION

1. Massage School Public Clinic

The Parker University School of Massage Therapy Intern Clinic is located at:  
Parker University, Massage Therapy Clinic  
2560 Electronic Lane  
Dallas, Texas 75220-1214  
214.902.3485

Beginning near the end of Tri I, Massage Therapy students begin to put the theory and art of massage into practice and step into their first experience in providing massage care.

2. Hours of Operation

- a. Regular Massage School Building Hours:  
Monday through Friday 8:00 am – 10:00 pm  
Saturday 8:00 am – 5:00 pm  
Closed on Sunday
- b. Intern Clinic Hours  
Monday through Friday 10:00 am – 8:00 pm  
Saturday 10:00 am – 5:00 pm  
Closed on Sunday

Note: Certain school holidays and special events may result in the clinic being closed.

3. Clinic Instructors and Staff

- a. Massage School Director (MSD), appointed by the Vice President of the College of Chiropractic., serves as Academic and Clinic Administrator for the Massage Therapy program and is responsible for the operation of the School and Clinic within guidelines established by the administration.
- b. Assistant Academic Administrator (AAA), appointed by the Massage School Director, serves as the lead instructor for the INMT0221: Internship course and is responsible for the assessments and progress through the clinic process.
- c. Clinic Supervisor (CS) is a licensed Massage Therapy Instructor (MTI) in the State of Texas, whose primary responsibility is to give clinical instructions to interns, to supervise treatments and guide the interns in client management, and for the health management of clients.
- d. Various other office staff personnel are available, such as receptionist.

4. Clinic Fee Structure and Payment Policies

- a. The fee structure of the Clinics for the services provided by interns is unique in that fees are significantly lower than those of field therapists. Student intern massages are \$35 per 60 minute session (50 minutes of hands-on massage).
- b. Clinic clients must pay for services rendered at each visit.

- c. Interns must refrain from making financial arrangements with clients and must not lead clients to believe that payment for services is not expected.
- d. Should an intern offer free care to a client, or make financial arrangements, he/she will NOT receive credit for the care he/she administers, and the intern will be responsible for the client's bill.
- e. It is considered unethical for an intern to recruit a client on the basis that the intern will pay for the services rendered.

## 1-2 ETHICAL CONSIDERATION

### 1. Maintenance of a Professional Environment

Even if a client is a close friend behavior in the clinic environment must be appropriate to the therapist-client relationship. Interns are absolutely forbidden to massage a girlfriend/boyfriend or others with whom they are having a personal relationship.

Interns are strongly advised against unnecessarily touching or hugging their clients and support staff. Any sexually suggestive language should be absent from conversation while present at the clinic. Sexually suggestive jokes have no place in the clinic setting.

Any incident which occurs will be subject to "Disciplinary Action" as outlined in this document but is still subject to direct action as deemed appropriate by the MSD.

### 2. Confidentiality/Client Privacy

The fact that student interns are massaging family, fellow students, friends, or acquaintances, does not exempt them from the obligation of confidentiality regarding all details of the case. To the contrary, in order to have a relationship of trust, respect, and confidence with any client, this obligation must be strictly observed. The only persons who have a right to knowledge of a client's case are the client's therapist; this includes only the clinic faculty and the client's assigned intern. Any other release of information may be made only with the signed authorization of the client. Therefore, only the assigned intern may request his/her client files from the records.

There are areas in which clients and visitors are restricted from entering. These include the Receptionist's area and the Administrative Offices. Unauthorized individuals who enter these restricted areas must be courteously, but firmly, asked to wait in the lobby. The CS, AAA or MSD must be notified immediately if an unauthorized person refuses to leave a restricted area.

### 3. Client's Welfare

It is the obligation of every intern in all phases of client management to keep in mind the welfare of the client. All procedures performed on a client are done for the benefit of the client. Interns will not perform a procedure only to get credit. Interns must be prepared to justify every procedure that will be performed on a client. The intern operates under the license of the assigned MTI. All modalities recommended by the MTI will be provided unless the client specifically denies the massage.

### 4. Client's Rights

It is to be strictly understood that the role of the therapist in the therapist-client relationship is to recommend and advise, never demand or force any procedure or course of action upon a client. The client always has the choice of whether or not to follow the intern's recommendations, and it is misuse of the status of a therapist to bring to bear any pressure of authority upon a client. The client is entitled to know the facts of his or her case and the best course of action to follow. Beyond that, the client should know that the decisions regarding personal health care are his or her own.

The client has the right to have his/her privacy protected. The client's case will only be discussed between the client, the Intern and the Massage staff.

The client has the right to request copies of his/her files to be sent to another facility, be it Chiropractic, Medical, Osteopathic, or Legal (a copy fee will be charged for this service). A 'Record Release' form must be filled out and submitted to the Administrative Assistant of the Massage School.

For any questions or concerns, the client should contact the AAA or MSD.

For grievances/incidents, the client should request a Client Grievance Report form and envelope from the Front Desk Representative.

## 5. Therapist's Rights

The therapist has the right to expect client compliance during the massage session. This includes adherence to home instructions, keeping appointments, and referral advice as appropriate. If a client refuses to comply with suggested advice it is the interns' responsibility to consult with an MTI to determine a course of action. If discharge is contemplated, the Clinic Director of the respective clinic must be consulted. Should a client be discharged for non-compliance, or other adverse reasons, the MSD will prepare a letter advising the client of the facts and circumstances. This certified letter will, where appropriate, include referral options for the client.

Adverse discharge of a client requires the signature of the intern, the assigned MTI, and the MSD of the respective clinic.

Any client discharged under adverse circumstances may be denied further care at any Parker University facility.

## 6. Misrepresentation

An intern will not misrepresent himself/herself as a Licensed Massage Therapist. This includes the use of unauthorized professional cards, printed checks, letterheads, e-mail and web sites, as well as verbal self-representation. Graduation and state licensure are required to use the title of Massage Therapist.

## 7. Vacation Policy

The Intern clinic will be open for client care Monday through Saturday, except for the holidays noted in the University catalog and University function closings as distributed each trimester. Whenever an absence is anticipated or the intern may need to take several days off, arrangements for days off must be made with the CS, AAA or MSD at least one week in advance. Any intern who must be absent must make arrangements for another intern to massage his/her clients. The alternative intern must be made known to the MSD. Any intern who fails to provide for his/her clients during an absence may be subject to "Disciplinary Action."

Special exceptions to these vacation and attendance policies may be granted, as in the case of severe illness, emergency, or other unusual circumstances. Requests for special consideration must be approved by the AAA or MSD.

## **1-3 BEHAVIOR AND CONDUCT**

The following rules for conduct are set forth to insure principles of an ethical therapist - client relationship are followed, and to insure effective and efficient Clinic operations are maintained.

### 1. Dress Code & Hygiene

Interns and observing students must be continually conscious of the importance of appearance and

how it reflects on their professional image, and on the image of Parker University. The dress code for students is the same regardless of trimester.

Requirements:

- a. Not wear offensive levels of cologne/perfume
  - 1) Because of allergies, a fragrance free environment is encouraged
- b. Maintain short (not extending past the fingertip) fingernails and remove all nail extensions.
- c. Maintain hygienically induced odors:
  - 1) This includes but is not limited to; showering as often as necessary, applying and reapplying deodorant, absorbing excessive sweat with body powder, and changing clothes when appropriate
  - 2) Parker University has on campus showers in the Student Activity Center for student and staff use when the need is necessary.
- d. Keep hair clean, off of the face and neatly secured out of possible obstruction to the client or massage.
- e. Smokers must thoroughly wash and clean; using warm water and anti-bacterial soap; shoulder to fingertip before touching client after each time they smoke.
  - 1) Smokers are encouraged to also be conscious of levels of smoke in clothing and be prepared to change clothes when necessary for the health of the client who may be allergic to it.
- f. Not bring gum or food into massage session.
  - 1) It is encouraged to keep mints on hand in the event that a student or therapist may choose to eat between clients.
- g. Not wear obstructive or dangly jewelry.
  - 1) If a student, therapist, or supervising clinic instructor is uncomfortable with removing rings of sentiment from their body completely, they may keep them on a short necklace chain around their neck, provided it is not obstructive to the client or work provided during a massage session.
- h. Maintain professional table and product hygiene within massage session:
  - 1) Holsters are required to be on the body during the entirety of the session and holding lotions and/or oils.
  - 2) Lotions and/or oils may not be placed on the table for any reason.
- i. Maintain contact hygiene between clients.
  - 1) Anything that comes into direct contact with the client is considered contaminated and must be washed before being used on another client.
  - 2) Anything that has been dropped on the floor may not be used on the client again.
- j. Students, Therapists, and Clinic Supervisors:
  - 1) Only approved scrubs shall be worn. We recommend solid, neutral colors. Patterns may be worn but must be pre-approved by the MSD or MTI.
  - 2) Men
    - i. Scrubs may be plain and without writing or have the PUSMT logo
    - ii. Must be clean and without excessive stain or wrinkles.
    - iii. Undershirts must be tucked in.
    - iv. Scrubs must appropriately cover shoulders.
    - v. Must be of tasteful balance between too loose and too tight.
      1. Scrubs worn too loose can create obstruction during the massage.
      2. Scrubs worn too tight can communicate to the client inappropriate professional intentions. For the safety of each student and staff member, it is imperative that communication between the institution of PUSMT and the client is clear and intentional.
    - vi. Tattoos must be completely covered regardless of location.
  - 3) Women- professional top
    - i. Scrubs may be plain and without writing or have the PUSMT logo.
    - ii. Must be clean and without excessive stain or wrinkles.
    - iii. Must appropriately cover shoulders, chest and midriff sections.

1. Cleavage should not be exposed during any point of the massage session. To gage this, try bending over in front of a mirror when getting dressed, if you can see it, this would be considered too low.
  2. Midriffs should not be exposed during any point of the massage session. To gage this, raise both arms above your head, if your midriff is exposed, then the shirt is considered too short.
  - iv. Must be of tasteful balance between too loose and too tight.
    1. Scrubs worn too loose can create obstruction during the massage.
    2. Scrubs worn too tight can communicate to the client inappropriate professional intensions. For the safety of each student and staff member, it is imperative that communication between the institution of PUSMT and the client is clear and intentional.
  - v. Tattoos must be completely covered regardless of location.
- 4) Shoes
- i. For both men and women, shoes must be professional in appearance; without excessive wear, clean, and also functional to the needs of the interns or therapists' feet during the massage session.
    1. Only closed toed shoe may be worn.
    2. Shoes must be worn at all times while in the clinic.
    3. Cloth and suede/leather flat shoes are ideal.
    4. Professional shoes that lace up are okay. (i.e. Airwalks, Vans, Sketchers, etc.)
    5. No high heels.
      - a. This would be identified as anything higher than a 1" "kitten heel."
    6. No cloth or plastic flip flops (i.e. Reefs, shower shoes, etc.).
    7. No shoes that make excessive clicking or other noises on the floor during the massage session.
    8. No shoes that leave rubber scuff marks on the floor during the massage session.

Undergarments should not be visible in professional dress.

Miscellaneous:

- Clothing at outside marketing events: They are to be the same as listed above. Specific polo-type shirts (neatly pressed) w/ Parker logo (available at the Parker bookstore only) may be worn.
- Cell phones must be turned off without exception during the clinic shift. If there is an emergency or other need please direct family and friends to contact the front office personnel who will relay the message. The school number is 214.902.3485.

2. Authority to Enforce Dress Code

The CS or supervising MTI, AAA, MSD or front desk personnel has the authority to rule on appropriateness of attire and hygiene. The student shall comply with guidance given. If a conflict develops, the student may appeal through normal channels to the MSD of the respective center and then the VP of Academics office; however, the student will comply with instructions until the question/problem is resolved. Students who fail to comply may be asked to leave the clinic until they do comply. The MSD may send violators of the dress code to the Professional Standards Committee for appropriate action.

3. Inappropriate Language

No student, faculty, or staff will use profanity in the clinic at any time, whether directed to or in communication with clients, staff, or others. At no time will abusive, annoying, or otherwise hostile manners be allowed. This applies to what is written in client files and on forms as well.

4. Violations



- a. The CS or supervising MTI has the authority to enforce the Clinic dress code. On a second offense, the student must meet with the MDS. When a student has received three warnings he/she will be reported to the Professional Standards Committee for a hearing and appropriate action.
  - b. All clinic personnel share responsibility for the appearance and cleanliness of the clinic. Each student will be held responsible for maintaining any clinic area that he/she used.
  - c. Any student found with alcohol on his/her breathe, or found to be under the influence of drugs while performing duties in the clinic, will be suspended immediately. The matter will be brought before the Academic & Professional Standards Committee.
5. Seeing-Eye Dogs  
When a client enters the Clinic with a "Seeing Eye" dog, interns are not to touch or speak to the dog. The dog is "on duty" and is highly trained to perform his duties. Students interfering with the dog while he is on duty can result in the dog having to be retrained. Clients consider this activity extremely rude.

## **1-4 CLINIC ATTENDANCE**

### **1. Attendance**

It is VERY IMPORTANT that you attend all appointment time slots for which you are scheduled. You may not remove your name from the schedule unless you are given permission from the CS or supervising MTI, AAA, MSD or front desk staff. They will initial the scheduled time slot which Interns are required to arrive 30 minutes prior to the start of their clinic shift. Interns are required to check in with the front desk staff.

### **2. Violations**

Violations of the above attendance requirements will be addressed by the CS, AAA, MTI and/or MSD. Serious or repetitive violations may be submitted to the Academic & Professional Standards Committee. Any incident which occurs will be subject to "Disciplinary Action" as outlined in this document but is still subject to direct action as deemed appropriate by the AAA and/or MSD.

### **3. Hour Requirements/Outreach**

Internship (INMT0221) requires 80: 1 hour Massage sessions with the general public. SOAP notes are required for each session. The first half of the Internship (40 hours) will focus on Swedish Massage Techniques. The second half of the Internship (40 hrs) will focus on Advanced Modalities (Myofascial Release, Neuromuscular Therapy, etc.).

Scheduling will be done through Appointment-Plus software. This training will be given at your "Clinic Orientation" class during the Swedish Technique course. All interns are required to set and maintain their own schedules through Appointment-Plus.

An 'Observation Hour' is required before the completion of your Internship. This is a time when the student intern is observed by the CS, AAA or MSD. This will count as 1 'Clinic Hour' towards their total of 80.

## **1-5 MALPRACTICE INSURANCE**

### **General Information**

The University maintains adequate coverage for each intern. Each intern helps defray the expense per trimester. Malpractice insurance coverage is for adjusting on campus in a controlled, appropriate environment.

Students may acquire their own insurance at any time during their education but will still be covered under Parker University School of Massage Therapy's malpractice insurance.

## **1-6 THE INTERN-CLIENT RELATIONSHIP**

### **1. General Information**

The following guidelines and regulations for relationships between interns and clients must be adhered to:

- a. All required forms and records in a file must be kept current, including the intake form and SOAP notes, receipts of service, and any other personal documents pertaining to the client. If an intake form is six months or older a new intake form must be filled out. Current intake forms are kept on top of older ones in the client folders.
- b. Discretion and respect for the confidentiality of the Intern-client relationship must be observed at all times.
- c. A due regard for client privacy must always be observed. Specifically, no client may be used in demonstrations to other interns except as directed, and no one may be brought in to observe a treatment visit or evaluation of a client in examination unless approval has been obtained from the Massage Therapy Instructor.
- d. Clients must be properly draped during massage procedures. 'Full Conservative' draping is required at all times. Anyone wishing to enter a room in which a client is being massaged must knock and wait for the massaging intern to reply.
- e. Interns are not to give out their personal demographic information to clients. This is for the safety of the intern. The interns should have their business cards on them at all times and for any appointment scheduling should refer the client to the client clinic number.

### **2. Client Files**

- a. No intern may leave the clinic until all his/her client records have been properly returned to the client records location and all SOAP notes have been reviewed and signed by the MSD, AAA or CS/MTI.
- b. Files left out will be turned in to the assigned CS/MTI and the intern will have to retrieve them. Repeated dereliction in this area will require appropriate discipline.
- c. A client's records are not to be taken from the clinic premises without written permission from the MSD.
- d. HIPPA requirements:
  - 1) No client files may be left out at the close of clinic.
  - 2) No documents having client information may be visible to the general public.
  - 3) Only the MSD, AAA, CS/MTI, front desk personnel or intern may have access to client information.

### **3. The Intern-Intern Relationship**

Cooperation is an essential feature in a clinic operation which includes numbers of interns sharing facilities and equipment. A willingness to work together for the benefit of the client and the clinic is required and expected by the Massage School staff.

### **4. The Intern-Massage Instructor Relationship**

- a. Any clinic or client-related problems must be brought to the attention of the CS/MTI. Maintaining communication with the clinic faculty about problems that exist is the intern's responsibility. If satisfaction is not obtained, the intern may bring the problems to the attention of the AAA or MSD.
- b. A MTI may enter your treatment room at any time to observe and evaluate as needed. The CS/MTI will either knock before entering or will quietly enter the room. If you have any questions this is a good time to ask. It is the intern's responsibility to let each client know that this is very likely to occur. Do not leave the room to ask when the MTI will come by to observe.
- c. During your internship the CS/MTI on duty has the final authority to govern what is best in a situation. Whether it is involving a client-therapist, client-client, or therapist-therapist situation the CS/MTI is the final authority. Your respect is demanded for the supervising CS/MTI. If you are disrespectful you will be subject to "Disciplinary Action" as outlined in this manual.

#### 5. The Intern-Office Staff Relationship

- a. The general principle of the intern-office staff relationship must be that of mutual respect and awareness of the responsibilities and domain of each.
- b. It is the duty of the receptionist to pleasantly greet clients, answer phones, receive payment for services, maintain a professional reception room environment and to see that the flow of client "traffic" into massage rooms is smooth, timely, and efficient so that clients will not be kept waiting excessively. Additional duties include record keeping, typing, and certain other duties. No intern will interfere with or attempt to usurp the receptionist's duties.
- c. Interns will not occupy the lobby or detain the receptionist with questions or conversation because this will interfere with the receptionist's duties.
- d. Any conflicts or problems that arise between intern and reception or clerical staff should be brought to the attention of the AAA or MSD if the individuals involved cannot resolve the problem themselves.

## **1-7 FACILITY CARE**

1. Equipment and treatment rooms must be used efficiently and left in order and ready for re-use. This includes redressing the tables for the next therapist that uses the massage room.
2. All laundry used by students during the massage session is to be put in the laundry room bins. If you notice linens with stains or faults please bring them to the front desk's attention.
3. All tables need to be sanitized with the provided cleaner at the end of the day
4. All clinic facilities are to be treated with respect. Any damage being caused by students will be subject to "Disciplinary Action" as outlined in this handbook.
5. If there is any problem with equipment the student needs to bring this to the attention of the CS/MTI, AAA or MSD.

## 1-8 REQUIRED CLINIC EQUIPMENT

1. All required clinic equipment will be provided by PUSMT. This includes but is not limited to: massage table; lotion; linens (fitted and flat sheets, face cradle cover, and towels);
2. If a student wishes to use a different type of lotion, crème, oil, gel or other equipment than what is provided they must first clear the equipment with the CS/MTI, AAA or MSD.
3. No candles, heating blankets, heaters, essential oils or hot/cold packs may be used without direct supervision from the CS/MTI, AAA or MSD.

## SECTION 2: ACADEMIC REQUIREMENTS FOR INTERNSHIP

### 2-1 ACADEMIC REQUIREMENTS FOR CLINIC

1. Entrance Requirements  
Internship - A student may progress to Internship upon successful completion of all other Trimester I classes.
2. Internship
  - a. Internship (INMT0221) requires 80 clock hours (80 – 1 hour massages – 80%, 1 hour included is for the 'Observation Hour').
  - b. Question and Answer assessments (10%)
  - c. Capstone Exam (10%)
3. Clinic Grading System
  - a. The Internship classes will be on the Standard 100% scale.

Grade	Numerical Value	Grade Point Average	Interpretation of Academic Achievement
A	89.5 – 100	4.0	Excellent
B	79.5 – 89.4	3.0	Above Average
C	69.5 – 79.4	2.0	Satisfactory
F	Below 69.5	0.0	Unacceptable

- b. Should an intern fail Internship Practicum, that intern will need to enroll the following trimester in the Extended Internship Practicum (at an additional fee). This extension allows the intern the next trimester to complete their Internship Practicum. Should the intern not complete the Extended Internship Practicum, that intern will NOT complete the program in the maximum allotted time (12 months of continual enrollment) and will be required to repeat the entire massage program (600 hours).

- c. If a student fails to complete any course in two attempts, he/she will be dismissed from the institution. This includes the Internship Practicum. Should this occur, the student may appeal to the Academic and Professional Standards Committee (Parker University Catalog).

## **2-2 CLINIC CHECK-OUT/ EXIT INTERVIEW**

### **1. Intern Procedures for Check-out**

- 1) Upon completion of the Internship requirements the student must schedule an "Exit Interview" with the CS/MTI, AAA or MSD through front desk personnel. This must be completed before the Saturday of the commencement of the next trimester. REMEMBER this is YOUR responsibility to set this up and you will NOT receive your diploma/transcripts until this meeting has taken place.
- 2) The Exit Interview will be a time to review your client files as well as evaluate your learning experience.
- 3) If there is found to be an error in the hours of the internship by the student the requirements found to be lacking will be required to be completed by the student intern. Another Exit Interview needs to be scheduled by the student intern upon completion of these requirements.

## **SECTION 3: EMERGENCIES**

### **3-1 CLINIC PROTOCOL**

#### **1. Procedures**

An emergency is an unexpected or sudden occurrence requiring immediate, direct intervention to prevent loss of life, limb, or sight. Other less threatening incidents are also considered emergencies, such as, but not limited to, loss of consciousness, seizure, sudden abnormalities of speech, disorientation, sudden vomiting or any sudden departure from normal function or behavior. WHEN IN DOUBT, TREAT AS AN EMERGENCY.

Emergencies can occur within the clinic or anywhere in the vicinity of Parker University. Occasionally, a client will be brought to the clinic in a state that constitutes an emergency condition.

If an emergency should occur, the following procedures will apply:

- a. The best qualified person in the immediate area will take charge of the emergency and begin to render emergency care, which includes maintaining the airway, stopping bleeding, and treating for shock. A MTI and the Parker Safety Officer (dial extension 7911 to reach Security who will summons a Safety Officer) will be summoned immediately. If you are alone, attend the victim and shout "EMERGENCY." Anyone hearing an emergency call must respond immediately.
- b. All personnel not involved in the emergency will immediately CLEAR THE AREA.
- c. No emergency client will be allowed to leave the Clinic unless stable and released by the attending Safety Officer, or transported by paramedics.
- d. The MSD must be alerted immediately of any emergency. In the case of the Director's absence, the AAA, CS or MTI must be contacted.

- e. A written report of the incident must be filed with the MSD within twenty-four (24) hours of the incident. The report should be initiated by the CS/MTI and signed by the other parties involved in the procedure. The report should accurately reflect the facts of the emergency, mention any commendations for exceptional behavior, and include any abrogation of the standard emergency procedures by persons involved.

## **SECTION 4: DISCIPLINARY ACTION**

### **4-1 CHAIN OF RESPONSE**

1. MINOR OFFENSE
  - a. Minor offenses include but are not limited to:
    - 1) Tardiness
    - 2) Incomplete paperwork
    - 3) Untidiness of clinic rooms or files/folders
    - 4) Violation of dress code
    - 5) Any and all other actions deemed "Minor Offenses" by the Administration
  - b. Order of Reprimand
    - 1) Verbal warning
    - 2) Written warning
    - 3) Suspension
    - 4) Review and Possible Termination
- a. MAJOR OFFENSE
  - a. Major offenses include but are not limited to:
    - 1) Disrespecting faculty/staff, other students, or clients
    - 2) Abuse of clinic equipment
    - 3) Violating client confidentiality
    - 4) Any and all other actions deemed "Major Offenses" by the Administration
2. Order of Reprimand
  - 1) Written warning
  - 2) Suspension
  - 3) Review and Possible Termination

## **SECTION 5: RIGHTS RESERVED**

### **5-1 SCHOOL OF MASSAGE THERAPY CLINIC RIGHTS**

The School of Massage Therapy reserves the right to modify requirements for admission to Internship Clinic as well as graduation requirements; to change the content and testing method of Internships; and to change or modify any Clinic regulation affecting the intern.

The policies, regulations and procedures listed in this handbook may be changed or modified. Implementation of changes may occur at any time after appropriate notification of faculty, staff and interns. The School of Massage Therapy is not responsible for any misrepresentation of policies, regulations or procedures that may arise as a result of errors in the preparation of this handbook.

Each intern is individually responsible for knowledge of the current Clinic policies, regulations and procedures that apply to all facets of intern life as contained in this Clinic Handbook, official documents and publications of the School of Massage Therapy, and postings on bulletin boards.

See Parker University catalog for complete Rights Reserved Statement.