

EMPLOYEE & STAFF MEMBER HANDBOOK

Effective Date January 2021

Zion Massage College

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St. George, UT

84770

www.zmc.edu

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Welcome to Zion Massage College

Welcome to Zion Massage College! We are excited to have you as a member of our team. We believe that each team member plays an important and integral role in ensuring success for the program and for our students at ZMC. We hope that you will take pride and remember that our number one responsibility is to support the education and training of our student massage therapists so that they can emerge from the program as competent, well trained, knowledgeable licensed massage therapy practitioners.

The following pages contain information regarding many of the policies and procedures of Advanced Bodywork Training, LLC, DBA: Zion Massage College, hereafter referred to as ZMC. These policies are a condition of employment. Labor relation laws require that all employers maintain a written policy that is applied indiscriminately to all employees.

If you have questions or need assistance reviewing this document, please contact: ZMC Director, Christina Frantzen at 435-261-4203

Office hours are:

Monday through Thursday: 9:00 am to 5:00 pm.

Friday and Saturday: 9:00 am to 5:00 pm.

Sunday: Closed

Our main phone number is 435-216-8512.

For life threatening emergencies call 911.

For facility emergencies call the property management company, BYA Investments at 720-350-6191.

Disclaimer

This handbook is intended only to outline the employment policies, procedures, and benefits of ZMC. This manual is not intended to be all-inclusive and should not be considered to be an employment contract. ZMC reserves the right to change employment policies, procedures, benefits, or this manual at any time without notice. It is the responsibility of the employee to stay abreast of policy. ZMC will make every effort to notify employees of any policy changes, additions, or deletions. Said changes will immediately become a part of this manual.

Introduction

Zion Massage College Mission Statement

To educate and inspire our students to become industry leaders with diverse knowledge, skill, and intuition, which they effectively use to foster health and well-being in themselves, their clients and in the communities in which they serve.

Career and Training Opportunities

It is our desire to see each employee achieve his or her highest potential. We will do our best to provide job growth opportunities and to offer training, education, and guidance whenever possible. Full time employees, with at least one year of employment at ZMC, that are in good standing at ZMC, are eligible to receive a full tuition and registration fee scholarship for ZMC's 900-hour Professional

Massage Therapy Program. To participate in this benefit, a program facility fees of \$600 must be paid by the employee.

Open Door Policy

It is our objective to provide a work environment free from elements that would deter employees from performing their best work. All concerns may be expressed through our open-door policy.

Management at ZMC maintains this open-door policy to discuss any issues you may have. Feel free to express yourself about work related or personal matters. We welcome your input.

If you feel you have been discriminated against in any way you are encouraged to express concern through this open-door policy. All employee concerns must be directed to ZMC Director, Christina Frantzen. She can be reached at 435-261-4203.

Code of Conduct

Employees of Zion Massage College are to conduct themselves in a responsible, professional, and ethical manner. Report any unethical or dishonest behavior to your immediate supervisor.

Reported activities will be investigated by appropriate ZMC management team members. The management team will determine appropriate means for resolution. Employees found to be conducting themselves in an unethical manner will be subject to appropriate disciplinary action, up to and including termination.

Documented Workers

Worker Documentation

The Immigration Reform and Control Act outlines requirements for worker documentation, via a Form I-9 as follows:

Every U.S. employer must have a Form I-9 in its files for each new employee, unless:

The employee was hired before November 7, 1986, and has been continuously employed by the same employer.

Form I-9 need not be completed for those individuals:

Providing domestic services in a private household that is *sporadic, irregular, or intermittent*;

Providing services for the employer as an independent contractor (i.e. carry on independent business, contract to do a piece of work according to their own means and methods and are subject to control only as to results for whom the employer **does not** set work hours or provide necessary tools to do the job, for whom the employer does not have authority to hire and fire); and

Providing services for the employer, under a contract, subcontract, or exchange entered into after November 6, 1986. (In such cases, the contractor is the employer for I-9 purposes; for example, a temporary employment agency.)

ZMC requires employees to submit a Form I-9. All new employees must complete Section 1 of Form I-9. ZMC keeps this form in the new employee's file. The employee's signature holds him/her responsible for the accuracy of the information provided. No documentation from the employee is required to substantiate Section 1 information provided by the employee.

ZMC reserves the right to revise this policy without notice to comply with state and federal law.

An Employee must also provide ZMC with a photocopy of his/her Social Security Card.

Employment

At-Will-Employment

Unless otherwise defined in an employment contract, all employees at ZMC are “At Will Employees”. This employment status allows the employee or ZMC to immediately terminate the employment relationship at any time with or without advance warning, and with no subsequent liability. Termination of employment may happen for good cause, bad cause, or no cause at all.

If you do decide to leave the company, ZMC requests that employees provide a written two week notice of resignation, as a standard professional courtesy. The benefits of doing so are that we are able to provide a positive reference for you, provided this is reflected in your performance reviews. Failure to do so will prevent ZMC from being able to provide a letter of recommendation or to provide a positive reference. An employee that fails to provide a two week notice of resignation will be considered ineligible for rehire.

Process of Becoming an Instructor at ZMC

In addition to a verbal and hands on interview and considered for the position of Instructor, ZMC requires that all instructor applicants go through the following steps:

1. Audit the class as an engaged student. This an unpaid audit, in which the applicant must participate as a student. Please remember that no TA responsibilities will be assigned during this phase. We want all instructors to experience the class from the student’s perspective and to have a well-rounded understanding of the course, its material and structure. In addition, this first phase serves as a refresher or retraining (as needed) on ZMC’s expectation of instruction and delivery.
2. Upon successful completion, review and approval the applicant moves to the second phase of the process. In this phase they may be hired as a Teaching Assistant for the specific course. At the end of the successful completion of the course, the TA will be assessed to determine if additional TA courses are required or if they are ready to become a ZMC Instructor.
3. Upon demonstrating successful mastery of the course material as a TA, the applicant is eligible to be considered as an Instructor for ZMC.

Equal Opportunity Employment

Employees are hired based solely on ZMC personnel requirements and the qualifications of each individual candidate.

We will not tolerate nor condone discrimination due to age, race, color, religion, sex, sexual orientation, national origin, or disability. We will comply with the spirit and letter of all local, state and federal laws pertaining to employment. Furthermore, we will not discriminate due to age, race, color, religion, sex, sexual orientation, national origin or disability when making decisions regarding hiring or termination of employees.

Any questions or concerns regarding any aspect of this policy should be directed to the ZMC Director.

Eligibility for Employment

Federal law requires both new employees and rehires to provide documentation of eligibility to work in the United States plus proper identity. A properly submitted form I-9 and a copy of the employee's social security card is required for employment.

HIPAA Notice and Privacy Practices

The Health Insurance Portability and Accountability Act (HIPAA) includes components to ensure that your personal health information is protected so that individuals are not afraid to seek health care or to disclose sensitive information to health professionals. It is designed to ensure that protected health information is protected during its collection, use, disclosure, and destruction of records at ZMC. Breach of this policy should be reported to the ZMC's Program Director.

Key Issuance

If applicable to your job requirements, ZMC will issue a set of keys to each employee and contractor. It is your responsibility to keep these keys safe. Under no circumstances are you to loan or give your keys to a student. In addition, upon resignation, termination or at the request of the Director, keys must be returned in the way outlined on the ZMC Key Issuance form.

Part-Time Employment

ZMC does offer part-time employment positions. Employees who work 31 hours or less per week will be considered part time. Direct all questions regarding benefits for part-time workers to the ZMC Director.

Employment of Minors

Generally, regular employees must be 18 years of age or older. Occasionally, we hire individuals who are at least 16 years old, however this must be approved in advance by the ZMC Program Director or President..

Minimum Wage

ZMC adheres strictly to minimum wage standards as outlined by the state and federal government.

Criminal Convictions

Criminal convictions are taken seriously at ZMC. We reserve the right to disqualify any applicant for employment that has been convicted of a criminal offense.

Furthermore, conviction of a crime during employment may result in an automatic termination. ZMC will make every effort to evaluate the nature and circumstances of the conviction. With the safety and well-being of co-workers at stake, convicted employees may be subject to appropriate disciplinary action, up to and including termination.

Violence

Threats of violence or acts of violence are strictly prohibited. Employees threatening or committing acts of violence will be subject to appropriate disciplinary action, up to and including termination. Report any such activity to your immediate supervisor or the ZMC Director.

Weapons

Weapons are generally defined as guns, knives and other objects universally considered a weapon by the vast majority of society. A “weapon” can also be any object which would do harm to another when used as such. ZMC shall deem any such object a “weapon” for the purpose of enforcing this policy.

Possession of weapons is prohibited on company property and while on duty performing company business at any location. Any employee on duty or on company premises in possession of a weapon will be subject to appropriate disciplinary action, up to and including termination. Report any weapon possession to the Program Director.

Alcohol, Drugs & Illegal Substance Abuse

Possession of alcohol, illegal drugs or other illegal substances is not permitted on company property, or while on duty in the employment of ZMC. Furthermore, employees are not permitted to be on property while under the influence of alcohol, illegal drugs or other illegal substances. Employees failing to adhere strictly to this policy will be subject to disciplinary action, up to and including termination. Report any suspicious activity to the Program Director.

Sexual and Other Unlawful Harassment

It is the objective of ZMC to provide a working environment free from discrimination and conduct commonly referred to as sexual harassment.

The E.E.O.C. (Equal Employment Opportunity Commission) has provided a broad definition of sexual harassment. It is general in nature and may not always be clear when evaluating everyday situations.

“Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when

1. submission to such conduct is made either explicitly or implicitly a term or condition of an individual’s employment,
2. submission to or rejection of such conduct by an individual is used as a basis for employment decisions affecting such individual, or
3. such conduct has the purpose or effect of unreasonably interfering with an individual’s work performance or creating an intimidating, hostile, or offensive working environment.”

Sexual harassment refers to behavior inappropriate in the workplace because it is offensive, unwelcome behavior which would not occur but for the sex of the offended person. Both sexual harassment, and accusations of sexual harassment, are disrupting to the work environment.

If you or a co-worker experiences what you believe to be sexual harassment or accusations of sexual harassment, report it promptly to your Program Director. ZMC will investigate any employee, regardless of job position when such allegations are made. Based on available information, ZMC will take appropriate action and communicate on a need-to-know basis.

Appropriate disciplinary action, up to and including termination will be taken against any individual for sexual harassment charges determined to be valid.

Domestic Violence Statement

ZMC recognizes that domestic violence can have an adverse impact on employee job performance and may also impact co-worker's performance.

ZMC will assist employees affected by domestic violence, both the victim and the abuser within reasonable guidelines. Information will remain confidential as long as the safety of others is not at risk.

Job Postings

ZMC posts available hiring positions allowing current employees to apply for the position. All applicants must meet education and/or experience requirements for consideration.

Employment Evaluation

All employees will be under "evaluation" for the first three months of employment. Your immediate supervisor will be responsible for evaluating your performance, aptitude, and compatibility with co-workers. At the end of the evaluation period, you may be invited to become a full-time employee which may entitle you to additional benefits. In the event your evaluation information indicates you do not qualify, your employment may be terminated.

Instructors/Independent Contractors will receive an annual review and assessment of their teaching skills, student outcomes and as well as a formal review of student feedback.

Pay Schedule:

ZMC pays employees on a bi-monthly basis. Pay Periods run from the 1st – 15th and the 16th – end of the month. Paychecks are mailed from the payroll department on the 20th and 5th of each month.

Bonus Checks

Currently, ZMC does not distribute bonus checks.

Personnel File

ZMC maintains a confidential personnel file for each employee. Files are controlled by the ZMC Director. Employees must acquire permission to view his or her personnel file from the ZMC Program Director. These files are the property of ZMC. No documents may be altered or removed by the employee. Every reasonable effort is made to keep the information confidential and access is limited to staff members who require access to perform their job functions. Copies will not be distributed to any third party unless mandated to do so by a court of law.

Policies & Procedures

Attendance

Punctual attendance is mandatory for efficient job performance. In cases of absence for any reason, notify your immediate supervisor as soon as reasonably possible. Poor attendance, absence without notification or habitual tardiness will be subject to appropriate disciplinary action, up to and including termination.

Parking

ZMC employees are required to park in the third and fourth rows of the parking lot. Employees are not permitted to park in the first two rows of parking, which are closest to the building.

Work Schedule Requirements

With variations in workload based on demand from our students and clinic customers, it is our responsibility to meet critical deadlines, sometimes with little notice. As a result, you may be asked to work overtime be it pre-planned or spontaneous. Overtime is mandatory when required; it is a condition of employment.

Staff Meetings

Group meetings of employees and staff members are occasionally scheduled. Every effort is made to schedule these meetings during the hours worked by the vast majority of employees and staff members. Written notification for mandatory meetings will be distributed in advance. All employees are required to attend, when requested, even if it is not during their scheduled work hours. This is a condition of employment. All employees are paid at their normal hourly rate. Independent Contractors are paid at a \$15 stipend per meeting.

Bulletin Boards

Bulletin boards placed in designated areas throughout the facility display notices and announcements for students, employees and staff members to review. It is the responsibility of each employee to review the bulletin boards several times per week to be aware of information posted.

Suggestion Box

ZMC always encourages employees to submit suggestions, comments or new ideas which may benefit the company or enhance working conditions. For submitters who wish to remain anonymous, every precaution will be made to preserve your privacy. Management will check the suggestion box on a regular basis for new submissions.

Reporting of Hours Worked

All employees must turn in a timesheet reflecting hours worked for each pay period. Pay Periods run from the 1st – 15 of each month and the 16th – end of the month. Paychecks are issued on the 20th and 5th of each month for the preceding pay period. Beginning in October 2016 hourly employees are required to log in and check out with www.mindbodyonline.com.

Breaks

Although Utah law does not require employers to provide paid breaks or lunch breaks for employees, ZMC an unpaid 30 minute lunch break for every 8 hour shift worked. If an employee would like to take lunch at their desk while remaining present and on the job, they may take time to eat while remaining on the clock. On Tuesday – Thursday, Lunch breaks can be taken from 11:00 am to 11:30 a.m. in order to be prepared for the student massage therapy clinic.

Schedules may vary from employee to employee, based on work schedule and from one department to another. It is the responsibility of your immediate supervisor to establish your break schedule. For more information about Utah break laws visit <http://laborcommission.utah.gov/FAQ/wages.html> .

Workplace Dress Code

ZMC employees must maintain a clean, neat and professional appearance at all times. Facial hair must be kept short, neat and well-groomed. Employees can choose from the following dress options:

- As of January 2021, Staff and Employees may choose between Business Professional Dress or Business Casual Attire any day of the week.
- Business Casual Attire, which reflects generally accepted standards of professionalism and modesty includes Official ZMC shirts and jeans. No Print/graphic may be worn on a shirt/pants. Both pants and shirts must be clean, free of holes, and in good repair. **No shorts** are permitted to be worn while at work. Shorts and immodest dress should never be worn.
- Business Professional Dress includes professional dress pants or skirt. Skirts should be no shorter than 3 tsun from the superior aspect of the patella. Professional sandals and closed-toed shoes may be worn but no flip flops or heavily worn shoes.
- Fingernails and toenails must be groomed manicured and pedicured (no excessive chipping)
- Reasonable exceptions can be made with Director approval. For example, Instructors should wear clothing that reflects the type of class being taught (i.e. Ashiatsu). However, clothing must still maintain modesty.

Positive Attitude

By accepting employment with ZMC, you agree to bring your best self to work each day and to keep a positive attitude at all times while at school. The attitudes and professionalism of ZMC employees and staff members greatly influence the learning environment and the experience of our students and clinic guests. For this reason, it is important for employees to model professionalism and to maintain a consistently positive attitude.

No Gossip Policy

It is vitally important for ZMC employees and staff members to support each other in both words and actions. Please refer to the grievance policy for instructions on how to handle a complaint or issue with another employee or staff member. Gossip, rumors, and demeaning comments or using another staff member's poor behavior or unethical work standards as an excuse for one's own poor behavior or low quality work standards and poor ethics will not be tolerated and may be subject to appropriate disciplinary action, up to and including termination.

Recruitment and Admissions of Students:

ZMC is expanding its efforts to attract and enroll a qualified and diverse student body. Employees and staff members must remember that they represent and that the college requires that all employees and staff members use ethical and truthful practices in the student recruitment and admissions process. All staff members play a role in the student recruitment and admissions process. It is therefore important for all ZMC employees and staff to understand the requirements for the ethical recruitment and admissions of students. Per the Commission on Massage Therapy Accreditation standard XIII.A:

“Institutions must use ethical recruitment and enrollment practices, and ensure that all recruitment and enrollment practices comply with applicable regulations. Recruiting practices include all activities designed to attract students and lead to student enrollment. These include but are not limited to advertising, public outreach and promotion, correspondence with prospective students and completing enrollment documents. All activities should provide prospective students with complete and accurate information about the institution so students can make informed enrollment decisions.

The recruitment and admissions process must be clear, honest, and ethical and comply with all local, state and federal regulations.

In addition, COMTA outlines the ethical requirements for a massage therapy program's Admissions and Recruitment practices. COMTA's Admissions Statement of Purpose reads "...admission policies and procedures should comply with federal requirements, be consistent with the mission and program objectives and ensure that only those students who can reasonably be expected to benefit are admitted. The criteria by which students are selected for admission should be consistently applied and documented in student files."

All students who are admitted to ZMC must demonstrate the ability to benefit from the program which is demonstrated by:

1. A sincere interest in the field of massage therapy and bodywork.
2. A High School Diploma, GED, or the successful passing of an Ability to Benefit exam.
3. An understanding and commitment to the AMTA and ABMP Professional Code of Ethics
4. No prior felonies or crimes of a sexual or abusive nature.

Medical Attention

ZMC requires employees and staff members to notify a supervisor when medical attention is required for any reason, accident or illness. Employees requiring transportation to a medical facility must be taken by trained medical personnel. Transportation and medical costs are the responsibility of the employee or staff member receiving care.

Compensation

Compensation for employment is based on performance. Rates are established by mutual agreement between the employee and ZMC. Raises also, are based on performance, growth, and productivity. All requests for salary increases and/or promotion will be fairly considered by supervisors. Employment is based on an as-needed basis. Employees are not guaranteed tenure or retirement benefits.

Overtime

Unless given explicit permission beforehand, hourly employees are not permitted to work more than their scheduled 40 hours per week. If overtime is approved, the overtime will be compensated at the rate of one and one-half times the employee's regular rate of pay for all hours worked in excess of eight up to and including 12 hours in any workday, and for the first eight hours of work on the seventh consecutive day of work in a workweek. The employee will be compensated at double the employee's regular rate of pay for all hours worked in excess of 12 in any workday, and for all hours worked in excess of eight on the seventh consecutive day of work in a workweek.

All hours during a workweek that are calculated in the total for overtime must be hours actually worked. Vacation, sick days, personal days to any other non-working benefit days do not count in the calculation of overtime. In addition, employees must adhere to their assigned schedules.

Mileage Expenses for Business Use of Personal Vehicle

ZMC does not allow the use of personal vehicles for company business travel. No compensation is allowed.

Commissioned Sales

ZMC does not offer commissioned sales positions.

Wage and Salary Disclosure

Compensation programs are confidential between each individual employee and ZMC. Disclosure of wages or compensation to any third party or other employee is prohibited and will be subject to appropriate disciplinary action, up to and including termination.

Paychecks

Payroll checks shall be distributed on payday as established in the Payroll Schedule section of this handbook. Federal, state and any other required taxes will be withheld from wages as will any voluntary deductions.

Payroll Schedules

Employees:

- Employees are paid semi-monthly. Pay Periods consist of the 1st day of the month through the 15th and the 16th of the month through the last day of the month, respectively.
- All employees receive auto-deposit paychecks through our payroll company, ADP.
- Upon hiring, along with the other required documentation for employment, each employee must submit their bank account and routing information to the school's Administrative Assistant. The Administrative Assistant will send this information to the Payroll Department so that automatic deposit can be set up for the employee.
- In the event payday falls on a holiday or weekend, paychecks will be mailed the day prior.
- Auto-Deposit paychecks are issued on the 5th and the 20th of each month.

Independent Contractors:

- Independent Contractors are paid semi-monthly. Pay Periods consist of the 1st day of the month through the 15th and the 16th of the month through the last day of the month, respectively.
- Independent Contractors are paid per contracted hour(s) of work.
- Checks are issued on the 5th and 20th of each month after 3:00 p.m. Mailed checks will be postmarked by the 5th and the 20th.
- In the event payday falls on a holiday or weekend, paychecks will be mailed the day prior.
- All Independent Contractor may pick up paychecks at the front desk of ZMC. As an alternative, an Independent Contractor can request to receive their check via mail. Independent Contractors can send an email to rebecca@zmc.edu to request that their payments be mailed.

Payment for Independent Contractor Instructors

1. Independent Contractors are paid per contracted hour(s) of work.
2. Prep time before and after contracted class hours are not billable.
3. The instructor is only paid for contracted hours in class (9am-1pm or 5pm-9pm). If a substitute instructor is needed, the Instructor may not bill for the missed class hours.
4. Required side duties are included in the job description and contract.
5. Dependent upon need, mandatory Curriculum Refinement meetings will be held. Time spent in these meetings is billable at \$15/meeting.
6. A stipend of \$15/meeting is given for attendance at Mandatory Staff Meetings.

Payroll Deductions for Federal Tax, State Tax, FICA, and Medicare

As required by law, ZMC withholds taxes from employee earnings, as well as social security (FICA) and Medicare. ZMC also participates in matching programs as required.

Performance & Evaluation Reviews

Annual performance and evaluation reviews will outline the competencies you need to perform your job functions successfully. Your contributions to your department and ZMC are also reviewed and documented. Your supervisor will discuss job requirements for your duties and identify your specific skills. Together you will establish plans for your growth and development. All performance reviews will become a permanent part of your personnel file.

Pathway to Become a Teaching Assistant or Instructor

1. Licensed Massage Therapists with at least two years experience who would like to teach at the school must first complete an audit or unpaid internship of the course that they are interested in teaching.
2. ZMC may then choose to hire the intern to help with a subsequent course, as a paid Teaching Assistant. During the time as a teaching assistant, the TA would teach sections of the material and work closely with the instructor to help the TA prepare for the possibility of being hired as an instructor.
3. After completing the course twice as an unpaid internship and then as a TA, the TA is eligible to be considered as a teacher (If ZMC has observed their teaching sections of the material as a TA and feels that the TA has demonstrated the ability to effectively teach the course material).
4. The TA may then be hired, not hired, or asked to complete another class as a TA, in order to improve his/her teaching ability and competence as an instructor.
5. Once mastery of the lesson plan, course material, policies and procedures regarding grading and attendance are established, the TA may then become a full instructor at ZMC.

Qualifications for Instructors and Teaching Assistants:

- Instructors must have education in the specific subject material above and beyond what is taught at ZMC for hands on modalities. All Instructors must maintain current licensing with the State of Utah (LMT).
- Instructors and Teaching Assistants for Anatomy I, II, III, IV, Kinesiology, and Pathology must have education in the specific subject material above and beyond what is taught at ZMC. The education must be from a post-secondary institution that is approved by the Department of Education. These instructors are not required to have a minimum of two (2) years as a Licensed Massage Therapist.
- All Instructors teaching CPR must be a Certified Instructor with American Red Cross or American Heart Association.
- Teaching Assistants must have a background in the subject material in which they TA. They must demonstrate **one (1)** of the following:
 - Must have taken the course from ZMC
 - Must have taken the course at another institution
 - Must have education equal to or more than the material taught in the course

- Teaching Assistants may become Instructors if:
 - They have been licensed LMT for a minimum 2 years (with the exception of Anatomy I, II, III, IV, Exam Prep, Kinesiology, Optimal Health, Pathology, Professional Ethics & Business Standards, Universal Precautions).
 - Have been the TA in any given course a minimum of 2 times

Process of Becoming an Instructor at ZMC

In addition to a verbal and hands on interview and considered for the position of Instructor, ZMC requires that all instructor applicants go through the following steps:

1. Audit the class as an engaged student. This an unpaid audit, in which the applicant must participate as a student. Please remember that no TA responsibilities will be assigned during this phase. We want all instructors to experience the class from the student's perspective and to have a well-rounded understanding of the course, its material and structure. In addition, this first phase serves as a refresher or retraining (as needed) on ZMC's expectation of instruction and delivery.
2. Upon successful completion, review and approval the applicant moves to the second phase of the process. In this phase they may be hired as a Teaching Assistant for the specific course.
3. TA for a second time. During this time, the TA will be more in charge of the entire course and content. The Instructor will observe and continue to monitor but will step back in order to fully assess the ability of the TA to fully instruct the course content, manage the students, manage the gradesheet, and all other aspects of Instructing. At the end of the successful completion of the course, the TA will be assessed to determine if additional TA courses are required or if they are ready to become a ZMC Instructor.

Upon demonstrating successful mastery of the course material as a TA, the applicant is eligible to be considered as an Instructor for ZMC. This process must be followed for each course being taught.

ZMC Instructor Continuing Education Requirements

By March 1, 2020, All ZMC instructors must meet and produce evidence of **one (1)** of the following criteria*:

- A. Show proof of National Certification Board of Therapeutic Massage & Bodywork (NCBTMB) Board Certified status. <https://www.ncbtmb.org/certificants/massage-therapists/>
- B. Show proof of the completion of 24 hours of continuing education hours, which have been completed within the previous two years. The continuing education hours should be comprised of 3 hours of ethics training, 3 hours of research training and the remaining 18 credits in massage and bodywork specific training. *Acceptable "evidence" is either a certificate or transcript showing the training location, completion date, number of CE hours and instructor or a current NCBTMB Board Certificate.

By December 31, 2020, All ZMC Instructors may become AFMTE Certified Instructors.

<https://www.afmte.org/education/afmteteachercertification/>

Instructor Compliance Checklist

1. Do you arrive consistently at least 15 minutes before your class starts each day? (We need to have instructors log in on Mindbody before beginning their class. Even if they are already on-site, this will be an important way to establish that they are ready and focused at least 15 minutes before their class begins.)

2. Do you begin class on time and have a 10-20 minute self care activity at the beginning of class?
3. Are you taking roll every day at the beginning of class?
4. Are you contacting students and creating a plan for students that fall below 90% attendance in your class?
5. Are you contacting students and creating a plan for students that fall below SAP in their grades in your class? 80% for SAP; 85% for Honors or they lose the ability to attend the Graduation Experience.
6. Are you reporting students that fall below SAP to Christina via an email with the details of the SAP failure and following up so you are on the same page with a plan for the student to succeed?
7. Are you documenting and finalizing grades within 2 weeks of the course end date?
8. Are you handing out and collecting course evaluation sheets/feedback forms at the end of every course that you teach? (Please take these to the front desk to be organized in your teaching file).
9. Are your course materials printed in advance of the date of your class? Course materials such as the syllabus should be prepared in advance of the class and not on the day of your class. They should especially not be done last minute/in the 15 minute period that you will be setting up your classroom and greeting students.
10. Are you consistent in reviewing policies in the syllabus on the first day of each course? For example, what could cause a student to lose participation points or retake the course? I.e. not coming prepared with sheets, oil, class materials, on the phone during lecture, sleeping in class...
11. Are you following up with students before the end of every course to ensure each student is ready and prepared for the Finals? I.e. quizzes are all taken, hours made up, review was thorough....
12. Are you consistent in holding class until the specified end time?

Reimbursement of Expenses

Expenses to be reimbursed by ZMC must be approved in writing prior to expenditure. To receive reimbursement, you must furnish the accounting department with two items: receipts for all expenses (other than per diem or mileage) and a properly completed expense form (available from your immediate supervisor).

We appreciate your expenditures on behalf of ZMC and will make every effort to reimburse you in a timely fashion.

If you require an advance for expenses, see your immediate supervisor.

Reporting Personal Information Changes

Employees must notify the ZMC Director whenever there is a change in their personal information on file with ZMC. This includes address, phone number, income tax withholding information and emergency contacts.

Visitors

Due to the nature of our business, visitors are not allowed in the ZMC classrooms or restricted areas, without prior permission from the Director. All visitors who are not visiting for business purposes will be restricted to the lobby area. Notify a supervisor immediately if you become aware of any unauthorized visitors.

Personal Property

ZMC is not responsible for personal property of employees within facilities, vehicles, or parking areas. Any personal items brought on premises deemed inappropriate by ZMC, will be removed without notice. As always, be considerate of the company's image as well as your image with students, clinic clients, and other staff members.

Personal Cell Phones

Except for urgent family matters, where time is of the essence, use of personal cell phones, mobile phones or personal digital assistants is prohibited during standard working hours. Personal calls must be handled on personal time. If you have an emergency, contact your immediate supervisor. Personal cell phones should not be used to contact ZMC students or clinic guests. Instead, please use the provided ZMC phone for all business-related communication.

Text Messaging

Use of personal cell phones, mobile phones or personal digital assistants for text messaging is limited to immediate family contact during standard working hours. If you have an emergency, contact your immediate supervisor. Please limit personal text messaging to communication regarding urgent family matters where time is of the essence. Personal cell phones should not be used to contact ZMC students or clinic guests. Instead, please use the provided ZMC phone for all business-related communication

Personal Safety

At ZMC the safety of our employees is a top priority. We will make every reasonable effort to ensure the safest working environment possible. If you have suggestions or concerns, discuss them with your immediate supervisor. If you feel you are in danger performing your job duties, stop working and report the hazard to your immediate supervisor. Failure to comply with all health, safety and environmental policies and procedures may result in disciplinary action, up to and including termination.

Food & Beverage

Without exception, food and beverage is strictly prohibited within immediate proximity of any computers, servers, printers and other related hardware. In all other areas, employees should be mindful of potential business visitors within the work area. Food and beverages should be kept away from computers, servers, printers, projectors, and other related hardware. Computer and work areas must remain clean and uncluttered always.

Smoking

Smoking is prohibited on ZMC property.

Office Parties

Office parties for employees and staff of ZMC may be held on company premises with permission from the Director. No alcoholic beverages are allowed at these functions.

Solicitation

As a courtesy to students and staff members ZMC does not allow solicitation of political information, religious information, business opportunities, which are not approved by the ZMC Director or items for

sale. Solicitation for sale of items involving fundraisers for school projects and the like may be considered. See your immediate supervisor for approval.

Company Property

Confidential Information Security

Employees of ZMC will have access to confidential and proprietary information including, but not limited to, personnel information, pricing, client lists, contractual agreements, intellectual property, and marketing/sales strategies. It is a condition of employment that you not disclose this information to third parties during or after employment. Disclosure of ZMC confidential information without the express written approval is prohibited. Failure to comply with this policy may result in disciplinary action, termination of employment, and/or legal action.

In addition, no client files/massage intake forms or information contained within a student file may be destroyed by any ZMC contractor or employee at any time. When updates occur, these records must be stored for a period of 5 years. Any destruction of client files/massage intake forms or student file records such as transcripts, H.S. Diploma, payment information and other documentation contained in the file, will be grounds for immediate dismissal from ZMC.

Facilities Security

It is the responsibility of all employees to ensure the facilities and work areas are secure. Any employee entrusted with facility keys shall make certain the facility is secure when leaving for the day. This includes, but is not limited to, turning off appropriate lights, closing and locking all doors and windows. Keys must be kept secure and must be protected. Keys must never be given to students, nor to other employees or contractors. Your assigned keys must stay with you always. If for some reason, your employment ends at ZMC, you must return your keys to the Director. They must not be dropped off with another staff member or employee.

If your keys are lost, you must immediately report the loss to your immediate supervisor.

In addition, report any potential security risks to your immediate supervisor.

Office Supplies, Postage & Company Accounts

ZMC postage, postage systems, shipping accounts, and accounts with various vendors and suppliers are to be used for company purposes only. Improper use of these items may result in appropriate disciplinary action, up to and including termination.

Company Equipment

Company property, such as laser printers, copiers, computers, and all production tools, are to be used for ZMC business purposes only. Use of unauthorized equipment may result in appropriate disciplinary action, up to and including termination.

Your designated work area, desks and cabinets are not to be locked with personal locks. If you need assistance securing company property, see your immediate supervisor.

Phone Systems, Voicemail, and Personal Calls

Telephone systems, equipment and operators are in place to provide business services of the company. Employees are to limit the personal use of these items. Lengthy calls should be made during lunch breaks.

Long distance calls for personal use are prohibited.

Computer Related

Computers and Related Equipment

ZMC provides employees access to computers, printers, and other equipment on an as-needed basis, to perform their job requirements. This equipment is to be used exclusively for the business activities of ZMC. Computers purchased by ZMC are company property, not the property of the employee. ZMC Administration has full access to information on these company computers. Employees found to be using company computer equipment for personal use, including personal social media or email, may be subject to appropriate disciplinary action, up to and including termination.

Employees are required to maintain their computers and related equipment in good working order. If any of your equipment needs service, repair, or maintenance, notify your immediate supervisor.

Employees shall not use company systems to knowingly violate any city, state or federal laws.

Computer games and personal software may not be installed on company equipment.

Company equipment shall not be used to create or store personal information or projects.

Company equipment shall not be used to store or display images depicting violence, sexually explicit material or are racially offensive material.

Software installed on company computers must be properly licensed and installed at the direction of the computer systems supervisor.

Employees are not permitted to download any software (free or otherwise) without express permission from the computer systems supervisor.

Internet

Company computer systems, connected to the internet, are connected for business purposes only. Accessing the internet for personal use is prohibited. Employees are expressly prohibited from allowing any third party to use company provided computers or internet services.

Conducting company business on the internet must be done following all guidelines and policies for conducting business in conventional settings.

Do not expect privacy on company computers. Our software and systems may have the capability of tracking each visit, each email, each chat, and each file transfer, by every computer on the system.

Employees are not to use personal email or social media sites on company computers.

ZMC maintains the right to limit internet access.

ZMC will comply with any reasonable requests from law enforcement to review internet activities of any employee.

While accessing the internet, employees should be fully aware of the global reach of the media.

Employees are required to maintain a high level of dignity and be mindful that they represent ZMC to the world at large while online.

For protection of the company network and proprietary information, security measures have been installed on the system. No employee shall, under any circumstances, attempt to disable or circumvent these security measures.

Email & Electronic Communication

Company provided email is provided for business purposes only. Personal use should be kept to an absolute minimum.

All emails sent or received, are company records and as such, are accessible to appropriate staff members.

No anonymous emails can be sent from company systems. All employees are required to identify themselves by name and email address.

Chat room participation is prohibited except for business related forums which require approval from your immediate supervisor.

Employees are not to use personal email or social media sites on company computers.

Policies for Leave of Absence

Currently, ZMC does not offer paid personal time off. Employees will not be compensated for hours not worked. See supervisor for options to make up the time.

Short-Term Disability Leave

Notify your immediate supervisor or the Program Director in advance when you plan to use short term disability leave for scheduled medical procedures or pregnancy related disability. ZMC reserves the right to verify any employee's inability to perform job duties through consultation of medical experts selected by ZMC.

ZMC complies with all aspects of the United States Department Of Labor regulations for Employment Laws: Medical and Disability-Related Leave as outlined here:

<http://www.dol.gov/odep/pubs/fact/employ.htm>

Unpaid Family & Medical Leave

ZMC employees are eligible to take unpaid leave as per the terms of The Family and Medical Leave Act of 1993. Consult the Program Director for details and notify your immediate supervisor if you choose to take this unpaid leave of absence.

Funeral Leave

ZMC will provide reasonable time off for employees to attend funerals of friends and loved ones. In the event of a death in the immediate family of the employee (parents, children or siblings), up to two days paid time off may be granted to attend to family matters and funeral arrangements. Additional unpaid time off may also be granted. Contact the Director concerning your specific needs.

Jury Duty

Notify your immediate supervisor if you are summoned for jury duty. Time off from work will be granted as necessary in compliance with applicable law.

Military Duty

In accordance with the requirements of law, ZMC will provide military leave of absence and reinstatement for qualifying employees. ZMC may provide eligible employees up to two weeks paid leave for military leave of absence. Contact the Program Director for details.

Severe Weather Closings

In the event the company must close for the day due to severe weather or emergencies, the company will make every reasonable effort to notify you.

If weather conditions are so severe that you are unable to travel to work, contact your immediate supervisor

Benefits

Overview

Benefits to employees are provided at the will of ZMC reserves the right to modify or eliminate benefits without notice under conditions of law. The benefits listed herein are intended to be a general description only. Details of specific benefits are outlined in the documentation for the benefit program.

Eligibility

To qualify for benefits an employee must be considered full time and have completed a minimum of one year of continuous employment with ZMC. To qualify for vacation benefits a full-time employee must have completed one full year of continuous employment. Full time employees are employees who have been assigned a regular 40 hours per week work shift. Employees scheduled for less than 40 hours weekly are not eligible. ZMC reserves the right to, without notice, revise these eligibility requirements.

If you have questions, contact the Director.

Group Medical Insurance

ZMC does not offer group medical insurance benefits to employees. It is the responsibility of each employee to provide their own medical coverage.

Life Insurance Policies

ZMC does not offer life insurance policies to employees at this time.

401K Plan & SIMPLE IRA PLAN

ZMC offers a SIMPLE IRA PLAN to all full-time employees. ZMC will match all employee contributions in his or her SIMPLE IRA up to 3% of his or her salary.

Worker's Compensation

State and federal law governs eligibility requirements. All premium costs are paid by ZMC. Claims are paid directly to employees. All employees are expected to return to work immediately upon release by their physician.

Employees are required to report job-related injuries immediately. Failure to comply could result in difficulty with the employee's claim.

Report to your immediate supervisor all accidents or injuries.

Holidays

ZMC provides the following holiday schedule for all employees. Full time hourly employees qualify for paid days. Non-qualifying employees are required to take the days off without pay, unless otherwise approved in writing by your immediate supervisor.

Holiday Schedule:

New Year's Day	Paid
President's Day	Non-Paid
Easter Monday	Non-Paid
Memorial Day	Non-Paid
Independence Day	Paid
Labor Day	Non-Paid
Thanksgiving Day	Paid
Thanksgiving Friday	Non-Paid
Christmas Eve	Non-Paid
Christmas Day	Paid

Holidays falling on Sunday will be observed on the following Monday, those falling on Saturday will be observed the preceding Friday.

Employees wishing to observe national-origin holidays or religious holidays not listed in the Holiday Schedule must obtain permission from their immediate supervisor for time away from work. However, a maximum of 4 holidays will be paid to any employee in a given year.

Vacations

ZMC provides paid vacation time for all eligible employees. To qualify for vacation benefits a full-time employee must have completed one full year of continuous employment. Employees are encouraged to take a vacation every year. If you wish to work through your vacation and carry paid vacation over to the following year, you must get approval from your immediate supervisor and notify the Program Director. A maximum number of days can be carried forward, based on the numbers of years of service.

Vacations Schedule:

1-2 years' service	5 days Paid Vacation	5 days' maximum carryover
3 to 6 years' service	10 days Paid Vacation	10 days' maximum carryover
7 to 10 years' service	15 days Paid Vacation	15 days' maximum carryover
11 to 20 years' service	20 days Paid Vacation	20 days' maximum carryover
Over 20 years' service	20 days Paid Vacation	20 days' maximum carryover

Additional non-paid vacation days may be considered in order to extend vacations providing you acquire written approval from your immediate supervisor. Workloads are considered when choosing to grant or deny these requests. Paid company holidays which occur during your vacation are not counted as vacation days.

ZMC Discounts

ZMC offers full-time employees, students, staff members, and graduates a discount on our services. Below is a list of the discounts on services at Zion Massage College.

Designation	Service	Discount Price
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All Staff (Employees and Independent Contractors)	Massage Therapy	<ul style="list-style-type: none"> ● 2 free Self-Care Student Massage per month (no carryover of free massages from month to month) ● Any additional massages are charged at \$18. ● Any upgrade is charged at the upgrade rate of \$10 additional (Cupping/Hot Stone). Final total with upgrade is \$28. ● Price for student Ashiatsu will be \$25. ● Free student massages cannot be booked back to back ● Full-Time Employees receive \$5.00 off massage with LMT. ● \$20.00 per student massage for one additional designated person. *Decided at the 1st of each year. Any additional upgrade charged at additional \$10 (Cupping/Hot Stone) ● No discount is given to friends or family for massage with LMT. ● Cannot be booked on Saturdays
Current Students	Massage Therapy	<ul style="list-style-type: none"> ● 2 free student massages per month (no carryover of free massages from month to month; void in any month student is tardy for clinic) ● Any additional student massage is charged at \$18 ● \$27.00 per student massage (\$5.00 discount) for one additional designated person. *Decided upon when starting the program. ● Any additional upgrade charged at additional \$10 (Cupping/Hot Stone) ● No discount given for massage with LMT. ● Free student massages cannot be booked back to back ● Cannot be booked on Saturdays
Graduates	Massage Therapy	<ul style="list-style-type: none"> ● \$18 per session. ● No family member discount. ● No retail discount given. ● Cannot be booked on Saturdays
Program Advisory Committee Members and Board Members	Massage Therapy	<ul style="list-style-type: none"> ● Up to 6 free student massages per year. ● Any additional massages are charged at \$18. ● Any upgrade is charged at the upgrade rate of \$10 additional (Cupping/Hot Stone). Final total with upgrade is \$28. ● Price for student Ashiatsu will be \$25. ● No discount is given for massage with LMT. ● Cannot be booked on Saturdays.
Full Time Employees: After one year of employment with a high rated evaluation.	Tuition	<ul style="list-style-type: none"> ● Free Tuition for ZMC's Professional Massage Therapy Program* To participate in this benefit, a program facility fees of \$600 must be paid by the employee.
All Staff and Current Students	Retail	<ul style="list-style-type: none"> ● 20% on all Retail (excluding textbooks).

Discipline Policies

Problem Resolution

The solution to most problems is often found through communication. We will make every reasonable effort to assist in solving problems or disputes amongst employees.

We recommend the following:

For disputes between employees, first discuss the problem between the two employees and make every attempt to resolve it. If no resolution is reached, both employees together should approach a supervisor and allow the supervisor to participate in the resolution. If a resolution is not reached, it should be turned over to the ZMC Director. The ZMC Director will gather and review all information and provide a solution with the best interest of all parties.

If a supervisor is involved as a party in the initial dispute, it must be turned over to the ZMC Director at the outset.

Decisions of the ZMC Director will be final.

Violation of Company Policy

Employees found to be in violation of company policy will be given official notice of the infraction. All reasonable attempts to resolve the problem will be made to constructively resolve the situation. Appropriate disciplinary action, up to and including termination, may be taken if the violation continues.

Employees who believe they have been falsely charged with an infraction can appeal the charge to the ZMC Director and Board. All appeals must be in writing clearly defining the reason you believe the charge was false. The ZMC Director and Board will review all available information and make a ruling. All decisions of the Program Director are final.

Notices of violation, appeals and final disposition documentation will become a permanent record in the employee's personnel file.

Termination of Employment

Termination

Employees of ZMC are not given tenure. Any employee of ZMC may choose to terminate employment at any time.

Employees choosing to terminate their employment with ZMC are required to return all company property to the Director before leaving the premises on their final day of employment. Upon receipt of all company owned property, the employee will receive their final paycheck including any earned vacation pay, if applicable.

ZMC may terminate employment at any time for any reason. If an employee is terminated for a severe violation of policy, they will be escorted from the premises immediately. Any personal property, plus their final paycheck including any earned vacation pay, if applicable, will be given to the employee upon receipt of all company owned property.

The ZMC Director and Board will provide opportunity to all employees leaving ZMC to have an exit interview. Request for exit interviews must be made with reasonable time for the Program Director for scheduling.

ZMC considers personnel files confidential. Any request for employment confirmation will be provided only with employment dates and positions held.

Severance

ZMC does not offer severance benefits for employees terminating employment for any reason.

Acknowledgement

I have read the policies outlined in this handbook. I understand that while this is not an employment contract I am bound to abide by the policies set herein.

I further understand that ZMC may modify, revise and update policy and/or this manual at any time. I am also aware that this updating may include additions or deletions.

I also certify that I have had ample time to discuss this handbook and its contents with ZMC representatives and I fully understand the contents.

With this knowledge, I accept the policies outlined herein as a condition of employment.

Employee Name: _____

Employee Signature: _____

Date: _____

ZMC reserves the right to make changes to this handbook for the purpose of modifying, revising and updating company policy and this manual. Notice of changes will be posted on the bulletin boards and become a part of this manual. Violation of any company policy may result in immediate termination.