

Twin Rivers Therapeutic Massage Academy



From the President



Dear Future Massage Therapists,

Welcome to Twin Rivers Therapeutic Massage Academy (TRTMA) located in Lewiston Idaho. I am extremely excited that you have chosen us for the start of your career in the Massage Therapy Field. Massage Therapy is one of the fastest growing and has some of the most profound effects on both the client and the Therapist.

TRTMA is committed to giving you a very well-rounded education. Our goal is to give you the skills and tools to be an asset and excel in the many fields of the massage industry. We have designed a program that takes you well beyond the state's requirements and standards. TRTMA will make every effort to provide you with the tools needed to accomplish your goals and provide you with the understanding and wisdom to excel; and the passion to take the industry to new and higher levels among your peers.

Right now, is an opportune time to be joining the massage industry. According to the Us Dept. of Labor, employment opportunities for massage therapists are estimated to increase 20 to 35 percent by the year 2018. TRTMA is Committed to aiding students in seeking local employment with spa's, wellness centers, chiropractic and physical therapy offices, salons, hospitals, independently owned practices, and much more.

I am looking forward to sharing this amazing career with you,

Sincerely,

Jolene Ross, LMT

TABLE OF CONTENTS

About TRTMA	5
• School History	5
• Mission Statement	5
• Values and Educational Philosophy	5
• Educational Objectives	6
• About Local Area	6
• Facility description	6
• Membership	7
• Ownership	7
Admissions	7
• Admission requirements	7
• English Language Proficiency Policy	8
• Request for Reasonable Accommodations	8
• Statement of Non-Discrimination	8
• Credit for Previous Education	9
• Denial of Admission	9
• Re-admission Procedure	10
• Cancellation and/or Postponement of Start Date	11
Academic Information	11
• Attendance Policy	11
• Tardiness Policy	12
• Reporting Academic Standing	12
• Attendance Probation	13
• Incomplete Grades, Make-up Attendance and Coursework	13
• Course Requirements	14
• Academic Clock Hour Definition	14
• Grading System	14
• Graduation Requirements	14
• Transcripts	15
• Student Records and Confidentiality	15
• Academic Freedom	15
• Academic Year	15
• Add/Drop Period	16
	16

Leave of Absence Policy	
• Applying for a Leave of Absence	16
• Appealing a Denial & Request for Leave of Absence Extension	17
• Return from a Leave of Absence	17
• Failure to Return from a Leave of Absence	17
• Maximum Time Frame Policy	17
• Repeated or Retake Courses	17
• Graduation/Completion Rates	18
Course Titles and Descriptions	18
• Massage Therapy Program	18
• Massage Basics Pre-requisite	18
• Bodywork Technique	19
• Kinesiology	19
• Pathology 101 & 102	19
• Business 101 & 102	19
• Ethics	20
• Human Anatomy & Physiology	20
• Massage Skills Lab	20
School Policies	21
• Anti-hazing	21
• Anti-harassment Policy	21
• Non-fraternization Policy	21
• Cell phones etc.	21
• Visitors to the Classroom and children on campus	21
• Reservation of Rights	22
• Dress Code	22
• Massage Skills lab Dress Code	23
• Personal Property	23
• Professionalism	23
• Standard of Conduct for Class	24
• Drug-free Workplace	24
• Crime on School Grounds	25
• Crime Awareness	25
• Criminal Background Check	25
• Non-Academic Probation or Dismissal	25
• Student Complaint Policy	26
• Student Rights & Responsibilities	27
	28

Financial Information ~ Tuition, Registration & Fees	
• Massage Therapy Program	28
• Financial Policies	28
• Refund Policies	29
• Discontinued Program	29
• Compensation for Massage	30
Student Services	30
• Advising/Tutoring	30
• Books/Supplies	30
• Employment	31
• Housing and Childcare	31
• Learning Resource Center	31
• General Licensing Information	31
General Information	32
• Student Liability Information	32
• Plagiarism	32
• Copy Right Infringement	32
• Digital Millennium	33
• Student/Faculty Ratio	33
• Maximum Class Size	33
• Faculty/Staff	33
• Hours of Operation	34
• Calendar	34
• Holidays	34
• Contact Info	35
Directions and Map to TRTMA	36

About TRTMA

School History

Twin Rivers Therapeutic Massage Academy was founded in 2017 by licensed Massage therapist Jolene Ross who believes that if trained well, massage therapists are extremely valuable and effective for clients and employers in the work setting they choose.

Mission statement

TRTMA's mission is to teach and uphold the current standards of massage therapy and future health needs of our society through our curriculum, and to prepare our students to be competent in performing safe and efficacious treatment as a Massage therapist.

Values and educational philosophy

TRTMA aspires to provide education of the highest quality – to prepare individuals for life, work, and leadership roles in the massage therapy industry. Achieving these aims depends on the collective efforts of faculty, students, and staff. Some of us make our contribution be engaging directly in teaching, some by learning, and others by supporting and engaging in school activities in essential ways. Whatever our individual roles, we owe it to one another to uphold certain basic values of TRMTA's school community. These include but are not limited to:

- Respect for the rights, differences, and dignity of others
- Honesty and integrity in all dealings
- Conscientious pursuit of excellence in one's work
- Accountability for actions and conduct in the workplace

The more we embrace these values in our daily lives, the more we create and sustain an environment of trust, cooperation, lively curiosity, and mutual understanding – and support a commitment to education, which all of us share.

We are dedicated to providing opportunities to faculty, staff and students for the challenge of academic, personal, and professional growth.

Educational Objectives

Graduates will have the knowledge and skills to work in a variety of entry level occupational settings, such as chiropractic clinics, independent practice, and various other arenas in the health care and spa fields. Our program well prepares graduates to sit for the National Certification Exam and the Massage Bodywork Licensing Examination (MBLEX).

The massage therapy program is comprised of 930 clock hours and can be completed in 14 months. Upon completion of our program students will be awarded a Certificate of Completion.

About the Local Area

Lewiston, Idaho is located at the junction of the Snake and Clearwater Rivers 30 miles southeast of the Lower Granite Dam. Because of this, Lewiston is accessible by some ocean-going vessels and is known as the farthest inland port east of the West Coast here in the United States.

Lewiston is the second-largest city in North Idaho and is the principal city of the Lewiston, ID – Clarkston, WA Metropolitan Statistical Area, which includes all of Nez Perce County and is near to Lewis-Clark State College. Founded in 1861 in the wake of a gold rush, Lewiston was originally the capitol of the newly created Idaho Territory which later was moved to Boise, ID in 1864.

Facility Description

TRTMA is located alongside Integrative Health of Lewiston Wellness Center and Dr. Johnson DDS. Our approximately 1580 square foot space holds the classroom at 364 square feet equipped with massage tables, oils and lotions, bolsters, chairs and tables and all the tools necessary for instruction, as well as lobby with reception area, office and handicap bathroom, laundry room and storage.

The Student classroom is equipped with curtains to section off areas for the Massage Skills Lab (public student clinic). Off of the classroom/Massage Skills Lab are 2 Pedi chairs for foot treatments.

Membership

- Member of the Associated Bodywork and Massage Professionals (ABMP), a membership organization dedicated to advancing professionalism through practice support, ethical standards, legislative advocacy, and public education. For more information you can visit their website: www.abmp.com

Ownership

Twin Rivers Therapeutic Massage Academy is an LLC owned and operated by Jolene Ross, LMT.

ADMISSIONS

Our goal at TRTMA is to facilitate an informative, transparent and effective admission process. During the interview process careful consideration is given to each inquiring applicant as to his/her ability in the following areas:

- Academic potential
- Physical ability to do massage
- Emotional readiness and maturity
- Personal motivation
- Commitment to TRTMA's rigorous academic requirements and expectation of excellence.

Admission Requirements

- Submit application for admittance with required registration fee of \$100.00 (applications are available through our registrar's office or can be sent to you by email)
- Be at least 18 years old when starting classes
- Proof of high school graduation or GED (copy of high school name and state GED certificate or transcripts must be included on document)
- Demonstrate English language proficiency
- National Background check (This is done online in Administration office)
 - NOTE:** TRTMA has the right to deny an application based on the background check findings
- Be in good health and free of conditions that would be communicable and/or prohibit giving and receiving massage
- Receive a 55minute massage from one of TRTMA's Idaho licensed therapists once enrolled
- Complete a 3part interview with Admissions representatives 1) Registrar who will review the student catalog and give tour of the facility, 2) Director of Education who will discuss the academic requirements of the Massage Therapy program, 3) Registrar who will review the enrollment agreement with the applicant and create with the applicant the required financial payment plan that is the best fit for the student. Applicant is encouraged not to sign the enrollment agreement for at least 24 hours so that applicant can digest all the information and requirements and clarify any questions that they have. If there are no further questions pertaining to the financial enrollment process, the applicant signs the enrollment agreement and returns the agreement to the school.

Within 48 (business) hours applicant will receive a phone call letting them know if they have been accepted into the TRTMA Massage Therapy program. A formal letter of the decision will follow.

English language Proficiency Policy

One of the requirements for enrollment at TRTMA is to show that English is the student's primary language. This can be demonstrated by supplying the school with a diploma for a secondary education source where English is the official language of instruction. Students are also evaluated during the admissions process by their communication with the Registrar and Director as to their ability to articulate their reasons for wanting to attend TRTMA and related questions that the student has about the program and its policies.

Request for reasonable accommodation

Requests for special and reasonable accommodations must be made during the interview process with the Director of Education. Documentation must be provided by a Health Care Provider stating the disability and recommendations for special accommodations.

TRTMA is committed to providing enrolled students with equal access to the benefits, rights, and privileges of the school, its services, programs, and activities in compliance with The American Disability Act.

Statement of Non-Discrimination

TRTMA is committed to providing equal opportunity in its policies and practices in regard to recruitment, admissions, education, loans, and employment assistance without discrimination on the basis of race, color, gender, national or ethnic origin, sexual orientation, age, religion, or disability.

Credit for previous education

Because of the nature of all the classes that TRTMA offers and their direct relationship to massage, TRTMA will only consider credit transfer for Anatomy and Physiology. In order to receive this credit, the applicant must have taken a class equivalent to the 95 hours class offered by TRTMA. The following policies and procedures ensure appropriate review for granting transfer credit:

- Petitions must be submitted to the registrar's office 60 days prior to the Massage Therapy program start date
- Only Anatomy & Physiology equivalent to TRTMA will be considered
- Transcript or formal documentation must be provided with the hours completed in subject
- Course Syllabus of completed courses

- Grade of “C” or better must have been the final grade
- Course must have been taken within 5 years through a post-secondary institution accredited by an US Department of Education recognized accreditation.
- The student is responsible to petition the registrar and submit all proper and Official transcript which includes a formal letter of request for transfer of credit
- Student will meet with the Director of Education to review request
- Student will be notified by formal written letter within 7 business days after meeting with the Director of Education regarding request for transfer of credit

Denial of Admission

TRTMA reserves the right to deny admission for the following reasons:

- Failing to meet TRTMA’s admission requirements
- Having a health condition that interferes with duties as a student or massage therapist
- Being unable to meet financial obligations to the school
- Lacking the professional attitude or maturity required
- Unacceptable background check results
- Incompatible massage education philosophy

In the cases where TRTMA denies admission, the decision is final and may not be appealed.

Re-admission Procedure

Any student who has left TRTMA for 30 days or more or who has been dismissed must go through the formal re-entry process, beginning with the student contacting the admissions representative via a written letter. The letter needs to include the following:

- An explanation of their understanding for the absence or dismissal
- Why the student desires to return
- If wanting to return after a dismissal, include in the letter an explanation of the school’s policies and their violation that led to the dismissal
- The steps the student is willing to take to ensure such a violation will not take place again

An Admissions Representative (i.e. the Registrar or Director of Education) ensures that the student’s letter as well as records are reviewed by the following personnel:

- Director of Education who evaluates previous history of student’s attendance and academic preparedness, as well as reason for leaving and re-entering the Massage Therapy program
- The Registrar for review of academic progress and attendance
- Finance Department for outstanding balances
- Instructor(s) for classroom experiences and input

If approval is obtained, an Admissions Representative may proceed with the re-entry process of setting up a time and date with the student for a re-entry evaluation interview during which the student and will discuss elements of the letter and the plan of action for re-admittance. A Non-refundable re-admission registration fee of \$100 is required.

Students who are dismissed will not be allowed re-admission if their dismissal was a result of crimes committed on or off campus or dismissed because of any actions that the Board of Massage Therapy determines disqualifies them for licensure.

Any student who has withdrawn due to medical reasons must provide documentation from their Health Care Provider that he/she is able to re-enter the Massage Therapy program without any further foreseeable problems with the condition that made it necessary for them to leave initially.

Prior hours completed will be evaluated and applied, and the timing of the student's return to the classroom will be dependent upon the courses that are scheduled and those that the student must take to complete the Massage Therapy program at no extra charge to the student.

Cancellation and/or Postponement of Start Date

TRTMA reserves the right to cancel or postpone start dates for classes due to insufficient enrollment. If this occurs, and at the student's request, they will be enrolled in the next scheduled class or, the student may request a full refund of all monies paid.

The student may also choose to postpone his/her start date. Whether the postponement is at the request of the school or the student, written documentation is required to be signed by both the school and student, stating the reasons for the postponement.

ACADEMIC INFORMATION

The following academic policies apply to all students. By signing the enrollment agreement, each student agrees to abide by these policies.

Attendance policy

TRTMA requires all students to complete 100% of class hours and clinic hours in order to meet graduation requirements for TRTMA's Massage Therapy Program. It is very important that students attend all courses for which they are registered and complete them successfully. TRTMA realizes that students may be forced occasionally to miss scheduled classes due to illness or emergencies over which the student has no control. If a situation

arises for the student that would interfere with their attendance, it is the student's responsibility to immediately contact the Registrar to discuss the options available to the student. Students with attendance below 100% at the end of the course will be required to attend make up classes. For further information on makeup, please see Incomplete Grade, Makeup attendance and Coursework policy.

Accumulated absenteeism in any one course will affect performance and grades. Absenteeism can be accumulated through missing the class entirely or by being tardy or leaving class early. Tardies and leaving class early are recorded by the instructor, sign in, and/or in our school's electronic data management system, calculated in 10-minute increments. Three (3) accumulated tardies or leaving class 10 minutes early prior to class being over, will equal 1 absence. Class and clinic attendance is recorded daily and the tardies/absences become part of the student's academic record.

If a student misses one or more classes, he/she will need to make up any required class work that was missed in addition to the possible attendance make up. A student may also incur additional charges for instructor time to administer hands-on /lab make up work or exams.

Students are responsible for contacting their instructor for work missed and they are responsible for all assigned work.

Any student who does not attend classes for 14 consecutive calendar days without proper documentation, will have their enrollment terminated and will need to go through the re-enrollment process outlined under the section "Readmission Procedure".

TRTMA follows FERPA regulations which state that the Registrar's office may not release any academic or attendance information over the phone. Students, who need information regarding any of their academic information, must request it in person from either their instructor or the Registrar. It is the student's responsibility to remain current on their attendance and coursework/make-up status.

Student Clinic Course: All Massage Skills Lab Courses require 100% attendance. If a student is absent from one or more Skills Lab shifts, he/she is responsible for notifying the Supervisor and is also responsible for rescheduling the missed hours.

Students must maintain at least 100% cumulative attendance (both in the academic classes and in the Massage Skills Lab) in the Massage Therapy program. Satisfactory attendance is evaluated at the end of each month and is reflected on the student's monthly progress report.

Tardiness policy

Any student who enters a class after the attendance has been taken is considered tardy. Attendance is taken at the time scheduled for the class to start. Attendance records will reflect this accurately and will affect overall attendance as noted above.

Attendance records will also reflect the time missed by any student who leaves a class prior to the scheduled conclusion of the class without approval from the instructor. Early departure from class will also affect overall attendance as noted above.

Reporting Academic Standing to Students

Student's GPAs are monitored at the end of each term. Students whose GPA is below a 2.0 at the end of a term are notified of their GPA standing.

Students who have a GPA below 2.0 should meet with the Registrar to review what coursework needs to be made-up, and then complete, incomplete work or courses; attend make-up classes; repeat failed courses; and complete currently scheduled courses. Education staff (comprising of the Director of Education and/or the Registrar) will have regular follow up with these students to review progress toward Massage Therapy program completion.

TRTMA school policies are designed for the protection and comfort of all TRTMA students. For this reason, compliance with these policies is required and all students are required to indicate their understanding and compliance with these policies by signing the enrollment agreement. Failure to comply with the policies may constitute grounds for dismissal from the school.

Attendance probation

Students who do not have a 100% attendance in the Massage Therapy program at the end of each month are placed on attendance probation. Students placed on attendance probation are first aware of their status by the monthly progress report; then the student is notified in writing of their status, and the documentation is placed in the student's file. Students can improve their cumulative attendance percentage by attending needed make up classes and/or repeat classes.

Students who achieve satisfactory attendance by the next month's progress report are removed from attendance probation status. Students who have unsatisfactory attendance progress for two consecutive monthly progress reports are terminated from the school and must follow the readmission process listed previously.

Incomplete Grades, Make-up attendance and coursework

All requests for incomplete grades must be made prior to the end of the course. Students requesting incomplete grades are responsible for collecting the required approvals from the instructor and the Director of Education. To qualify for an incomplete grade a student must be in good standing, passing his/her course and have mitigating circumstances that would prevent the student from completing his/her coursework. Incomplete grades must be completed two weeks before the end of the course. If the outstanding work is not submitted the incomplete grade converts to a grade of "F".

Incomplete grades may be given for the following reasons:

- Required coursework not complete
- Attendance for the class below 100%

Make-up class work must be completed within two (2) weeks of the assignment. If it is not received by that time, the incomplete will convert to an "F".

Make-up attendance to meet the required 100% in a class must be completed by the end of the course. If the required attendance is not made up by that time, the student will receive an "Incomplete" for that course. Homework that is one week past due does not receive credit. In order to make up attendance the student must make arrangements through the Registrar to sit in on another class relevant to the course (i.e. make up a Kinesiology class by sitting in on another Kinesiology class) or arrange to sit in the office with a TRTMA staff member for the duration of the time being made up as well as working on missed assignments and/or extracurricular activities assigned by the staff member that is proctoring the makeup hours.

Course Requirements

Requirements for each class are included in the course syllabus which is distributed by the instructor at the beginning of each course.

Academic Clock Hour Definition

A clock hour consists of 50 minutes of classroom instruction for every 60 minutes of class time.

Grading system

A+	97-100%	4.0
A	93-96%	4.0
A-	90-92%	3.7
B+	87-89%	3.3
B	83-86%	3.0
B-	80-82%	2.7
C+	77-79%	2.3
C	73-76%	2.0
C-	70-72%	1.7
F	0-69%	0.0
W		Withdrawal
TC		Transfer credit
I		Incomplete

Graduation Requirements

To qualify for graduation, a student must fulfill the following requirements:

- Receive a passing grade for all required coursework
- Achieve a minimum cumulative GPS of 2.0 (C)
- Maintain a 100% attendance requirement
- Provide documentation indicating up to date certification for, CPR, First Aid, and HIV/Blood borne pathogen training has been completed
- All financial obligations have been met

Transcripts

Upon graduation, each student will receive two transcripts. Additional copies of Certificates or Transcripts official or unofficial, due to loss or name change will be charged a transcript fee and must be requested in writing. TRTMA reserves the right to deny transcript requests to any student or graduate who is not in good financial standing with the school.

An official transcript may be obtained by written request only. Requests require two weeks' notice. Official transcripts will include only those courses that have been completed in their entirety. Written request is to be directed to the Registrar.

All student records are kept electronically for 50 years and are available up request.

Student Records and Confidentiality

A student has the right of access solely to his/her own personal file and only by appointment made with the Registrar or Director of Education. All files are confidential and will be

released only upon proper written request by the student or an appropriate legal body. Student files are kept at the office for a total of fifty (50) years.

A student's academic file may be reviewed and appended by school officials and other legal entities, as the school deems appropriate. School officials are those individuals who engage in the instructional, supervisory, advisory, administrative, governance, public safety, and support functions of the school.

Academic freedom

TRTMA values the right to free speech as demonstrated in the instruction provided by its faculty members. TRTMA assures academic freedom in the classroom, within the stated mission of the school and in compliance with the established academic policies and procedures. In the classroom, faculty members may express their professional points of view and conclusions supported by relevant evidence. Faculty members have the professional obligation to present the learning objectives in a manner that supports diverse learning styles in the classroom.

This right applies to students as well. Students are asked to keep their expressions, viewpoints, and conclusions to the topic on hand so as to avoid classroom disruption.

Academic Year

The Academic year consists of a single term of 930 hours.

Add/Drop period

The add/drop period refers to the first week of each term. First term and returning students must attain approval from the Director of Education to add or drop courses. Students meeting Student Achievement Plan (SAP) will not have their academic status affected for approved course changes during add/drop period. Any exceptions to this policy must receive written approval from the Director of Education.

LEAVE OF ABSENCE POLICY

TRTMA students who have emergency situations are eligible to take an approved leave of absence for up to 90 calendar days.

A leave of absence may be approved for the following reasons:

- Serious health condition of the student
- Care of an immediate family member with a serious health condition

- Birth/adoption of a child and care for that child
- Death of an immediate family member
- Jury duty
- Military service/deployment

All leave of absences is measured in calendar days and include school breaks in the total days allowed. Only one leave of absence will be approved in any 12-month period. The total number of days of all leave of absences for a student cannot exceed 180 calendar days.

Students are still required to meet their financial obligations and monthly payments to their tuition while on leave of absence.

Applying for a Leave of Absence

To apply for a leave of absence a student must:

- Provide appropriate documentation of the situation (i.e. doctor's note)
- Complete a Leave of Absence Request Form with the Registrar prior to taking the leave of absence
- Meet with the financial department prior to taking the leave of absence to discuss the effects that failure to return from the leave may have on the student's tuition repayment terms.
-

Appealing a Denial & Request for Leave of Absence Extensions

If a student receives a denial of a leave of absence, or needs to request additional time for the leave of absence, he/she can submit a written appeal to the Director of Education. A letter explaining the emergency situation and supporting documentation should be submitted. The student will receive written notification of the appeal extension approval or denial within five business days.

Return from a Leave of Absence

A student must return to school on their scheduled return date. The student should meet with the Director of Education to create a reentry class schedule to complete his/her Massage Therapy program.

Failure to Return from a Leave of Absence

Students who do not return to school on their scheduled leave of absence return date will be terminated from school. In order to return to school, the student would have to re-enroll and pay all applicable fees and tuition increases.

Maximum Time Frame Policy

Students are allowed 3 months after the ending date of the last course required for Certification to complete Their Massage Therapy program and receive a graduating Certificate of Completion. Students who do not complete their Massage Therapy program within the allotted maximum time frame will not be eligible to receive the Certificate of Completion.

Once the Massage Basics Pre-requisite course is complete, students have a maximum time frame of 5 years to complete the rest of the Massage Therapy Program and receive their Certificate of Completion. Please note that if there are any standards changes there might be additional tuition required by the student.

Repeated or Retake Courses

If a student repeats a course due to failing or withdrawing, the highest grade for the course will be calculated in the GPA. However, all grades received will remain on the student's official record and will be printed on the official transcript. A retake of Anatomy and Physiology, Kinesiology, or Pathology requires a \$300.00 fee. Students may only retake a course twice. Therefore, if a student does not satisfactorily complete a course after three attempts, the student will be dismissed from the school for academic reasons.

Graduation/Completion Rates

TRTMA recognizes that some students unexpectedly experience personal situations and or academic issues that will affect their "on time" completion. We are committed to student success and those circumstances may allow students to attend modified schedules and/or repeat classes which will delay their graduation date.

COURSE TITLES AND DESCRIPTIONS

Massage Therapy Program

COURSE	TOTAL CLOCK HOURS
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Massage Fundamentals	129
Bodywork Technique	100
Kinesiology	160
Pathology 101 & 102	137
Business Skills 101& 102	67
Ethics	44
Human Anatomy & Physiology	95
Massage Skills Lab (Clinic)	198
Total Hours	930

Massage Fundamentals 95 hours

This course is a prerequisite to the Massage Therapy Program and is designed to give the students an informative history of massage therapy. Sanitation and safety issues are discussed. Students also will learn the basic Swedish strokes, their effects on the tissues, and how to perform a full body relaxation massage, as well as a basic knowledge of indications and contraindications. The physical demands on a massage therapist are discussed with emphasis on body mechanics and preserving the longevity and safety of the therapist. This pre-requisite course includes 58 hours in the Massage Skills Lab. (The public clinic.)

Ethics (ETHC) 37 hours

This course is given during the Massage Basics Pre-requisite course and prepares students to develop and maintain therapeutic relationships with their clients and fellow therapists. Students learn the foundations of professionalism, including the importance of professional boundaries. Students develop interpersonal communication skills to build rapport with clients and develop clear awareness and boundaries related to differences between professional touch and sensual or sexual touch. Other topics such as power differential, transference and counter-transference, client confidentiality, and safety are explored.

Bodywork Technique 154 hours

In this course students will explore different massage modalities, techniques, approaches and philosophies that are a part of the rich profession of Massage Therapy. Some of the modalities that this course will review are; Science of Stones, Reflexology, Cranial Sacral, Myofascial, Hydrotherapy, Pregnancy, chair, Sports, Spa Treatments, general Eastern philosophies and techniques, Deep Tissue, and Lomi Lomi. Students explore the various treatments offered at spas including but not limited to herbal wraps, mud wraps, and exfoliations. The students will then be able to perform these treatments in the Massage Skills Lab.

Kinesiology (KINS) 157 hours

This course introduces students to the skeletal and muscular systems. Students learn the basic names and landmarks of the bones and joints as well as the origins, insertions, actions, and innervations of the major muscles of the body. A substantial amount of time is given to palpation of these muscles and the understanding of body movement.

Pathology 101 & 102 (PATH-1 & 2) 131 hours

The focus of PATH-101 is the study of disease and the effects, if indicated, that massage has on these conditions; also understanding why a massage may be indicated or contraindicated for a specific condition. It is an essential part of the curriculum to help cultivate critical thinking skills among the student population. These skills will help the student in a wide variety of situations that he or she may encounter when working with clients. Special attention is given in each class to the needs that may be required by our Geriatric clients.

In PATH-102 students will receive lectures on specific conditions and their common symptoms, with a hands-on practice on how to treat those conditions. Students will also review client intake forms, informed consent, and creating a treatment plan for the client and their condition.

Business 101 & 102 (BUS-1 & 2) 67 hours

In BUS1 students learn the basic operations of the Massage Skills Lab including, opening and closing the public clinic, calling and confirming clients, answering phones, booking appointments, laundry and treatment room setup.

In the BUS2 course students learn the fundamentals of the business practices required to become successful massage therapists. They will be challenged in clarifying their personal and professional goals as well as exploring their career options. Developing and practicing client centered customer service skills will enhance the students' skills in client retention. Students will learn financial management strategies through discussion on taxes, insurance, record keeping, and marketing that will help them achieve a successful career in massage therapy.

Human Anatomy & Physiology (A/P) 91 hours

In the A/P course students will study the structure and function of the human body from the smallest cell to the largest system. This course provides a general but detailed overview of the human body on a system by system basis. Strong emphasis is placed on the integumentary, skeletal, muscular, circulatory, lymphatic, and nervous systems. Also included in this course is a 4-hour presentation at the Washington State University Cadaver Lab.

Massage Skills Lab (MSL) 198 hours

In this course, students will be continuing their developing skills in techniques learned and reinforcing new skills in the Bodywork class by providing massage/treatments on members of the general public. In addition, students will be practicing their client communication skills, session timing, consistent flow, bolstering and draping, safety skills, and the practical

application of the 5 Swedish strokes. Students are under the daily supervision of an experienced instructor. Evaluations will be given by both the clients as well as the instructor.

SCHOOL POLICIES

Anti-Hazing and Bullying Policy

Hazing is the practice of rituals and other activities involving harassment, abuse or humiliations used as a way of initiating a person into a group.

Bullying is the use of force, threat, or coercion to abuse, intimidate, or aggressively dominate others.

The practice of hazing and/or bullying at TRTMA to any degree or in any form is strictly prohibited. Students or employees are not permitted to organize, participate in, or in any way involve themselves with any hazing related activities, conduct, or any form of bullying. Violation of this policy is grounds for immediate dismissal from the Massage Therapy program or termination of employment. Hazing or bullying conduct which willfully or recklessly endangers the physical or mental health of any student or another person is punishable by law either by fines, imprisonment or both.

Anti-harassment policy

TRTMA is committed to maintaining an environment that supports nurtures, and rewards career and educational advancement on the basis of ability and performance. Harassment based upon race, gender and/or gender identity or expression, color, creed, religion, age, national origin, ethnicity, disability, veteran or military status, sex, sexual orientation, marital status, citizenship status, or any other legally protected basis is prohibited by law and undermines the character and purpose of TRTMA. Such harassment is illegal and will not be tolerated. Individuals who engage in such misconduct are subject to suspension and/or expulsion from TRTMA.

Non-Fraternization policy

Due to the possibility of favoritism and the unequal status that exists between faculty and students, personal friendships, dating and/or sexual relationships between faculty and active students are strictly prohibited. In addition, relationships between students and administrative staff are also strictly prohibited.

Cell phones, etc.

Cellular telephones, pagers, cell phone cameras and all other electronic devices must be turned off during class time.

Visitors to the Classroom and Children on Campus

TRTMA does not permit unauthorized visitors to any classroom. Children under the age of 18 are not permitted in any TRTMA class.

Reservation of Rights

TRTMA reserves the right to:

- Modify existing program by additions, deletion, or variation
- Reschedule or consolidate classes
- Change faculty members by replacement or substitution
- Relocate the facility, within a reasonable distance, and with 60 days' notice to students
- Cancel advanced classes when sufficient enrollment is not obtained

Any changes made to the policies or the calendar will be published in an addendum to this catalog.

TRTMA recognizes the rights of students' freedom of religion. In no way will TRTMA promote or discriminate for or against the religion held by students, faculty, or staff. While everyone at TRTMA is allowed freedom of speech, TRTMA does ask that in the classroom and in the public clinic, students and faculty keep their conversations relative to the topic at hand.

Dress Code

When you enroll at TRTMA it is expected that you will project a professional image at all times during class, clinic, and when visiting the administration office. Professional image includes, your language and appearance. Your dress is free of all advertisements for alcohol and illicit drugs, profanity, sexual innuendos, or advertisements that may be deemed offensive. Shoes must always be worn while on school grounds. No clothing which allows cleavage or gluteal cleft to show. Good hygiene is also required while on school grounds; clothes must be clean, hair clean, and maintain a pleasant body odor. At no time is smoking allowed in or near school grounds.

TRTMA strives to maintain a professional environment whether in the classroom, clinic, or administration offices. Although giving and receiving massage treatments requires comfortable clothing, students are required to maintain professional standards of modesty, cleanliness and appropriateness at all times.

Another consideration to keep in mind when dressing for school is the occupational hazard of staining clothes with massage oils. Also, students should not wear clothes that are so loose as to interfere with the massage.

For reasons of safety and compliance, footwear is to be worn at all times with the exception of certain class activities.

Massage Skills Lab dress code

The professional attire for the TRTMA student skills lab (public clinic) is a freshly laundered TRTMA uniform shirt, black slacks (no yoga pants, active wear, shorts or anything above mid-calf), and appropriate black shoes. In the warmer weather, sandals that are black and have straps so as to not allow noise when walking are permitted.

- Hair must be clean and neatly kept. Style and length should not interfere with the student's ability to perform massage. Long hair should be tied back as to not interfere with the treatment.
- Hair color or high lights are to always be of a natural/neutral color tone. No blues, purples, pinks or bright reds are permitted.
- Nails must be kept short, clean and smooth. Artificial nails are not permitted. Nails should be a neutral color.
- Makeup should be neutral tones, kept to a minimum.
- Scents: heavy perfumes and/or scented oils are not permitted.
- Jewelry that is dangling or on the hand or wrist must be removed for hands on classes and in the student clinic.
- Facial piercing and excessive earrings are not permitted when in the student clinic or classroom or when representing the school at off campus events or externship sites. Simple earrings are limited to 2 per ear lobe. No gauges. Gauge pierced ears must wear gauge plugs.
- Any tattoos must be covered. It is highly recommended that no additional tattoos are acquired while enrolled at TRTMA.

Students must practice proper hygiene, maintaining a clean and healthy appearance. Students will be counseled for unprofessional appearance. Failure to comply with dress code standards may result in class dismissal and an absence for that class and/or clinic.

Personal property

Students should make provisions for their valuables. Check classrooms before leaving to make sure that no jewelry or watches have been left behind. TRTMA is not responsible for any lost or stolen items. Appropriate measures should be taken for personal property when working in the Massage Skills Lab.

Professionalism

The safe practice of massage therapy requires uncompromising adherence to ethical and professional practices which includes the desexualization of massage. In any case where the student/instructor/employee demonstrates the inability to desexualize massage, disciplinary action will be taken which may include dismissal from the Massage Therapy program.

In addition, any student that requests a massage from an instructor/employee must follow the following guidelines:

- The massage must be done on campus in the Student Clinic during Student clinic posted business hours.
- Prior to the massage, approval to perform the massage must be received from the Student Clinic Supervisor. This approval should be entered into the appointment book for the student clinic.

At no point, should a massage be given to a student off campus. This is a violation of TRTMA's policy and could subject both instructor/employee and student to dismissal.

Standard of conduct for class

Each student will be expected to participate and follow the following standards while attending TRTMA:

- Arrive on time, prepared for class
- Arrive to class with all necessary supplies
- Stay for the duration of class
- Return from break on time
- Exhibit respectful classroom behavior to both instructor and fellow students by limiting talking to class topics and not engaging in side conversations during lectures and demonstrations
- Keeping all activities in class directly related to class, saving unrelated questions or discussions to the break time or before or after class.
- Cell phone and other electronic devices are turned off. Exception must be approved by the instructor
- Practice good personal hygiene
- Conduct is consistently aligned with business and medical professional environments
- Comply with TRTMA dress code
- Will be responsible to seek out help from instructor and assistance when needed

Drug Free Workplace and Campus

The unlawful possession, use, or distribution of illicit or non-prescription drugs by students or employees on TRTMA property or during any TRTMA sponsored activity is strictly prohibited. Offenders are subject to immediate dismissal from TRTMA and local law enforcement agencies are notified, as applicable.

Possession or use of alcohol, intoxication, or being under the influence of alcohol while on TRTMA property and/or during any TRTMA sponsored activity, is strictly prohibited. First offenders are subject to disciplinary action as deemed appropriate to the offense, are placed on non-academic probation, and are required to meet with TRTMA officials to assess the problem and determine if further action is required, or if referral for substance abuse treatment is warranted. A second offense results in immediate dismissal from TRTMA.

Crime on School Grounds

TRTMA is vigilant about creating a safe environment for all its students and staff. It is the responsibility of every person on TRTMA grounds to be aware of safety and security matters and to report any crime to school officials or police. TRTMA strictly prohibits the possession of and illegal use of alcohol and drugs. The unlawful possession, use or distribution of illicit or non-prescribed prescription drugs by students or employees on TRTMA property or during any TRTMA sponsored activity is strictly prohibited. Offenders are subject to immediate dismissal from TRTMA and local law enforcement agencies will be notified as applicable.

Crime Awareness

TRTMA faculty and staff are concerned that every student and employee experiences a safe and secure environment while at our school. It is the responsibility of every student and employee to be aware of safety and security matters and to promptly report any crime to school officials and to the local police.

Violation of these rules or criminal acts of any kind may result in prompt disciplinary actions, including dismissal.

TRTMA strictly prohibits the possession of weapons and the illegal use of alcohol, controlled substances, and drugs on any TRTMA property.

Criminal Background check

TRTMA reserves the right to perform a criminal history background check. Students may be required to undergo a State Police criminal history check if assigned off-site clinical or externship sites. State licensing or employment sites may require a criminal background

check for licensure or employment. The potential impact on a student that does not pass a criminal background check is a denial of licensure by the state. More info regarding qualifications or denial by the Massage board can be found at www.ibol.idaho.gov under Massage Therapists>State Licensure Laws.

Non-academic probation or Dismissal

Non-academic probation is defined as a violation of student conduct policies as outlined under TRTMA reserves the right to place a student on Non-academic Probation or cancel a student's enrollment due to incompatibility with the Massage Therapy program or due to any violations of the student conduct policy, as described in this catalog.

A student will be notified, in writing, of a non-academic probation or dismissal. Any student wishing to appeal a non-academic dismissal may do so in writing to the school Director of Education within 5 business days of the dismissal action. The written appeal must be supported with appropriate documentation of the mitigating circumstances with an explanation on how the circumstances have been remedied or changed.

The Director of Education or his/her designee will review the student's appeal and will determine whether the student's circumstances warrant reinstatement. The student may be asked to appear in person during the appeal review process. A student who is granted an appeal may be reinstated, however, the student will be on non-academic probation.

A student is allowed one re-entry appeal after being dismissed for non-academic probation.

Student Complaint Policies

TRTMA is fully committed to students and an ongoing, open communication between students, faculty, and staff members. To accommodate any concerns or complaints, students must follow the procedure outlined below.

The first step is to address the problem, concern, or complaint directly with the appropriate staff or faculty member. If the student is unable to address the issue directly with the staff or faculty member, s/he may submit a Grievance Form available in the administration office. If the office is closed, a written letter or email is acceptable.

The Grievance form or letter/email must contain the following information:

- The nature of the complaint
- The approximate date(s) that the problem occurred
- The name(s) of the individual(s) involved in the problem and/or other students involved
- Important factual information, dates of meetings with staff and/or faculty members
- Outcome of meeting(s)

The form or letter is then submitted by the student to a member of the office administration, or placed in the Director of Education's mail/information box, or emailed to the Director of Education. If the student's complaint is not resolved within two weeks of submission, or after exhausting the institution's grievance procedure, the student may file a complaint with the State Board of Education as follows:

- Complaints regarding the violation of state laws or IDAPA rules related to private postsecondary education institutions and proprietary schools registration may be made to the Executive Director of the State Board of Education in accordance with the rules set forth under IDAPA 08.01.11.500
- Complaints regarding alleging unfair competition or deceptive business practices and violation of Idaho consumer protection laws may be made to the office of the Attorney General, Consumer Protection Division in accordance with the rules set forth und IDAPA 04.02.01

Student Rights and Responsibilities

Students at TRTMA can expect the following rights:

- To be treated equally in academic and social settings
- To attend classes in a physically safe environment
- To express diverse opinions in an intellectually safe environment
- The expectation of a positive learning environment
- To be educated and nurtured
- To learn without disruption
- Access to academic services that enhance student learning
- To receive student grades via TRTMA's monthly progress reports
- To know academic requirements and to be evaluated fairly
- To be informed of matters affecting TRTMA
- Equal access to available research facilities and appropriate resources
- To engage in service opportunities that enhance learning outcomes, both on and off campus
- To assemble

TRTMA's students have the following responsibilities

- Cultivating personal growth and development through academic engagement
- To pursue education opportunities to the best of one's ability
- For academic progression and career planning
- To participate in intellectual discourse/attainment or advancement of knowledge
- To explore personal growth and development

- To cooperate with faculty and staff in the promotion of a positive learning environment
- For approaching differing and diverse views and opinions with an open mind
- For showing respect to other students
- For engaging in appropriate service learning experiences that improve the quality of life of those around them
- For complying with laws, rules and regulations
- For one's own actions
- To maintain the property and facility of TRTMA
- To maintain a positive image of TRTMA

FINANCIAL INFORMATION ~ TUITION, REGISTRATION AND FEES

A registration fee of \$100.00 must be included with the application for admission to TRTMA. The Background Check is taken online in the administration office at a time scheduled with the Director of Education or the Registrar and payment of \$35.00 is made by the applicant when they have logged on to enter their information. Massage Therapy program tuition must be paid in full to receive a Certificate of Completion for the course and permission to take the national and/or licensing examinations.

Payment arrangements must be made with the TRTMA finance department within thirty (30) days of scheduled graduation. Failure to complete the financial obligation may result in submission to a collection agency.

Massage Therapy Program

The price of tuition is all inclusive and consists of the following:

- All books will be provided (Note: all books with the exception of the Trail Guides are to be returned to the school upon completion of the program unmarred and in good shape. Any books missing or returned in disarray will be assessed a fee.)
- One uniform top, one oil holster, clinic supplies, use of massage tables in classrooms and the Massage Skills Lab
- \$200.00 toward a massage table or chair upon completion of Massage Therapy Program
- One-time State licensing testing fee paid within 6 months of program completion

The cost for the Massage Basics Pre-requisite course is included in the total tuition costs. In order for students to continue with the Massage Therapy program, the tuition amount assigned the Pre-requisite course will be paid in full before entering the Massage Therapy program.

Financial policies

Accepted forms of payment include cash, personal check, money order, cashier's check and major credit card. A 3% merchant fee will be assessed for tuition payments using a credit card.

TRTMA offers interest-free tuition payment arrangements. The terms of such plans are outlined in each student's enrollment agreement.

TRTMA's payment options are as follows with further details available through the administration office's Head of Finance:

- Payment up front in full.
- Installment plans. A four-payment plan with a down payment due at registrations, and 4 payments spread out over the course of a term due every fourth month from the class start date.
- **Design Your Plan:** A minimum down payment of \$500 due at registration with interest free monthly payments spread out for a maximum of 24 months.

TRTMA has a team that can design a payment plan that works for each student. To design a specific plan, make an appointment with the Head of Finances and the Director of Education.

Discontinued Programs

In the event that TRTMA continues to operate under its Proprietary school registration, but has to discontinue instruction on any program AFTER training of students has begun, the student enrolled in that discontinued program is entitled to a pro rata refund of all tuition paid, unless a program of comparable training is offered by TRTMA whether that be at another public or private vocational school, and the provision is presented to the student in writing and agreed to by the student also in writing.

Data required, notice of discontinuance in advance under Idaho law IDAPA 08.01.11.301

The definition of "discontinued" applies to the elimination of a particular course by the school before completion of that course has commenced. It may also apply to program locations that are changed or relocated to a different or substituted physical site. If relocation affects the student, that student will be given in writing a chance to accept transportation or other arrangements by the school so that he/she may continue with their training, or the student may file a refund claim.

Any and all refund claims made by students, must be requested in writing within ninety (90) calendar days following discontinuation of the program. Any money due the student/applicant will be refunded within thirty (30) calendar days after receipt of the request.

Refund Policies

Refund Before Entering Classes:

- A full refund of all monies paid by the applicant will be made within thirty (30) calendar days if the school does not accept the applicant.
- A full refund of all money will be paid if the applicant withdraws not later than midnight on the fifth (5th) business day (excluding Sundays and holidays) after signing the contract or making an initial payment, provided that the applicant has not commenced training.
- After five (5) business days (excluding Sundays and holidays), the school may retain an established registration fee equal to 10% of the total tuition cost, or one hundred dollars, whichever is less. "Registrations fee" refers to any fee, however named, covering those expenses incurred by an institution in processing student applications and establishing a student records system. The remaining refund will be made within thirty (30) calendar days of withdrawal.
- The school reserves the right to cancel a class start date due to insufficient enrollment. If this occurs, the student may request a full refund of all monies paid or apply all tuition monies paid to the next scheduled class start date.
- Students will receive approved refunds within thirty (30) calendar days of their last day of attendance at TRTMA.

Refund After Entering Classes:

If training is terminated after entering classes, the student is financially obligated to the school according to the following formulas or maximum charges:

- If the student terminates during the first week or 10% of contracted instructional time, whichever is less, the school may retain 10% of tuition cost plus registration fee.
- If the student terminates after the first week or 10% of contracted instructional time, whichever is less, but prior to completion of 25% of contracted instructional time, the school may retain 25% of the tuition costs plus registration fee.
- If the student terminates after completing between 25% and 50% of contracted instructional time, the school may retain 50% of tuition costs plus registration fee.
- If the student terminates after completion of more than 50% of contracted instructional time, the school may retain the full tuition costs plus registration fee.
- In the case of student illness or accident, death in the family, or other circumstances beyond the control of the student, the student shall be entitled to consideration and the school shall make a settlement which is reasonable to both.
- Authorized refunds will be paid within a thirty (30) day period from the date of the student's last attendance.

Compensation for Massage

TRTMA strictly prohibits students from personally receiving compensation for providing massage or bodywork prior to graduating per Idaho Code Title 54, Chapter 40:

Idaho Code 54-4002(3): Compensation means the payment, loan, advance, donation, contribution, deposit or gift of money or anything of value.

Students are required to turn in any money handed to them from clients to the Registrar or receptionist in the Massage Skills Lab. Any student who receives and keeps any money will be in violation of TRTMA conduct policies and will be subject to non-academic probation and/or dismissal.

STUDENT SERVICES

Here at TRTMA the staff is committed to giving students a safe and supportive learning experience. We are dedicated to providing an environment that is positive and encouraging, and we are devoted to supporting our students through any challenges they may experience during their program study. To this end we encourage students to speak up when needing assistance and seek out some of the following services:

Advising/Tutoring

TRTMA will provide upon written request individual and/or group tutoring for academically at risk students. Tutoring is offered on an *as needed* basis and is scheduled to take place on campus only. There is an additional charge for these services that can be clarified and arranged for with our finance department and the Director of Education.

Books and Supplies

Required textbooks are included with the cost of tuition (see Tuition and Fees section of catalog). Each student is required to bring to class daily, writing and note taking supplies, and a set of twin sheets, (fitted, flat, and pillow case) and a large bath sheet or blanket. Other supplies needed in the classroom and clinic such as lotions and oils are included with the student's tuition.

Employment

TRTMA will make every effort to assist students with finding employment by implementing the following strategies:

- During the Massage Skills Lab experience, the student will meet over 100 clients that may be retained as clients by the student after completion of the course and should the student decide to go into private practice. These same clients could possibly be potential employers that would hire students after graduation.

- A TRTMA representative contacts potential employers as to their need for a therapist within their facility and posts these positions on a job board in the administration office. The job board is kept current and monitored regularly for possible employment opportunities.
- Students are encouraged to participate in school philanthropic community events to develop relationships with the public and potential employers.

TRTMA cannot guarantee employment, level of income or wage rate to any student.

Housing and Childcare

TRTMA does not provide school housing, dormitories, or childcare. There will however, be postings available upon request to students regarding rentals, shared space, and childcare.

Learning Resource Center

The Lewiston Library is located at 411 D Street, in Lewiston. This is the main source of learning resources for TRTMA. A small library of books is located in the Administration office.

General Licensing Information

In the state of Idaho, Licensed Massage Therapists are licensed as healthcare providers and must obtain a Massage Therapy License. In order to become a licensed massage therapist, applicants must successfully complete a massage program registered with the State of Idaho or a comparable authority in another state consisting of a minimum of 500 hours of training completed in no less than 6 months. Applicants must also obtain a passing score on the written state licensing exam and must be 18 years or older. Students must also complete 4 hours HIV-AIDS and blood borne pathogens training as well as complete a certification in American Red Cross or American Heart Association CPR and first aid for adult, child and infants. The state of Idaho conducts criminal history checks for all massage license applicants.

Graduates may contact the Idaho State of Occupational Licenses at www.ibol.idaho.gov.

After the first renewal of the Idaho Massage license, the state of Idaho requires massage therapists to accumulate 6 hours of continuing education every year for license renewal and 1 ethics hour.

The fees to become licensed therapists vary from state to state. In order to help our new graduates enter their profession, TRTMA will pay for their first exam and licensing fees taken within 6 months of graduating when the student takes a competency exam that is recognized by the Idaho Board of Massage Therapy as an approved exam. (<https://adminrules.idaho.gov/rules/current/24/2701.pdf>)

GENERAL INFORMATION

Student Liability Insurance

TRTMA provides limited coverage professional liability insurance for enrolled students. This insurance provides coverage in the unlikely even a practice client is accidentally injured during a student skill lab session. This insurance covers only required practice massages (those performed in classes, the skills lab, or completing course requirements that may include practice sessions off campus, provided that the student adheres to practice procedures as outlined in course expectations including but not limited to intake, confidentiality, and charting, etc.; practices only those techniques taught in class and does not receive monetary or other compensation).

Plagiarism

TRTMA does not tolerate any form of Plagiarism. Plagiarism is defined as:

- Stealing and passing off (the ideas or words of another) as one's own
- Using (another's production) without crediting the source
- Committing literary theft
- Presenting as new and original an idea or product derived from and existing source

Students who participate in plagiarism will be subject to academic and/or non-academic probation or dismissal.

Copyright infringement

"Copyright infringement is the use of works protected by copyright law without permission, infringing certain exclusive right granted to the copyright holder, such as the right to reproduce, distribute, display or perform the protected work, or to make derivative works. The copyright holder is typically the work's creator, or a publisher or other business to whom copyright has been assigned. Copyright holder routinely invoke legal and technological measures to prevent and penalize copyright infringement." – *Wikipedia*

Digital Millennium Copyright Act (DMCA)

"The **Digital Millennium Copyright Act (DMCA)** is a United States copyright law that implements tow 1996 treaties of the World Intellectual Property Organization (WIPO). It criminalizes production and dissemination of technology, devices, or services intended to circumvent measures (commonly known as digital rights management or DRM) that control access to copyrighted works. It also criminalizes the act of circumventing an access control, whether or not there is actual infringement of copyright itself. In addition, the DMCA heightens the penalties for copyright infringements on the internet. Passed on October 12, 1998, by a unanimous voted in the United States Senate and signed into law by President Bill Clinton on October 28, 1998, the DMCA amended Title 17 of the United States Code to extend the reach of copyright, while limiting the liability of the providers of online services for copyright infringement by their users." -- *Wikipedia*

Student/faculty ratio

In the lecture classes TRTMA's instructor to student ratio may not exceed more than 1:30. For the hands on practice in class the ratio is 1:14 working students.

Maximum class size

The maximum class size for lectures is 1:30, for lab/hands-on classes it is 1:14, and for the Massage Skills Lab public clinic it is 1:7 per shift. If the class and/or hands-on size is exceeded, the class may be assigned a lab assistant or the class may be divided into two sections.

Faculty/staff

Administrative Staff

Jolene Ross LMT

President/Director of Education

Faculty

All of TRTMA's faculty are educators with 3 years of experience in their field and/or 3 years of Massage therapy experience.

Hours of operation

Office:

Monday – Friday: 9a.m. – 5p.m.

Classroom: (dependent on enrollment)

Monday – Thursday Morning classes 9:00a.m. - 12:30p.m.

Mid-day classes 1:30p.m. – 5:00p.m.

Evening classes 6:00p.m. – 9:30p.m.

Weekend classes once a month announced ahead of time to students via printed calendar

Massage Skills Lab: dependent on enrollment and shift sign up

Tuesday – Thursday: 9:00a.m. – 9:00p.m.

Friday: 9:00a.m. – 5:00p.m.

Saturday: 9:00a.m. - 1:00p.m.

Spa parties by appointment only.

Massage Skills Lab Reception:

Tuesday – Thursday: 9:00a.m. – 9:00pm

Friday: 9:00a.m. – 5:00p.m.

Saturday: 9:00a.m. – 1:00p.m.

Calendar

Each Massage Therapy Program is a single term of 14 months with weekend classes once a month, and classroom breaks for holidays.

Holidays

TRTMA will not conduct classes on the following Holidays:

- The week of Easter
- Memorial Day
- July 4th
- Labor Day
- Week of Thanksgiving
- December 20th through New Year's Day

Massage Skills Lab, Massage Skills Lab Reception, and Administration Office Holidays observed

- Easter
- Memorial Day
- July 4th
- Labor Day
- Thanksgiving Day and day following
- Christmas eve
- Christmas day
- New Year's Eve after 5pm
- New Year's Day

Contact info

Address:

Twin Rivers Therapeutic Massage Academy
3510 12TH St
Lewiston, ID 83501

Phone:

(208) 290-2409

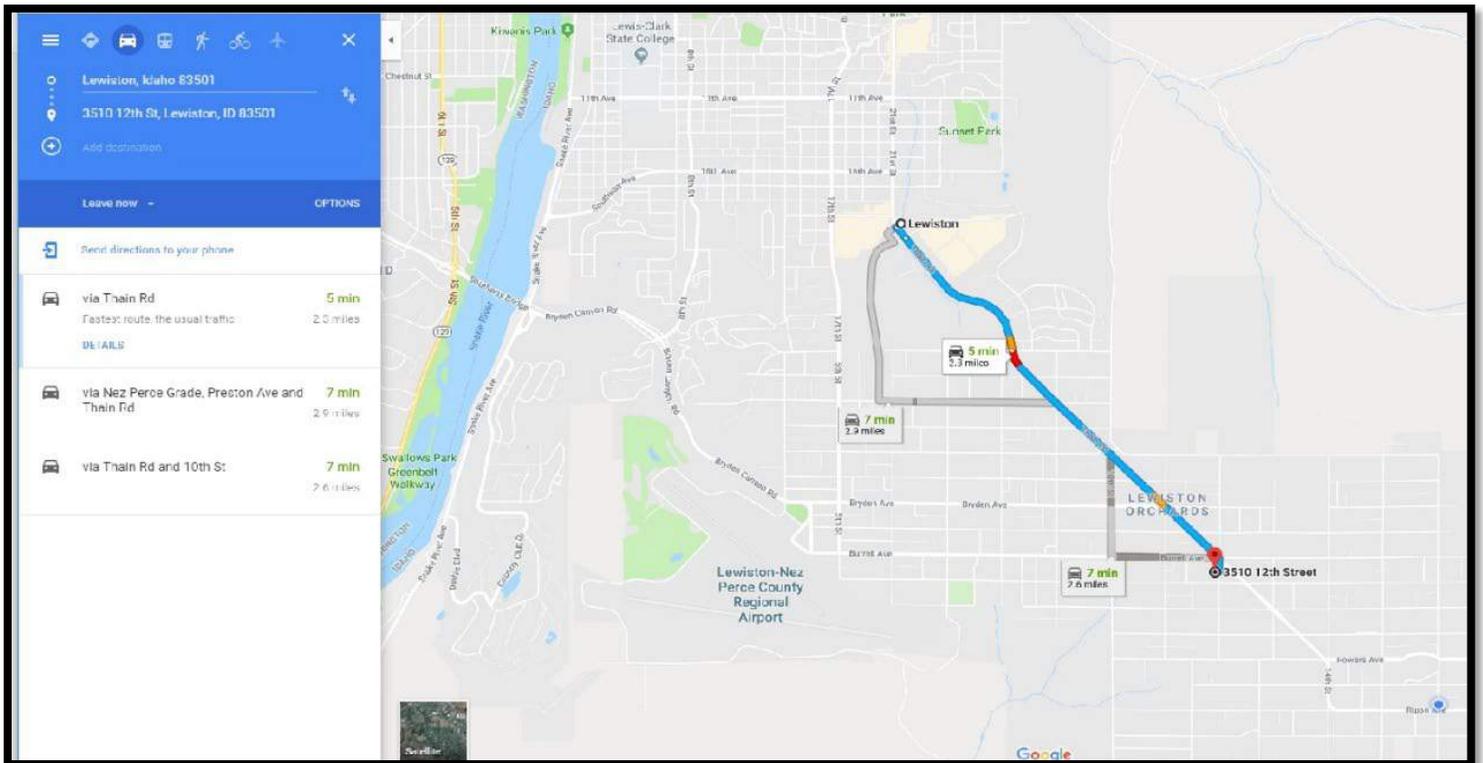
E-mail:

Director of Education
info@twinriverstma.com

Website:

www.twinriverstma.com

DIRECTIONS AND MAP TO TRTMA



Jolene Ross LMT is a licensed massage therapist who graduated the American Institute of Clinical Massage in 2004 and has continued to practice privately in the medical arena.

Ms. Ross wants to instill in students an excitement for the field of Massage therapy and to promote professionalism and commitment in preserving the integrity of the body working community