



Acclaim Clinical Massage Education, LLC

Student Handbook

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Introduction

Welcome to Acclaim Clinical Massage Education, LLC (“Acclaim”). Acclaim provides live continuing education workshops for licensed massage therapists in the State of Hawaii with a focus on orthopedic pathologies, advancement of manual skills, evidence based treatments, community building, and interdisciplinary cooperation. Our mission is to provide exceptional educational experiences for LMTs that focus on current medical knowledge and evidence-based techniques in order for massage therapists to have the knowledge and skills necessary to seamlessly integrate with other healthcare providers as part of integrated treatment plans.

This Handbook provides each student with essential information about the policies and practices of Acclaim. Changes in these policies may be made from time to time, with or without prior notice. Such changes take precedence over the policies then in effect. All students are expected to be familiar with the policies in the Handbook, as well as updates to the Handbook when changes are made. The Handbook is reviewed annually in quarter 2 of each calendar year.

Code of Conduct

Acclaim has an ethical responsibility to its clients, students, and business partners. Ethical care practices and ethical business practices go hand in hand. It is every person’s responsibility to be familiar with the Code of Conduct and to be sensitive to any situations that may violate it. Claims of ignorance, good intentions, and bad advice may not be acceptable as excuses for non-compliance.

Acclaim promotes the benefits of a diverse student body and recognizes that students who speak languages other than English may wish to communicate in another language outside of class, such as in casual conversations with other students or while engaged in personal matters. For learning-related matters, all students are expected to use only English in classroom environments. Other languages may be used in writing in emergencies or other situations in which students must understand a common language to promote safety.

All students are also expected to support an inclusive community by adhering to the following conduct standards:

- Treat others with dignity and respect at all times.
- Address and report inappropriate behavior and comments that are discriminatory, harassing, abusive, or offensive.
- Foster teamwork and student participation, encouraging the representation of different student perspectives.
- Seek out insights from students with different experiences, perspectives and backgrounds.
- Avoid slang or idioms that might not translate across cultures.
- Support flexible classroom arrangements for students with different needs, abilities and/or obligations.
- Confront the decisions or behaviors of others that are based on conscious or unconscious biases.
- Be open-minded and listen when given constructive feedback regarding others' perception of your conduct.
- Everyone must be treated fairly regardless of sex, age, race, color, ethnicity, religion, national origin, ancestry, status as a veteran, sexual orientation, gender identity, gender expression, genetic information, marital status, parental status, mental and physical abilities and characteristics, or communication style.

Equal Opportunity Educator

Acclaim believes in equal opportunity and will not discriminate based on race, color, religion, age, sex, pregnancy, sexual orientation, national origin, disability, ancestry, or any other protected federal or state classification. All educational decisions will be made in accordance with the individual's ability to perform the essential functions needed to learn and participate in learning activities. It is the company's responsibility to act in a nondiscriminatory manner in the treatment of students to include promoting, training, measured success, and termination for students.

Americans with Disabilities (ADA)

Acclaim adheres to all the requirements of the Americans with Disabilities Act; therefore, all students will enjoy equal educational opportunities. If a student requires an accommodation in their learning or learning environment due to a condition that qualifies under the ADA, please contact Jadelyn A. Downer. The matter will be handled with the utmost confidentiality and Acclaim will work with the student throughout the interactive process and evaluate any reasonable accommodation requests accordingly.

Anti-Harassment, Anti-Discrimination and Anti-Retaliation Policy

Acclaim is committed to equal opportunity in education without regard to race, color, gender, age, religion, physical or mental disability, medical condition, ancestry, citizenship, national origin, marital status, veteran or military status, genetic information, sexual orientation, pregnancy, or any other status protected under federal, state, or local law. Acclaim does not discriminate on these bases.

Acclaim is further committed to providing a learning environment for all students free of harassment. Harassment of any kind is not condoned by Acclaim and will not be tolerated in the classroom. This policy applies to all persons involved in training and prohibits harassment by any student of Acclaim, as well as by any person doing business with or for Acclaim such as clients, independent contractors, vendors, etc. All students are to immediately report to Jadelyn A. Downer any incident of harassment in violation of this policy.

Harassment can take the form of repeated, unwelcome physical, visual, or verbal behavior directed against a student because of that student's race, age, sex, color, religion, or ethnic origin, physical or mental disability, or any other protected basis which creates an offensive learning environment. Harassment includes but is not limited to:

- Verbal conduct such as derogatory comments, jokes, slurs, or unwelcome sexual advances, invitations, or comments;
- Visual conduct such as derogatory or otherwise offensive posters, cards, stickers, calendars, photographs, cartoons, drawings, or gestures;

- Physical conduct such as assault, unwelcome touching, blocking normal movement or interfering with work when such conduct is engaged in on the basis of sex, race, or any other protected basis;
- Graffiti that is written, painted, sprayed, or otherwise communicated inappropriately on Company property;
- Threats and demands to submit to sexual requests in order to keep a job or avoid some other loss, or offers of job benefits in return for sexual favors;
- Frequent, repetitive, and unnecessary emails or messages that offend, distress, or intimidate the recipient;
- Any cyber bullying or stalking;
- Retaliation for having resisted, reported, or threatened to report harassment; and
- Storing, copying, distributing, or displaying offensive and/or pornographic data on the Company's computer.

It is the responsibility of each student and each instructor to ensure adherence to Acclaim's policy of Equal Opportunity Education for all individuals and for a harassment-free classroom.

Complaints of any violation of Acclaim's anti-discrimination/anti-harassment policies should be reported immediately to Jadelyn A. Downer. Acclaim will promptly investigate each complaint, and if the investigation reveals a violation of its anti-harassment and/or anti-discrimination policies, immediate corrective action will be taken. Sexual harassment or any other kind of prohibited discrimination or harassment in the classroom will not be tolerated.

During the investigation, Acclaim will handle the complaint discreetly and with as much confidentiality as possible. However, to address the issues raised in the complaint properly, complete confidentiality cannot be guaranteed. Acclaim will take all reasonable steps during the investigation to protect the privacy of, and minimize suspicion toward, all parties concerned.

Acclaim will not tolerate retaliation of any kind against any student who makes a good faith complaint of discrimination or harassment or who assists in the investigation of such a complaint. Any instance of retaliation should be reported immediately to Jadelyn A. Downer. Acclaim will promptly investigate each

complaint, and if the investigation reveals a violation of its anti-retaliation policy, immediate corrective action will be taken.

Classroom Safety

In addition to harassment, Acclaim Clinical Massage Education, LLC will not tolerate any acts or threats of violence, menacing, aggressive, or disruptive behavior in the classroom or on the premises by, or toward, students or non-students. Students who participate in such behavior will be subject to disciplinary action up to and including discharge and, if applicable, legal action will be pursued against any individual involved in the activity.

Violations of this policy will be taken seriously and if a student is found to be in violation they will be subject to immediate discharge.

Acclaim attempts to provide a safe and healthy classroom for students. In turn, students are expected to exercise caution and avoid situations that may cause an accident or injury to themselves or others. In case of an injury while in training, immediate medical attention should be sought as necessary. All injuries or accidents occurring in the classroom, regardless of how minor, must be reported immediately to Jadelyn A. Downer.

Facilities and Equipment

Acclaim may conduct educational workshops that take place at locations not owned or operated by Acclaim. Acclaim expects all students to be respectful of the facilities and equipment owned by the host of the workshop, and of any employees of the host facility who may attend the workshop. Students are expected to make all reasonable effort to avoid taking any actions that may result in damaged property or equipment. Any property damage that may accidentally occur during the workshop, regardless of how minor, must be reported immediately to Jadelyn A. Downer.

Credentials and Licensure

Acclaim conducts workshops that may include the practice of manual soft tissue manipulation and massage techniques on fellow students. Acclaim's workshops are designed for students who have pre-existing knowledge and experience with massage therapy, and are not meant to be an entry-level introduction to the practice of massage. Students who attend massage workshops should be aware of the inherent risks in giving and receiving massage therapy and agree to participate in any massage exchanges voluntarily.

All students are expected to hold and maintain a current and valid license that allows them to practice massage therapy and/or manual soft tissue manipulation as a part of their scope of practice. Students should comply with all local, state and federal laws governing the practice of massage therapy at all times.

Confidentiality of Protected Health Information

Acclaim has students who may directly or indirectly gain access to "Protected Health Information" ("PHI") pertaining to individuals attending workshops.

PHI is confidential, personal, and/or identifiable health information about individuals that is created or received by, among others, a health provider that relates to the past, present, and future physical or mental health of an individual, the provision of medical care to an individual, or the past, present, or future payment for the provision of health care to an individual. PHI is protected from disclosure under the federal Health Insurance Portability and Accountability Act of 1996 and the regulations promulgated thereunder ("HIPAA"), as well as applicable state laws.

Except as strictly required in the participation in learning activities with Acclaim, students may not use or disclose PHI without first obtaining the consent of Acclaim and the individual to whom the information pertains. Any violation of this confidentiality provision will damage Acclaim's reputation and may potentially expose it to legal liability and losses.

Drug-Free Classroom Policy

It is Acclaim's goal to provide a safe and healthy classroom for all students. In connection with its legitimate business purpose, Acclaim has adopted the following guidelines prohibiting the classroom use, possession, and sale of controlled substances by its students.

For purposes of this policy, controlled substances include, but are not limited to, alcohol or any controlled substance of which unauthorized possession is prohibited by federal, state, or local law. However, this policy does not prohibit the use of prescription drugs as prescribed when such drugs are taken as directed by the student's doctor or over-the-counter medications taken as directed, in accordance with applicable local, state, and federal laws.

Students are strictly prohibited from using, possessing, selling, or offering any controlled substance, including narcotics, drugs, alcohol, or related paraphernalia, while in training, and/or while on Company property. Students are prohibited from reporting to workshops impaired by or under the influence of illicit drugs or alcohol. Alcohol may not be consumed while conducting training or on Company premises, with the limited exception of entertainment or promotional purposes expressly authorized by Acclaim. Within this exception, students are expected to consume alcohol responsibly, behave professionally, and refrain from engaging in any unlawful activity, including the operation of a motor vehicle while intoxicated.

Acclaim may ask a student to submit to a drug and/or alcohol test at any time it has a reasonable suspicion that the student is under the influence of drugs or alcohol in violation of the Acclaim's policies, including, but not limited to, the following circumstances: evidence of drugs or alcohol on or about the student's person or in the student's vicinity, conduct on the student's part that suggests impairment or influence of drugs or alcohol, negative performance patterns, or post-accident testing. Any such test will be conducted by a third party and in compliance with all state and federal laws.

This policy applies to all students. Any student found to be in violation of this policy will be subject to suspension or termination from the program.

Tobacco-free Classroom Policy

A tobacco-free environment helps create a safe and healthy classroom. Smoking and secondhand smoke are known to cause serious lung diseases, heart disease, and cancer. Acclaim recognizes the hazards caused by tobacco use and exposure to secondhand tobacco smoke. Our policy to provide a tobacco-free environment for all students was established to protect indoor air quality and to protect the health, safety, and comfort of students, clients, and visitors of Acclaim.

This policy applies to all students, clients, vendors, contractors, and visitors. Tobacco, nicotine, electronic smoking devices (ESDs), vaping, or use of any product that mimics smoking is prohibited anywhere inside the offices of Acclaim and on video calls.

This policy does not apply to the use of FDA-approved nicotine smoking cessation products, such as nicotine patches or gum.

Cancellation Policy

1. Absence: A student who misses a workshop.
2. Tardy: A student who reports to the workshop between 10 or more minutes after the established starting time will be considered tardy.

Consequences of absences and tardies:

1 = Verbal warning

2 = Written warning

3 or more = Suspension or removal from the training

Please note that cancellations must be made **at least 48 hours in advance** of the scheduled class. Cancellations made within 48 hours, as well as failure to attend the class without prior notice, will result in the full session fee being charged.

Grievance Policy

Acclaim recognizes that there are times when the need arises for students to express concerns or complaints in a formal manner. The following procedures will ensure that students receive a fair and unbiased review of learning environment concerns.

Procedures

Step 1: Informal discussion with instructor

Student concerns should first be discussed with the instructor. Many concerns can be resolved informally when a student and instructor take time to review the concern and discuss options to address the issue.

Step 2: Written complaint to instructor

If the student is not satisfied with the results of the informal discussion in Step 1, the student may submit a written complaint within five days to his or her instructor to include:

- The nature of the grievance.
- Detailed information including evidence of the issue, witnesses, related policies, etc.
- The remedy or outcome desired.

The instructor will have five working days to respond to the student in writing.

If the student complaint is regarding illegal harassment, discrimination or retaliation, the student should submit the written complaint directly to Jadelyn A. Downer.

Step 3: Written complaint to senior management

If the student is not satisfied with the response from the instructor, the student may submit a written complaint to Jadelyn A. Downer. The request for review should include:

- An explanation of the grievance.
- List of previous efforts and details of all previous efforts to resolve the issue.
- A copy of the written complaint submitted to the instructor.
- A copy of the instructor's written response to the student's complaint.
- Detailed information regarding the student's dissatisfaction with the instructor's response.

Leadership will consult with the student's instructor and any other relevant parties to evaluate the grievance and provide a written response to the student within five days. The outcome of the review by leadership will be final unless new evidence or other circumstances warrant additional review of the complaint.

File Retention

General Records

All general records, including but not limited to administrative documents, instructor logs, and course planning materials, must be retained and accessible for a minimum period of 36 months following the conclusion of the associated course.

Learner Course Completion Records

Records indicating course completion outcomes for each learner must be retained in perpetuity. These records may include certificates of completion, assessment scores, attendance logs, and related documentation.

Electronic Records

All electronic records must be maintained in formats that ensure continued accessibility for audit and compliance purposes. This includes storing files in standard, non-proprietary formats when possible and maintaining documentation regarding the system requirements for file access.

Access to electronic records must be protected through the use of:

- Password-protected systems and files
- Unique user IDs

- Role-based access controls, where appropriate

Physical Records

Physical records containing sensitive or proprietary information must be stored in secure locations, such as:

- Locked file cabinets
- Locked offices with restricted access

Confidential Information

Examples of information requiring strict confidentiality and security include, but are not limited to:

- Learner records and performance outcomes
- Instructor notes and evaluations
- Proprietary course materials and delivery methods
- Client names and contact information
- Payment and financial information
- Grievances
- Reasonable accommodations

Compliance and Enforcement

Failure to comply with this policy may result in disciplinary action, up to and including suspension or removal from the program. Acclaim reserves the right to audit compliance and will conduct regular reviews to ensure proper adherence to these standards.

ACKNOWLEDGMENT OF RECEIPT OF STUDENT HANDBOOK AND POLICIES

I understand that this Student Handbook describes the practices and policies of Acclaim Clinical Massage Education, LLC, Inc. ("Company") in general terms and that I should consult any trainer regarding any questions not answered in this Handbook, or regarding the policies in this Handbook in general.

Because provisions of this Handbook are subject to change, I further understand that the Company at its sole discretion may institute new practices and policies, as well as change, supplement, or eliminate one or more existing policies with or without notice; and that all such changes, after being reduced to writing and adopted, will be distributed through interoffice mail, bulletin boards, or some other form of communication. The effective date of a change in practice or policy will be the effective date designated by the Company.

I have received, read, and understand the practices and policies described in this Handbook and will comply with both the practices and policies described in this Handbook and any revisions made to it. I further understand that the Company reserves the right to institute new practices and policies, as well as change its existing practices and policies as described in this Handbook, at any given time without giving me prior notice.

Student's Name (Please Print): _____

Student's Signature: _____

Date: _____