



# STAFF MEMBER HANDBOOK

Effective Date: January 1,2023

Zion Massage College

567 S. Valley View Dr.

St. George, UT

84770

[www.zmc.edu](http://www.zmc.edu)

## Table of Contents

<b>Welcome to Zion Massage College</b>	<b>5</b>
Disclaimer	5
Introduction	5
Zion Massage College Mission Statement	5
Career and Training Opportunities	5
Open Door Policy	5
Code of Conduct	6
Documented Workers	6
Worker Documentation	6
Employment	6
At-Will-Employment	6
Pathway to Become a Teaching Assistant or Instructor	7
Equal Opportunity Employment	7
Eligibility for Employment	8
HIPAA Notice and Privacy Practices	8
Key Issuance	8
Part-Time Employment	8
Employment of Minors	8
Minimum Wage	8
Criminal Convictions	8
Violence	8
Weapons	8
Alcohol, Drugs & Illegal Substance Abuse	9
Sexual and Other Unlawful Harassment	9
Domestic Violence Statement	9
Job Postings	10
Pay Schedule:	10
Bonus Checks	10
Personnel File	10
Policies & Procedures	10
Attendance	10
Parking	10
Work Schedule Requirements	10
Staff Meetings	11
Bulletin Boards	11
Suggestion Box	11
Reporting of Hours Worked	11
Breaks	11
Workplace Dress Code	11
Positive Attitude	12
No Gossip Policy	12
Recruitment and Admissions of Students:	12
Medical Attention	13

Compensation	13
Overtime	13
Mileage Expenses for Business Use of Personal Vehicle	13
Commissioned Sales	13
Wage and Salary Disclosure	13
Paychecks	13
Payroll Schedules	13
Payment for Independent Contractor Instructors	14
Payroll Deductions for Federal Tax, State Tax, FICA, and Medicare	14
Performance & Evaluation Reviews	14
Reimbursement of Expenses	14
Reporting Personal Information Changes	15
Visitors	15
Personal Property	15
Personal Safety	15
Food & Beverage	15
Smoking and Vaping/E-Smoking	15
Office Parties	15
Solicitation	15
<b>Company Property</b>	<b>15</b>
Confidential Information Security	15
Facilities Security	16
Office Supplies, Postage & Company Accounts	16
Company Equipment	16
Phone Systems, Voicemail, and Personal Calls	16
Computer Related	16
Computers and Related Equipment	16
Internet	17
Email & Electronic Communication	17
Policies for Leave of Absence	18
Short-Term Disability Leave	18
Unpaid Family & Medical Leave	18
Funeral Leave	18
Jury Duty	18
Military Duty	18
Severe Weather Closings	18
Benefits	18
Overview	18
Eligibility	18
Group Medical Insurance	19
Life Insurance Policies	19
401K Plan	19
Worker's Compensation	19
Holidays	19

Vacations	20
Vacations Schedule:	20
ZMC Discounts	21
<b>Discipline Policies</b>	<b>22</b>
Problem Resolution	22
Violation of Company Policy	22
Termination of Employment	22
Termination	22
Severance	23
Acknowledgement	23

## 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 435-359-9824

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 435-261-4203

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 fee 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 435-359-9824.

## 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.

### **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 gender 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 on Indeed and other employment hiring sites and allows 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 informal "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 1<sup>st</sup> – 15<sup>th</sup> and the 16<sup>th</sup> – end of the month. Paychecks are auto deposited through Gusto payroll on the 20<sup>th</sup> and 5<sup>th</sup> 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. Administrative employees are paid at their normal hourly rate and instructors are paid a \$15 stipend per meeting.

### **ZMC Instructor Requirements**

All potential Teaching Assistants (TA) and Instructors must interview with the Program Director. Any audit or TA of a course does not guarantee that an applicant will be hired as an Instructor. All ZMC instructors must provide proof of continuing education every two years. This must include education in modalities, ethics, and instructor training skills.

### **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 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 clock in and out through Gusto to reflect the hours worked for each pay period. For Student Practitioners, hours will be maintained and tracked through MindBody. Pay Periods run from the 1<sup>st</sup> – 15 of each month and the 16<sup>th</sup> – end of the month. Paychecks are issued on the 5<sup>th</sup> and 20<sup>th</sup> of each month for the preceding pay period.

## Breaks

Although Utah law does not require employers to provide paid breaks or lunch breaks for employees, staff can take 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, unpaid 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 <https://laborcommission.utah.gov/>.

## Workplace Dress Code

ZMC employees must maintain a clean, neat and professional appearance at all times. 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. Both pants and shirts must be clean, free of holes, and in good repair. **Please remember that you are demonstrating professionalism for our students and use professional, modest choices as a person in a teaching and mentorship position, when considering your clothing options.**
- Business Professional Dress includes professional dress pants or skirt. Skirts should be no shorter than 3 tsun (4 finger widths per the Traditional Chinese measurement system) 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.
- Reasonable exceptions can be made with the Program 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 or equivalent (GED, Foreign Education, Homeschooling, College Transcript, etcetera).
3. An understanding and commitment to the **AMTA** (<https://www.amtamassage.org/about/core-documents/>) and **ABMP** (<https://www.abmp.com/abmp-code-ethics>) 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. 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 shift per week, typically no more than 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. No more than 8 hours in a day can be worked without an additional layer of approval and no more than 40 hours in a week can be worked without an additional layer of approval beyond their initially approved schedule.

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 compensate for use of personal vehicles for company business travel.

### **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, Gusto.
- Upon hiring, along with the other required documentation for employment, each employee must submit their bank account and routing information into the Gusto payroll system.
- In the event payday falls on a holiday or weekend, paychecks will be deposited the day prior, if possible. If it is not possible to make an advanced payment, paychecks will be deposited the day following the holiday.
- 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.
- Invoices are due by end of day on the 15th and last day of the month.
- Independent Contractors are paid per contracted hour(s) of work or by project.
- In the event payday falls on a holiday or weekend, paychecks will be deposited the day prior, if possible. If it is not possible to make an advanced payment, paychecks will be deposited the day following the holiday.
- Auto-Deposit paychecks are issued on the 5th and the 20th of each month.

### **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 one hour 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**

At a minimum, performance and evaluation reviews are given once every two years, and 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.

### **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). *Note to supervisor:* this form is found in the Admin Forms folder in Drive.

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 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 and Vaping/E-Smoking

Smoking and vaping are prohibited on ZMC property. ZMC follows the Utah Clean Air Act that can be found at <https://utahtobaccolaws.org/indoor-clean-air/>.

## 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/message intake forms or information contained within a student file may be destroyed by any ZMC contractor or employee at any time. Any destruction of client files/message 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 Front Office of ZMC and sign the return log. 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 or during off-work hours. .

## **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 racially offensive material.

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

Employees are not permitted to download any software (free or otherwise) without express permission from the employees' 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.

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.html>.

#### **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. 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.

## **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. 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 three months of continuous employment with ZMC. To qualify for vacation benefits a full-time employee must have completed one full year of continuous employment. ZMC reserves the right to, without notice, revise these eligibility requirements.

### **Group Medical Insurance**

ZMC offers medical insurance to full time employees after 3 months of full time employment. Employees are responsible for 50% of their chosen premium from the selection provided. ZMC will pay the other 50% of the chosen premium.

### **Life Insurance Policies**

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

### **401K Plan**

ZMC/Advanced Bodywork Training, LLC offers a 401k to both full and part time employees with at least 3 months of continuous employment. ZMC currently matches employee contributions at a 5% match. After 3 months of employment with ZMC, you can enroll in the 401k option at any time. Currently Advanced Bodywork Training, LLC offers its 401k plan through ADP Retirement Services. You will receive a mailed welcome letter on your 6 month anniversary with ABT/ZMC. If you lose your welcome letter or do not receive it, please contact Rebecca Faraway, the plan administrator at [rebecca@zmc.edu](mailto:rebecca@zmc.edu).

### **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.

All Independent Contractors are required to submit a Worker's Compensation Waiver at time of hire and to submit a current waiver every year of employment.

## 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 by your immediate supervisor.

### Holiday Schedule:

New Year's Day	Paid
Independence Day	Paid
Thanksgiving Day	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

Zion Massage College provides paid vacation time for all eligible full-time employees. To qualify for vacation benefits a full-time employee must have completed two years of continuous employment. Employees that qualify for this benefit are encouraged to take a vacation every year. No carry over of vacation days is permitted from year to year.

### Vacations Schedule:

2 to 5 years' service	5 days Paid Vacation
6 to 10 years' service	10 days Paid Vacation
10 to 12 years' service	15 days Paid Vacation
12 to 20 years' service	20 days Paid Vacation
Over 20 years' service	20 days Paid Vacation

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. Vacation days do not roll over to subsequent years. The maximum paid vacation that can be taken in a given year for those with over 12 years of service is 20 days paid vacation.

## ZMC Discounts

ZMC offers discounts for staff, students, graduates, and Board Members on Student Clinic services.

Designation	Service	Discount Price
All ZMC Administrative Employees	Massage Therapy	<ul style="list-style-type: none"> <li>● 2 free student massages per month (no carryover of free massages from month to month)</li> <li>● Any additional Swedish, Deep, Gua Sha, Thai, Abdominal, Reflexology, Prenatal are charged at \$20</li> <li>● Any additional Ashiatsu charged at \$28; Additional Hot Stone and Cupping are charged at \$31</li> <li>● Following are the charges for treatments with the Student Practitioners               <ul style="list-style-type: none"> <li>○ \$28 for Swedish, Deep, Gua Sha, Thai, Abdominal, Reflexology, Prenatal</li> <li>○ \$35 for Ashiatsu; \$38 for Hot Stone &amp; Cupping</li> </ul> </li> <li>● Free student massages cannot be booked back to back</li> <li>● <u>Regular Student</u> pricing for 1 family member:               <ul style="list-style-type: none"> <li>○ \$23 per Swedish, Deep, Gua Sha, Thai, Abdominal, Reflexology, Prenatal</li> <li>○ \$30 for Ashiatsu; \$33 for Hot Stone and Cupping</li> </ul> </li> <li>● <u>Student Practitioner</u> pricing for <b>1 family member</b>:               <ul style="list-style-type: none"> <li>○ \$30 per Swedish, Deep, Gua Sha, Thai, Abdominal, Reflexology, Prenatal</li> <li>○ \$37 for Ashiatsu; \$40 for Hot Stone and Cupping</li> </ul> </li> <li>● Cannot be booked on Saturdays</li> <li>● 20% Retail Discount off all items excluding textbooks and ZMC t-shirts</li> </ul>
Current Students	Massage Therapy	<ul style="list-style-type: none"> <li>● 2 free student massages per month (no carryover of free massages from month to month)</li> <li>● Any additional Swedish, Deep, Gua Sha, Thai, Abdominal, Reflexology, Prenatal are charged at \$20</li> <li>● Any additional Ashiatsu charged at \$28; Additional Hot Stone and Cupping are charged at \$31</li> <li>● Following are the charges for treatments with the Student Practitioners               <ul style="list-style-type: none"> <li>○ \$28 for Swedish, Deep, Gua Sha, Thai, Abdominal, Reflexology, Prenatal</li> <li>○ \$35 for Ashiatsu; \$38 for Hot Stone &amp; Cupping</li> </ul> </li> <li>● Free student massages cannot be booked back to back</li> <li>● <u>Regular Student</u> pricing for <b>1 family member</b>:               <ul style="list-style-type: none"> <li>○ \$30 per Swedish, Deep, Gua Sha, Thai, Abdominal, Reflexology, Prenatal</li> <li>○ \$37 for Ashiatsu; \$40 for Hot Stone and Cupping</li> </ul> </li> <li>● <u>Student Practitioner</u> pricing for 1 family member:               <ul style="list-style-type: none"> <li>○ \$37 per Swedish, Deep, Gua Sha, Thai, Abdominal, Reflexology, Prenatal</li> <li>○ \$46 for Ashiatsu; \$49 for Hot Stone and Cupping</li> </ul> </li> <li>● Cannot be booked on Saturdays</li> <li>● 20% Retail Discount off all items excluding textbooks and ZMC t-shirts</li> </ul>
Graduates	Massage Therapy	<ul style="list-style-type: none"> <li>● <u>Regular Student</u> pricing               <ul style="list-style-type: none"> <li>○ \$20 for Swedish, Deep, Gua Sha, Thai, Abdominal, Reflexology, Prenatal</li> <li>○ \$28 for Ashiatsu; \$31 for Hot Stone and Cupping</li> </ul> </li> <li>● <u>Student Practitioner</u> pricing               <ul style="list-style-type: none"> <li>○ \$28 per Swedish, Deep, Gua Sha, Thai, Abdominal, Reflexology, Prenatal</li> <li>○ \$35 for Ashiatsu; \$38 for Hot Stone and Cupping</li> </ul> </li> <li>● No family member discount.</li> <li>● No retail discount given.</li> </ul>
Program Advisory Committee Members and Board Members	Massage Therapy	<ul style="list-style-type: none"> <li>● PAC Members are given 8 hard copy 50 min massage gift certificates handed out at yearly meeting</li> <li>● <u>Regular Student</u> pricing               <ul style="list-style-type: none"> <li>○ \$20 for Swedish, Deep, Gua Sha, Thai, Abdominal, Reflexology, Prenatal</li> <li>○ \$28 for Ashiatsu; \$31 for Hot Stone and Cupping</li> </ul> </li> <li>● <u>Student Practitioner</u> pricing               <ul style="list-style-type: none"> <li>○ \$28 per Swedish, Deep, Gua Sha, Thai, Abdominal, Reflexology, Prenatal</li> <li>○ \$35 for Ashiatsu; \$38 for Hot Stone and Cupping</li> </ul> </li> <li>● No family member discount.</li> <li>● No retail discount given.</li> </ul>
Full Time Employees	Tuition	<ul style="list-style-type: none"> <li>● Free Tuition for ZMC's Professional Massage Therapy Program after 1 year of employment. ZMC employees who utilize this benefit must pay a program facility fee of \$600</li> </ul>

## 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 an opportunity to all employees leaving ZMC to have an exit interview. Requests for exit interviews must be made with reasonable time for the Program Director to schedule.

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.