

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

**STAFF  
HANDBOOK**

*Revised December, 2009*



President, Margie Schaeffer – Vice President, Craig Schaeffer

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

Margie Schaeffer 717-226-2762 Craig Schaeffer 717-729-8670

### **STAFF CODE OF CONDUCT**

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

### **PROFESSIONALISM**

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

### **MISSION STATEMENT**

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

### **DEFINITION OF SPIRITUAL**

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

### **NON-DISCRIMINATORY STATEMENT**

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

## **SEXUAL MISCONDUCT POLICIES**

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

### **Sexual Harassment**

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

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

### **Sexual Assault**

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

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

## **Retaliation**

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

## **Disciplinary Procedures**

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

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

## **Education Programs**

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

## **STAFF ORIENTATION**

There will be a 30-day orientation period for new staff members. During this time on the job training will occur with an evaluation of the new staff member by the Office Manager and Director at the end of the 30 days.

## **ORIENTATION PLAN FOR NEW OFFICE STAFF**

1. New staff members receive a copy of the Staff Handbook to review and a take home exam to complete . If agreeable with the new staff member, a contract is then received and signed. Upon return of the signed contract, the orientation continues.
2. The new staff member will meet with the Office Manager to:
  - a. Fill out W-2 and state forms for tax purposes
  - b. Learn how to complete time card for paycheck.

## **YEARLY EVALUATION**

A yearly evaluation will occur and be completed by the Director.

The yearly evaluation will consist of:

- a) Personal data information form.
- b) Completion of the yearly evaluation form by the Director
- c) Completion of an evaluation meeting with the Director and Co-Director

## **CONTINUING EDUCATION**

As a condition of our COMTA accreditation the Office staff is required to take one CE class per year. This class will be paid for by Synergy and must have the prior approval of the Director.

## **JOB DESCRIPTIONS**

### **SYNERGY OFFICE JOB DESCRIPTION**

#### **OPEN-UP DUTIES**

1. Unlock front entrance door
2. Lights on in office and lobby
3. Straighten and organize lobby magazines, flyers, etc.
4. If warm and sunny open outside front door and prop open
5. Front glass door windows may be opened if bugs are not bad...closed otherwise if AC is on.
6. Check to see if outside brochure box needs replenishment
7. Open up store display cabinets
8. Open windows or turn on AC. Adjust heat as needed
9. Music in the Office is at the discretion of the employee.
10. Check phone messages each day
11. Check email and forward emails for Margie or other staff and put in mailboxes or forward them.

#### **GENERAL OFFICE DUTIES:**

(Office Manager will divide the following duties among secretarial staff)

1. Answer phone and attend promptly to walk-in clientele
2. Mail or email student information
3. File any materials
4. Copy for needs of all programs
5. Computer programming needs
6. Collection, record keeping, receipts for class fees, client fees, gift certificates for all therapists and retail store products
7. Maintenance of all necessary duties for operation of Synergy Retail Store.
8. Updating all client record systems Rolodex, data base, files, etc.

## **OFFICE MANAGER POSITION**

**This position reports directly to the President**

Qualifications: Office computer skills, proficient typing and basic office organization, management skills, positive people skills, prior experience necessary.

HOURS: M-T-W 8:30 am until 12:30 pm and 3:00 until 5:30 pm (6 1/2 hrs)  
Thurs (student clinic dates only) 8:30 – 12:30 pm and 3 – 8:15 pm

Other hours may be scheduled as the work load dictates and with permission of the Director. Additional hours for example (busier times)

1. Start up of new classes
2. Open House
3. Graduation
4. COMTA, PA State licensure deadline report periods
5. Holiday and vacation phone monitoring

## **SPECIFIC DUTIES**

1. General Office Duties
2. Admission of students for 624 hour Massage Therapy Program
  - a) Schedule interviews
  - b) Preliminary interview of student prior to Director's interview
  - c) Completion of student portfolio's
  - d) Mailing of acceptance letters
3. General documentation support for 624 hour Massage Therapy program
  - a) Keep track of attendance and student make-ups
  - b) Type student probation forms
  - c) Grade objective evaluations
  - d) Enter grades into gradebooks & complete term grade sheets
  - e) Spread sheets for classroom evaluations
  - f) COMTA graduate and employer surveys
4. Fee collection
  - a) Handle delinquent accounts
  - b) Contact collections agency for any delinquent accounts
  - c) Handle state government funding programs for student grants
5. Student Clinic Preparation
  - a) Reminder phone calls (Wednesday prior)
  - b) Pulling of client folders
  - c) Preparation of student clip boards to include:  
client folder, evaluation forms, research form, SOAP charts

- d) Preparation of supervisor forms to include:  
student and client form
- 6. Fieldwork coordinator:
  - a) Handles all sign ups for fieldwork experiences.
  - b) Keeps track of student progress.
  - c) Co-ordinates all paper work, email and phone calls with students and representatives of fieldwork experience locations.
  - d) Rents out seated massage chairs and refills boxes of supplies and information flyers
  - e) Internship/Externship approvals, concerns and faculty coordinator follow-ups. Manage all equipment allocation. Inspect all equipment for damage and report damage to Co-Director Craig Schaeffer. Emergency scheduling problems are to be reported to Office Manager who, if not able to rectify, will then direct the situation to the Director. Scheduling issues are then to be reported at the next staff meeting.

### **Special Assignment Secretary Position**

**This position reports directly to the Director**

Qualifications: Web page design, graphic art experience, and general computer knowledge.

This position will be completed from the secretary's home and also on location at Synergy when necessary. It will involve 10-15 hours of work per week depending on the work load needs of the week.

1. Web site design and revisions
2. Graphic Art work needs of Synergy such as brochures, promotional flyers, diplomas, award certificates, catalogs, newsletters, parade float design, general advertisement design
3. General typing needs of Synergy
4. Assistance with general computer operations of the Synergy computers
5. In-house instruction of other Synergy staff as needed
6. Attend weekly staff meeting on Monday 10:00 am until 11:30 am
7. Press releases

### **CONFIDENTIALITY OF STUDENT GRADES**

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

### **STUDENT MAIL BOXES**

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

### **CONFIDENTIALITY POLICY**

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

### **PHOTOCOPIES**

The copy machine in the office is to be used by the office staff only. Copies may be requested at 20 cents per page for black and white. Any replacement handout or PowerPoint guides will be copied and charged 20 cents per page.

### **PAPERWORK**

The office requires one (1) week's notice to complete any additional paperwork that is requested by the faculty, i.e., transcripts, letters of recommendation, approved class hand-outs etc.

### **LANGUAGE**

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

### **WEATHER-RELATED CANCELLATIONS**

Weather on the mountain can be very severe compared to the valley. Therefore, a decision will be made by the Directors and an appropriate announcement of class cancellations will be placed on the answering machine two (2) hours prior to scheduled class time. Additional snow day make-ups will be added to the end of the term and will delay graduation accordingly.

### **SMOKING**

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

### **BLUE RIDGE SUMMIT FREE LIBRARY STUDENT/STAFF USE SYNERGY REFERENCE LIBRARY**

The Blue Ridge Summit Free Library allows Synergy students to use its facilities. Hours of operation are: Monday – Thursday 3 pm – 8 pm and Saturday 11 am – 4 pm.

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

#### **Best by appointment**

M/T/W 3 – 4:30pm

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

### **SEXUALLY EXPLICIT MATERIALS**

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

### **PARKING**

The parking lot in the back of the building is reserved for the use of staff only. If the lot is full please park in front. Please only park in the back when you are

working at Synergy. In the front of the building 3 spaces are reserved for YOUR FACIAL EXPRESSIONS and 5 spaces are reserved for Sally's Cleansing Center.

### **QUIET ZONES**

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

### **KITCHEN CLEAN-UP**

Food is restricted to the kitchen/classroom #1 area for all faculty, staff and students. If you use it in the kitchen, you wash it, dry it and put it away. Kitchen privileges will otherwise be suspended. The refrigerator will be cleaned the first week of each month. Please date and put your name on refrigerator items or else, if questionable, these items will be tossed. A water purification system has been installed at Synergy, so water may be used directly out of any faucet.

### **PRIVACY**

Be considerate of everyone's privacy. At times, the pool, hot tub area or backyard may be used for meetings. Please do not interrupt these meetings unless you have an emergency. Do not interrupt a class to which you are not assigned. It is unethical to engage other professionals' clientele in conversation beyond an initial pleasant greeting.

### **SALES**

All products that are sold at Synergy must be sold through the Office. No outside sales or solicitations are allowed unless for a charitable organization. Prior approval by the Director must be obtained for these activities.

### **RETURNS**

Any product that has been purchased from the Synergy Office may be returned within thirty (30) days as long as it still remains in perfect condition. We will not accept the return of any items that have been used, written on, or damaged.

## **OFFICE BREAKS**

Breaks may be taken at liberty with a 15 minute allowance in the morning and in the afternoon. Bathroom breaks are allowed as needed.

## **PAYROLL**

Synergy's payroll is done every two (2) weeks. The pay period runs from Wednesday to Wednesday. The checks will be available on Friday. Checks will be kept in the Office and handed directly to the employee. If you do not fill out your time card you will not get paid. The time cards are provided to the faculty in their mailboxes. The time cards for the Office staff are located in the desk drawer. Any paychecks not cashed within 6 months will be considered void and will **NOT** be reissued.

## **CLOSING**

The office should be left in order after each day. The desk organized and neat, office lights off, office window and cash box locked. Turn off all building lights (except approved night lights) and lock all doors.

## **LOST OR STOLEN ITEMS**

Synergy is not responsible for lost or stolen items. Please leave your valuables at home. Put your name on all private items.

## **SYNERGY STAFF USAGE PERKS**

Use of Pool and Hot Tub by self, spouse and children. No shows for clinic appointments are also available first to Synergy office personnel, and office personnel may schedule a monthly appointment in student clinic at no charge.

## **DRESS CODE FOR STAFF**

Staff are required to dress in comfortable but appropriate attire and to take responsibility for their personal hygiene. No cleavage of any type is to be displayed.

## **SCHOOL COMPLAINT POLICY**

Student concerns or complaints should first be brought to the attention of an instructor. Complaints that are not satisfactorily resolved at this level are to be submitted in writing to Synergy's Director. Written responses will be given within five (5) working days. A formal complaint form is available beside the student bulletin board in the downstairs hallway. Synergy is licensed by the Pennsylvania State Board of Private Licensed

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

### **STUDENT SERVICES**

The school does not provide housing, transportation or child care for students, however, the Director of Student Services, Michelle Gilfus, will provide a current listing of area realtors to locate available rental units, provide carpools available within the student body and local child care information. The school does not provide counseling services for students and those needing specific counseling services are referred to their general practitioner or known counselor if student is enrolled in the school through a funded program that provides counseling services. The school provides academic advising to all students to ensure satisfactory progress through the program. Special attention is given to those students who need additional assistance and academic tutoring. Students who have a documented learning or physical disability are allowed modifications to the usual classroom instructional format. For example, some modifications are:

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

(See Make-Up Policies and Procedures for more details.)