

# College of Wilmington



*Your College. Your Future.*

## Therapeutic Massage Work-Based Plan

2022-2023

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Dear Student,

The College's primary goal for your 120 hour clinic experience is to become comfortable, competent, and professional when working with unfamiliar clients and conditions. This part of the program is designed to give you a real-life experience before you enter the workforce.

You now have the opportunity to apply all the knowledge and skills you have learned in the classroom in a professional manner while under the supervision of the Clinic Supervisor. This is a very important stage in your development as a Massage Therapist.

Dedicate yourself to your client's needs and embrace your clinic experience. Enjoy this journey!

Sincerely,

Patrick J. Thompson  
President



## **INTRODUCTION**

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The College of Wilmington's administration believes that successful graduates possess both the education and the exposure to "real-world" working conditions to ensure proficiency in their chosen field of study.

The following work based plan explains the responsibilities of the student while in the massage clinic portion of the program. This policy should be used as a guide by the student to keep expectations aligned with those of the College and the clinic supervisor.

This policy remains dynamic, as the skills need for industry change, and as the needs of the NC Board of Cosmetic Art change. We believe that, even though a continual work-in-progress, this policy adequately and accurately frames expectations and responsibilities of all parties.

## **MISSION STATEMENT**

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The mission of the College of Wilmington (COW) is to provide up-to-date, relevant, career training that leads to initial employment or career advancement in a student's chosen field of study. In support of this mission, the College's faculty and staff promises to:

- Continuously improve operations in order to keep current with ever-changing developments and new technologies.
- Observe all rules and regulations by state, accrediting, and federal agencies
- Encourage its instructors to stay current with the latest teaching methods in their respective fields by reading educational books and magazines, and by attending teacher's advanced programs, workshops, and trade shows.
- Participate in educational conferences and regional meetings in order to advance knowledge and application of skills
- Utilize acceptable teaching techniques and training aids [such as textbooks, workshops, films, and other audio visual aids] in order to provide the best possible training for its students.
- Purchase high grade, standard equipment, cosmetics, and supplies to be used for instruction of its students.
- Advertise truthfully and makes honest representations to its students.
- Refrain from acting in a manner that might reflect unfavorable on other schools and the cosmetology, massage, and medical professions.

## **HEALTH & SAFETY**

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The College of Wilmington has created an Emergency Procedures Health and Safety Plan that must be followed in the event of a campus-wide emergency. The following basic procedures should be followed to help ensure the campus is safe for employees, students and guests.

1. Encourage all staff and students to think safety first. It is everyone's responsibility to be conscious of health and safety at the school.
2. Entrance, exit, and bathroom doors meet state and federal dimensions.
3. Bathrooms are fitted with handles for use by handicapped individuals in accordance with ADA requirements.
4. Bathrooms and classrooms with sinks have an adequate supply of soap and disposable towels.

5. The facility is cleaned on a daily basis.
6. Floors are properly maintained and are safe for faculty, staff, students and guests.
7. All safety equipment (fire extinguishers, smoke alarms, security alarm) testing is scheduled periodically to ensure effective operation.
8. Eye wash stations are clearly marked and checked periodically to ensure effective operation.
9. First aid kit is kept in the student dispensary.

*Please refer to the College's Emergency Procedures Health and Safety Plan for Employees, Students, and Guests as provided during the enrollment process.*

## **WORK-BASED OVERVIEW**

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Student massages are performed in a teaching environment as a learning experience for the student so clients must be in reasonably good health or have a condition that does not require a doctor's approval to receive massage. We seek clients to provide a variety of experiences for our students to aid in their learning process.

The Student Clinic Supervisor will observe the student several times during the massage, assist with technique, and answer any questions for the student or client. Student massages are performed in an enclosed, peaceful environment that provides the client with ample privacy. Very strict draping rules are followed so that areas of the body that are not being massaged are draped at all times and private areas are never exposed.

The College maintains an active network of clients who receive massages on a regular basis. In addition, it is good practice for students to promote the College clinic to attract potential clients. This provides experience in business development and helps the student build relationships with future clients after they become licensed.

Students enrolled in Clinic are required to participate in Clinic Orientation with the Clinic Supervisor and/or Program Director before beginning their Clinic practicum. Students will be given a copy of this work-based plan during the enrollment process which will orientate the student to the massage clinic.

## **PROGRAM OBJECTIVES**

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It is the objective of the College of Wilmington to provide the training necessary to prepare the student with the skills required to successfully graduate, and secure and retain employment in the field of massage therapy. Course syllabi are made available to the student during the duration of the program. Specifically the Clinic Syllabus can be found in EXHIBIT 1.

In order to achieve this objective the college does the following:

1. Maintains a highly skilled and qualified teaching staff.

2. Provides the student with a comprehensive curriculum in the basics of massage and related subjects, with emphasis on current techniques utilized in the profession.
3. Teaches the value of professionalism in massage, including high standards of workmanship and personal conduct.
4. Conducts its business in an ethical and educational atmosphere that is a credit to the massage industry.

The massage program is 740 clock hours in length and prepares the student to take the MBLEX Examination.

## **EXPERIENCES**

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The Therapeutic Massage Program provides the hands-on training, practical experience and industry support it takes to pursue a successful career.

The experiences the students gain are skill proficiency in their program area and confidence in their ability to perform specific skills with limited supervision.

## **COMPETENCIES**

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The curricula for the College of Wilmington's Therapeutic Massage Program integrates academic competencies and occupational skill development by means of various methods such as: utilization of lectures, hands-on exercises, power-point presentations, audiovisuals, written materials and other instructional methodologies which provide differentiated learning for all types of learners. The program's curricula is sequential, providing optimal learning by correlating theory with clinical or work based practice. Competencies [EXHIBIT 2] taught align to the certification/state licensure exam; therefore, instructional methodologies utilized are to prepare the student for the certification exam. Clinical experiences allow student the opportunity to work in a variety of job settings that require the application of these skills. Clinical practice allows students the opportunities to apply classroom theory to real life situations. Within the curriculum framework provided by the College, the academic competencies are linked to the occupational skills for each skill required by the program.

## **EVALUATION OF WORK-BASED PLAN**

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In order to maintain the integrity of this work-based plan, the College will review on an as needed basis. The College's *Institutional Effectiveness Plan* will be used to evaluate and improve the program outcomes.

## **STUDENT EVALUATIONS**

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The College uses systematic student evaluations to assist student learning and to demonstrate satisfactory student achievement before a diploma of completion is awarded. Each student is evaluated periodically on attendance, academic and/or practical learning, as applicable. Practical learning is evaluated using written criteria, such as rubrics or similar means. Students are assigned academic learning and a minimum number of practical experiences. Academic learning is evaluated after each unit of study. Practical assignments are evaluated as completed and counted toward course completion [EXHIBIT 3 & 4]. Student evaluation results are reviewed with the students. In addition to evaluations performed by the College's faculty, Clinic Clients are also encouraged to evaluate the student's performance while on externship [EXHIBIT 5]. The Massage student will also evaluate the College's instructor during the course of enrollment [EXHIBIT 6].

## **ON SITE SUPERVISOR**

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The Massage Clinic Supervisor, with appropriate qualifications, will observe the student several times during the service, assist with technique, and answer any questions for the student or client. The on-site supervisor is responsible for completing the evaluation of student competencies. The Clinic Supervisor is a licensed Massage Instructor and is qualified to supervise all work-based activities for the Therapeutic Program.

## **STUDENT CONDUCT IN CLINIC**

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Clinical observation and practice is a key feature of the College courses of study and students are expected to show ethical awareness and behave appropriately in all clinical settings when interacting with clients, clinic staff and fellow students and concerning issues of confidentiality. All students will receive supervision and guidance from their Clinic Supervisor.

Students will be expected to work with clients from all walks of life in clinical practicum irrespective of age, body shape, disability, gender, sexual orientation, religion, race, nationality, etc. Students must display appropriate behavior for professional practice at all times and maintain appropriate boundaries between the client and student practitioner.

Students are to behave in a manner which promotes the well-being of themselves and others in the College surroundings and to observe the expectations of proper conduct at all times. This includes, but is not limited to:

- Observe all College of Wilmington policies and procedures, including those relating to student misconduct, confidential information, privacy and all health and safety requirements.
- Attend on time and remain in session until the completion of the session.
- Refrain from talking excessively or at inappropriate times so as to cause disruption to the achievement of learning outcomes of others.
- Turn off mobile phones.
- Speak to other students and the supervisor in a proper manner, not causing distress.

Students have a responsibility to:

- Maintain professional and ethical conduct with regard to all Clinic matters;
- Be punctual;
- Abide by all requirements and expectations outlined in this Handbook;
- Maintain client, staff and peer confidentiality;
- Check Clinic rooms before taking client in to ensure that they are clean and tidy and that furniture and equipment are appropriately placed;
- Leave Clinic rooms in a clean and tidy state after using them, with all furniture and equipment in its original location;
- Notify appropriate College staff when unable to attend Clinic sessions;
- Assist with the smooth running of the Clinic.



In the event that a student's conduct in Clinic is inappropriate, the Clinic Supervisor will report this to the Program Director. The student may then be given consequences for engaging in any of the following behaviors:

- Arrival at Clinic unprepared for client appointments
- Missing an appointment or late for appointment by more than 15 minutes
- Being unavailable while on a scheduled Clinic session
- Acting without the Clinic Supervisors permission
- Did not follow the Clinic protocols and standards outlined in this Handbook
- Inappropriate dress
- Sexual harassment/misconduct
- Inappropriate remarks
- Improper draping
- Breach of client confidentiality
- Not following Clinic Supervisor's recommendations
- Other professional misconduct

Any student who is under the influence of alcohol or other drugs will be excluded from the clinic setting immediately and subject to dismissal from the College permanently. The clinic supervisor will immediately consult the Program Director and Campus President in making such a judgment and immediate action will be taken.

With minor student misconduct, every effort will be made to resolve the issues as quickly as possible.

*Please also refer to the College Catalog and the Massage Rules and Regulations as provided during the enrollment process.*

## **CLINIC ATTENDANCE**

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Students are expected to participate in all aspects of clinical practice, as part of their academic learning outcomes. This includes client consultation, customer/client service and promotion as well as other assigned clinic duties. Students are encouraged to take ownership of their Clinic session and develop a well-rounded set of clinical skills.

- Students must attend all scheduled Clinic sessions. Satisfactory student attendance in Clinic sessions is required to make satisfactory progress in courses of study.
- Clinic subjects have a 100% attendance requirement. You must complete the 120 hour requirement as well as meet the minimum 60 [1 hour] required massage sessions/bodies.

It is both disruptive and unprofessional to Clinic Supervisors, Clinic clients and fellow students to arrive late to Clinic sessions. Students are expected to arrive early and remain through to the end of the Clinic session, even if there are no clients and should utilize the time in Clinic constructively.

- Students should arrive at Clinic no later than 15 minutes before the Clinic session and be ready for their Clinic session at the time it is scheduled to begin.

- Students who arrive late for Clinic Sessions may be sent home at the discretion of the Program Director.
- Students who are late three times may have their overall grade reduced by one grade level.

## **PROFESSIONALISM**

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As future Massage Therapist, students are expected to adhere to the highest professional, ethical, and personal standards of conduct [EXHIBIT 7]. Any activities that violate the standards of student conduct specified in the College Catalog, Rules and Regulations, and/or this work-based plan will form the basis of disciplinary actions towards those involved.

## **DRESS CODE**

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College of Wilmington has a basic professional dress code to be adhered to by all students in the Clinic setting. Professional manner, appearance and attire must be maintained in the Clinic at all times. Students are required to wear black scrub pants and a College of Wilmington logo shirt when in their Clinic setting in order to promote an atmosphere of professionalism. Students who are inappropriately dressed will be asked by the Clinic Supervisor to leave the Clinic area.

## **PERSONAL HYGIENE**

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- Students must maintain their personal hygiene when in Clinic settings. Students are expected to have showered with the appropriate use of deodorants and antiperspirants as needed prior to their Clinic session. Cleanse their exposed body part used for applying treatment, e.g. hands, elbows, forearms, before and after each treatment using a lavatory with hot water or a chemical germicidal product;
- All clothing worn in Clinic must be clean.
- Breath fresheners should be used appropriately.
- Nails should be clean and trimmed to a reasonable length.
- Hair is to be clean and managed neatly at all times. Long hair must be tied back in a pony-tail or plait.
- Facial hair should be clean-shaven, or if a beard or moustache is worn, it should be neatly trimmed.
- Personal jewelry must not interfere with client treatment.
- Maintain a barrier of unbroken skin on their exposed body part used for applying treatment during each treatment; in the cases of broken skin. Student shall use a glove or chemical barrier product to cover the affected area during treatment;
- Utilize only those materials furnished for the personal use of the client, including towels, linens, that have been laundered or sanitized before reuse, or that are single-use items disposed of after treatment.

## **MAINTAINING CLEANING STANDARDS**

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Treatment rooms should be left clean, tidy and ready for the next client and student. Students are required to disinfect treatment rooms [EXHIBIT 8] at the end of every Clinic session.

- Linens such as towels, sheets, etc., are to be placed in the provided laundry containers. Do not put linens on the floor in any areas, [EXHIBIT 9]
- When linen containers are full, it is the student's responsibility to transfer the dirty linen to the laundry area.
- Clean massage table by spraying with provided cleaner and wiping them down.
- No food or drinks are to be consumed in treatment rooms.
- Client files need to be correctly completed and appropriately filed after being checked with Clinic Supervisor.

## **CONFIDENTIALITY**

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Under current legislation (i.e. Health Records Acts & Information Privacy Act 2002 in NSW and Health Records Act 2001 in VI ), confidential/private information cannot be collected, disclosed or used without client consent. Students are advised that any client information collected in Clinic sessions is to be collected, read, discussed, or disclosed in any manner, including in conversation without Clinic Supervisor permission.

Students are to maintain confidentiality of client information at all times. Client files and all contents must remain at the College at all times. Students should be aware at all times the sensitive nature of client information. Client records are not to be left unattended or in unsecured areas including student discussion areas.

## **CLINIC OPERATIONS**

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College clinics are teaching and training facilities and it is essential that clients are informed, at the first contact with the Clinic, that they will be treated by a student practitioner who are undertaking specialist training and the student is being supervised by a Licensed Massage Therapist.

Clients also need to be aware that the Clinic operates on a fee for service basis and what the fee will be for the service they are requesting. These fees are substantially lower than those charged in the community. Upon arrival for the first session, the client must be asked to complete the Client Information Intake Form.

## **TREATMENT PROTOCOL**

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### **Step 1: Preparation**

- Review the client's file and relevant information, including past SOAP notes [EXHIBIT 10]
- Prepare the room based on the needs of the client [EXHIBIT 11]
  - Setup table
  - Retrieve clean linens
  - Obtain necessary lotion, hot stones, etc.

**Step 2: Meeting the Client**

- Greet client in reception area
- Take Client and Client Intake Form to Treatment Room [EXHIBIT 12]
- Review Health Information with Client

**Step 3: Instructions for Client**

- Tell the client that when you leave the room for them to:
  - Undress to their level of comfort
  - Get under the top sheet
- Instruct the client to lie either face up or face down
- Ask the client if they have any questions
- Close the blinds as you exit to give the Client privacy

**Step 4: Massage Session**

- Knock before you enter the treatment room
- Open the blinds before you begin your massage session
- Adjust the bolsters, sheets, etc. to the client's comfort
- Check with the client to see if the pressure is acceptable and if they are comfortable
- When session is complete, tell the client that you will wait for them outside the treatment room
- Close blinds as you exit the room

**Step 5: Post-Massage Activities**

- Wash your hands
- Have a cup of water for the client
- Walk client back to reception area
- Ask client to reschedule
- Request them to fill out your evaluation form [EXHIBIT 5]
- Evaluation is to be left with the Receptionist
- Students will complete the SOAP notes on the client
- These SOAP notes are to be placed in the Client's file
- The Clinic supervisor reviews all evaluations and provide constructive feedback to students

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**STUDENT COMPENSATION PROHIBITED**

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North Carolina Board of Bodywork and Massage Therapy prohibits a student from receiving a fee, tip or other consideration for the massage and bodywork therapy they perform while completing clinical requirements for graduation. Clients are to be advised that students are not allowed to receive any compensation for the service.

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**INAPPROPRIATE CLIENT CONDUCT IN CLINIC**

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If at any time during an appointment you feel uncomfortable because of inappropriate behavior by the client, stop the appointment immediately. While it might not escalate any further than what

was said or done, it's not worth it to find out. Ask the client politely to leave and step out of the room. Immediately notify the Clinic Supervisor of the situation.

## **GRADUATION REQUIREMENTS**

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1. Satisfactory progress in both written and practical work has been maintained at 78% or above. [EXHIBIT 13]
2. Satisfactory attendance has been attained at 67% or above. [EXHIBIT 13]
3. All tuition requirements have been met.
4. Student has achieved a minimum of 740 hours along with completed massage clinic service requirements and 60 massage sessions/bodies [EXHIBIT 14].

Once the student has met the graduation requirements, he/she is eligible to sit for the MBLEX Examination [EXHIBIT 15].

## **CONCLUSION**

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We are excited about having you on this journey. You will be refining your hands-on techniques in a practical, work environment with constructive advice offered at each step. Along the way, you will further learn the nuances of operating a massage therapy clinic, including scheduling, appointment setting, and recruitment of clients. The experience will better prepare you for taking a position within an established massage therapy business or, using your entrepreneurial spirit to start your own. While your primary resources will be your Clinic Supervisor, all massage faculty and school administration is available to make sure your experience is healthy, beneficial, and applicable to your educational pursuits.

## **ORGANIZATION OF EXHIBITS**

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This handbook is used to guide your expectations of the clinical experience and the College's expectations of the student. The handbook is divided into two sections: (1) the clinical experience and expectations and (2) the forms you will use in the clinic. The forms included for your review are:

- Exhibit 1: Course Syllabus
- Exhibit 2: Competency-Based Task/Competency List
- Exhibit 3: Student Evaluations
- Exhibit 4: Student Pre-clinic Evaluation
- Exhibit 5: Client's Evaluation of the Student's Massage
- Exhibit 6: Instructor Evaluation
- Exhibit 7: North Carolina Standards of Professional Conduct
- Exhibit 8: Proper Techniques for Cleaning Treatment Areas
- Exhibit 9: Laundry Protocol
- Exhibit 10: SOAP Notes Forms
- Exhibit 11: Massage Clinic Room Post-Treatment Checklist
- Exhibit 12: Massage Client Information Form

- Exhibit 13: Student Satisfactory Academic Progress
- Exhibit 14: Log of student Massage Sessions & Journal Completions
- Exhibit 15: Massage Licensing Process

# Exhibit 1: Course Syllabus

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**Course Name:** Clinical Practicum

**Course Code:** MAS 260

**Contact Hours:** 120 (0 lecture; 120 Practical)

**Course Prerequisites:** Grade of "C" or better in all classes, except MAS250.

## Course Description:

Students will perform massage therapy in the school's teaching clinic under the supervision of a licensed massage therapist. The student will interact with clients on the following levels: interview, discussing massage needs, performing therapeutic techniques, and maintaining SOAP notes. Students will not receive a fee or other consideration for their work while they are completing clinical requirements for graduation.

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Instructor Information:

Office Location:

Name:

Email:

Phone:

Office Hours:

Course Days/Times:

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**Required Textbook/Supplies:** There is no required textbooks for this course. However students should reference all massage textbooks used throughout the course of study.

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## Course Objectives:

- Simulate real-world practical experience for students to include:
    1. Attracting clients to the Clinic
    2. Setting appointments
    3. Greeting clients
    4. Building professional relationships
    5. Reviewing and maintaining client files
    6. Identify client needs and offer therapeutic treatments based on these needs
    7. Performing massage therapy practical using various modalities
    8. Developing a comprehensive range of massage techniques
    9. Maintaining a clean environment
    10. Performing linen duties as assigned
    11. Completing SOAP notes
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## Class Participation/Attendance:

Students are expected to participate in all aspects of clinical practice, as part of their academic learning outcomes. This includes client consultation, customer/client service and promotion as well as dispensary duties (where relevant). Students are encouraged to take ownership of their Clinic session and develop a well-rounded set of clinical skills.

- Students must attend all scheduled Clinic sessions. Satisfactory student attendance in Clinic sessions is required to make satisfactory progress in courses of study.
- Clinic subjects have a 100% attendance requirement. You must complete the 120 hour requirement as well as meet the minimum 60 required massage treatments.

It is both disruptive and unprofessional to Clinic Supervisors, Clinic clients and fellow students to arrive late to Clinic sessions. Students are expected to arrive early and remain through to the end of the Clinic session, even if there are no clients and should utilize the time in Clinic constructively.

- Students should arrive at Clinic no later than 15 minutes before the Clinic session and be ready for their Clinic session at the time it is scheduled to begin.
- Students who arrive late for Clinic Sessions may be sent home at the discretion of the Program Director.

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#### **Grading Rubric:**

**Practical:** Students are graded on the clinical services they provide in the College's Massage Therapy Clinic. The following grading scale applies to this course:

<b>Grading Measurements:</b>		<b>Grading Scale:</b>
Participation	20%	A = 93-100; B = 92-86; C = 85-78; D = 77-70; F = < 70
Client Evaluations	50%	
Final Supervisor Massage	30%	

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#### **Students with Special Needs:**

Students with special needs should contact their instructor by the first day of scheduled class, or earlier if possible. The instructor and/or College will arrange individual accommodations, as needed, for students with special needs.

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#### **Clients with Special Needs:**

From time to time, you will have clients that may have special needs including medical illnesses, physical limitations, etc. You must notify the clinic supervisor of these special needs. The clinic supervisor will advise you on whether or not to treat the client. Consideration will be given to the type of special need and whether or not they are under the care of a physician. If treatment is to proceed, the clinic supervisor will instruct you on the appropriate massage techniques to use.



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**Course outline:**

## **Course Outline**

Hours 1 - 120	<p>Perform Massage Therapy Techniques in the School's Clinic, to include:</p> <ul style="list-style-type: none"><li>▪ Reviewing and producing SOAP notes</li><li>▪ Greeting clients and reviewing relevant medical history</li><li>▪ Assessment of client's needs</li><li>▪ Preparing the clinic room</li><li>▪ Performing massages</li><li>▪ Maintaining client files and accurate records</li><li>▪ Helping set appointments</li><li>▪ Performing laundry duties as assigned</li><li>▪ Disinfecting appropriate areas</li><li>▪ Cleaning the room after each session</li><li>▪ Following the NC Board of Massage and Bodywork Therapy Code of Conduct</li><li>▪ Maintaining professionalism at all times</li></ul>
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## Exhibit 2: Competency-Based Task/Competency List

The College's Massage curriculum is geared towards the MBLEX Exam Content [as shown below]:

 <b>FSMTB</b> <small>FEDERATION OF STATE MASSAGE THERAPY BOARDS</small> <b>MASSAGE &amp; BODYWORK LICENSING EXAMINATION CONTENT OUTLINE</b>		
<b>ANATOMY &amp; PHYSIOLOGY (11%)</b> <b>A. System structure</b> <ul style="list-style-type: none"> <li>• Circulation</li> <li>• Digestive</li> <li>• Endocrine</li> <li>• Integumentary</li> <li>• Lymphatic</li> <li>• Muscular</li> <li>• Nervous</li> <li>• Reproduction</li> <li>• Respiratory</li> <li>• Skeletal</li> <li>• Special Senses</li> <li>• Urinary</li> </ul> <b>B. System function</b> <ul style="list-style-type: none"> <li>• Circulation</li> <li>• Digestive</li> <li>• Endocrine</li> <li>• Integumentary</li> <li>• Lymphatic</li> <li>• Muscular</li> <li>• Nervous</li> <li>• Reproduction</li> <li>• Respiratory</li> <li>• Skeletal</li> <li>• Special Senses</li> <li>• Urinary</li> </ul> <b>C. Tissue injury and repair</b> <b>D. Concepts of energetic anatomy</b> <b>KINESIOLOGY (12%)</b> <b>A. Components and characteristics of muscles</b> <b>B. Concepts of muscle contractions</b> <b>C. Proprioceptors</b> <b>D. Locations, attachments (origins, insertions), actions and fiber directions of muscles</b> <b>E. Joint structure and function</b> <b>F. Range of motion</b> <ul style="list-style-type: none"> <li>• Active</li> <li>• Passive</li> <li>• Resistant</li> </ul> <b>PATHOLOGY, CONTRAINDICATIONS, AREAS OF CAUTION, SPECIAL POPULATIONS (14%)</b> <b>A. Overview of Pathologies</b> <b>B. Contraindications</b> <ul style="list-style-type: none"> <li>• Site specific</li> <li>• Pathology related</li> <li>• Special populations</li> <li>• Tools</li> <li>• Special applications</li> </ul> <b>C. Areas of caution</b> <b>D. Special populations</b> <b>E. Classes of medications</b>	<b>BENEFITS AND PHYSIOLOGICAL EFFECTS OF TECHNIQUES THAT MANIPULATE SOFT TISSUE (15%)</b> <b>A. Identification of the physiological effects of soft tissue manipulation</b> <b>B. Psychological aspects and benefits of touch</b> <b>C. Benefits of soft tissue manipulation for specific client populations</b> <b>D. Soft tissue techniques</b> <ul style="list-style-type: none"> <li>• Types of strokes</li> <li>• Sequence of application</li> </ul> <b>E. Hot/cold applications</b> <b>F. Overview of massage/bodywork modalities</b> <b>CLIENT ASSESSMENT, REASSESSMENT &amp; TREATMENT PLANNING (17%)</b> <b>A. Organization of a massage/bodywork session</b> <b>B. Client consultation and evaluation</b> <ul style="list-style-type: none"> <li>• Verbal intake</li> <li>• Health history form</li> </ul> <b>C. Written data collection</b> <b>D. Visual assessment</b> <ul style="list-style-type: none"> <li>• General</li> <li>• Postural</li> </ul> <b>E. Palpation assessment</b> <b>F. Range of motion assessment</b> <b>G. Clinical reasoning</b> <ul style="list-style-type: none"> <li>• Ability to rule out contraindications</li> <li>• Client treatment goal setting</li> <li>• Evaluation of response to previous treatment</li> <li>• Formulation of treatment strategy</li> </ul>	<b>ETHICS, BOUNDARIES, LAWS, REGULATIONS (16%)</b> <b>A. Ethical behavior</b> <b>B. Professional boundaries</b> <b>C. Code of ethics violations</b> <b>D. The therapeutic relationship</b> <b>E. Dual relationships</b> <b>F. Sexual misconduct</b> <b>G. Massage/bodywork-related laws and regulations</b> <b>H. Scope of practice</b> <b>I. Professional communication</b> <b>J. Confidentiality</b> <b>K. Principles</b> <b>GUIDELINES FOR PROFESSIONAL PRACTICE (15%)</b> <b>A. Proper and safe use of equipment and supplies</b> <b>B. Therapist hygiene</b> <b>C. Sanitation and cleanliness</b> <b>D. Safety practices</b> <ul style="list-style-type: none"> <li>• Facilities</li> <li>• Therapist personal safety</li> <li>• Client safety</li> </ul> <b>E. Therapist care</b> <ul style="list-style-type: none"> <li>• Body mechanics</li> <li>• Protective gear (masks, gowns, gloves, etc)</li> <li>• Self-care</li> <li>• Injury prevention</li> </ul> <b>F. Draping</b> <ul style="list-style-type: none"> <li>• Safe and appropriate</li> <li>• Communication</li> </ul> <b>G. Business Practices</b> <ul style="list-style-type: none"> <li>• Business planning</li> <li>• Strategic planning</li> <li>• Office management</li> <li>• Marketing</li> <li>• Hiring/Interviewing</li> <li>• Documentation and Records                             <ul style="list-style-type: none"> <li>- Client records</li> <li>- Business records</li> </ul> </li> </ul> <b>H. Healthcare and business terminology</b>

% distribution is approximate  
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## Exhibit 3 : Clinic Instructor Evaluation of Students

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### College of Wilmington Clinic Instructor Evaluation of the Student

Student Name: \_\_\_\_\_ Date: \_\_\_\_\_

	Survey Questions	Yes	No
Q1	Does the student arrive early and is prepared for clients?		
Q2	Does the student wear the proper uniform?		
Q3	Does the student have a positive attitude?		
Q4	Does the student accept positive criticism well?		
Q5	Is the student polite and courteous to clients?		
Q6	Is the student following protocol on disinfecting and preparing treatment rooms for the next client?		
Q7	Does the student maintain confidentiality?		

Areas of concern/weakness:

Areas of strength:

Summary of student's participation in the clinic:

*My signature below indicates I have reviewed this document with the clinic supervisor or Program Director.*

---

Student Signature

---

College Representative Signature

## Exhibit 4: Student Pre-Clinic Evaluation

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### College of Wilmington

### Massage Student Pre-Clinic Evaluation

Student Name: \_\_\_\_\_

One of the best avenues for enhancing the quality of our School's education is through timely and accurate feedback from you, the student. Please take this opportunity to complete the following survey for the clinical class in which you are entering. We thank you for your input and value how your guidance will help shape how we deliver quality education to you. All input that you provide is viewed ONLY by the School Director.

---

	QUESTION	Yes	Maybe	No
Q1	Do you feel comfortable doing a full body deep tissue massage?			
Q2	Did your instructor review the Massage Clinic Handbook with you?			
Q3	Is your resume ready to submit to future employers, once licensure is obtained?			
Q4	Were you given a course syllabi in each of your classes?			
Q5	Did you complete a student orientation when you started the program?			
Q6	Do you know that tips are not permitted during clinicals?			
Q7	Do you understand the importance of re-booking your clients?			
Q8	Would you recommend this program to someone else?			

***This concludes the survey. Thank you for your input!***

## Exhibit 5: Client's Evaluation of the Student's Massage

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### MASSAGE THERAPY STUDENT EVALUATION

In order to better assess the student's skills, the College of Wilmington would like for our clients to complete an evaluation of his/her student therapist. Please be honest, as this feedback will assist the student with their ability to learn and grow as a therapist. All evaluations will be reviewed by the clinic supervisor and the student.

Student Therapist Name: \_\_\_\_\_ Date: \_\_\_\_\_

How many professional massages have you received [please circle]:    0    1-10    11-20    20+

<b><i>Please Circle Response</i></b>	Excellent	Above Average	Average	Below Average	Poor
Pressure	5	4	3	2	1
Timing	5	4	3	2	1
Professionalism	5	4	3	2	1
Communication	5	4	3	2	1
Personal Hygiene	5	4	3	2	1
Draping	5	4	3	2	1

Would you receive a massage from this student again?    Yes    No

Did the therapist address your specific needs for this session?    Yes    No

Was there any anxiety or discomfort at any point during your session?    Yes    No

If yes, please explain \_\_\_\_\_  
\_\_\_\_\_

What did you like BEST about your session? \_\_\_\_\_  
\_\_\_\_\_

What could have made this session better for you? \_\_\_\_\_  
\_\_\_\_\_

Additional comments: \_\_\_\_\_  
\_\_\_\_\_

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NC State Board of Massage Therapy PREVENTS Massage Students from receiving TIPS!

## Exhibit 6: Instructor Evaluation

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### College of Wilmington

#### Instructor Evaluation

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One of the best avenues for enhancing the quality of our School's education is through timely and accurate feedback from you, the student. Please take this opportunity to complete the following survey for the class in which you are currently enrolled. We thank you for your input and value how your guidance will help shape how we deliver quality education to you. All input that you provide is **anonymous** – all responses are viewed ONLY by the Campus Director.

---

Directions:

1. In the space below table below please evaluate the following instructor:  
Instructor: \_\_\_\_\_
2. Rate your opinion of your instructor on the following sentences. Place a check-mark in the column that best represents your opinion where:
  - 1 = Strongly Disagree
  - 2 = Disagree
  - 3 = Agree
  - 4 = Strongly Agree

(Strongly Disagree...Strongly Agree)

#	Question	1	2	3	4
1	The instructor demonstrates an ability to interest and motivate students				
2	The instructor shows concern for student learning and success				
3	The instructor demonstrates knowledge of the subject				
4	The instructor is available to help students as needed				
5	The instructor is considerate in dealing with students				
6	The instructor encourages student participation and involvement				
7	The instructor presents the material in a clear manner that is conducive to learning				
7	I would recommend this instructor to new students				
9	Overall, I highly rate this instructor				
RC	The learning resources were adequate for my educational process				

Please provide your written input to the following questions:

- *Is your instructor teaching relevant material during the scheduled theory hour[s]? [If not, please explain].*
- *Does your instructor maintain a professional and respectful relations at all times? [If not, please explain].*
- *What are the most effective aspects of the instructor?*
- *What are the least effective aspects of the instructor?*
- *Other comments/suggestions*

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This concludes the survey. We thank you for your participation and the input that you have provided to us.

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## **Exhibit 7: North Carolina Standards of Professional Conduct**

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*Students receive these conduct codes, along with the complete Rules and Regulations of the NC Massage & Bodywork Therapy during the enrollment process.*

### **SECTION .0500 - STANDARDS OF PROFESSIONAL CONDUCT**

#### **.0501 PURPOSE**

The standards set forth in Section .0500 establish requirements for the safe and effective practice of massage and bodywork therapy. They are intended to protect the public, to preserve the integrity of the profession, and to allow for the provision of massage and bodywork therapy services.

#### **.0502 GENERAL REQUIREMENTS**

In the practice of massage and bodywork therapy, licensees shall:

- (1) provide only those services that they have the training and practical experience to perform, and that are designed to benefit the health and well-being of the client;
- (2) deliver treatment that ensures each client's safety, comfort and privacy;
- (3) inform clients of the scope and limitations of massage and bodywork therapy.

#### **.0503 CLIENT ASSESSMENT AND INFORMED CONSENT**

Before providing treatment, licensees shall:

- (1) inquire as to the health history and current health status of each client to determine the indications and contraindications for the application of massage and bodywork therapy;
- (2) assess the needs and expectations of the client and designate a treatment;
- (3) obtain the written consent of the client. For the purposes of this Section, "consent" means the therapist has informed the client as to the nature and purpose of the service to be provided, and the client acknowledges that he or she understands the terms under which the treatment is being provided and voluntarily agrees to receive such treatment. The treatment shall be modified only with the consent of the client;
- (4) respect the client's right to refuse, modify or terminate treatment regardless of prior consent given.

#### **.0504 DOCUMENTATION; REFERRALS**

On an ongoing basis, the licensee shall:

- (1) maintain documentation for each session, when practicable, including the date of service, needs assessment, plan of care, observations made and actions taken by the licensee;
- (2) refer the client to other health care practitioners or other professional service providers when in the best interest of the client or licensee;
- (3) follow recommendations for the plan of care when receiving a client referral from a medical care provider. Questions or concerns regarding such referrals shall be directed to the referring provider.

#### **.0505 CONFIDENTIALITY, ROLES AND BOUNDARIES**

In managing the client/therapist relationship, licensees shall:

- (1) maintain the confidentiality of all client information, unless written disclosure is consented to by the client, or required by law or by court order; this shall include protecting the client's identity in all social conversations, advertisements, and in any other manner;
- (2) maintain client files for at least four years after the termination of the client/therapist relationship and store and dispose of client records in a secure manner;
- (3) protect the interests of clients who are minors or who are unable to give informed consent by securing permission from an authorized third party or guardian;
- (4) avoid relationships with the client that could impair professional judgment or result in exploitation of the client.

#### **.0506 DRAPING REQUIREMENTS**

Licensees shall adhere to the following requirements, except in the case of treatments where the client remains fully clothed:

- (1) provide draping in a manner that ensures the safety, comfort and privacy of the client;
- (2) maintain a supply of clean drapes, such as towels, sheets, gowns or other coverings, for the purpose of draping the client's body during treatment;
- (3) explain expected draping procedures to the client before treatment; and
- (4) ensure that the following areas are draped during treatment: the gluteal and genital areas for male and female clients, and the breast area for female clients. With voluntary and informed consent of the client, the gluteal and breast drapes may be temporarily moved in order to perform therapeutic treatment to structures in those areas.

#### **.0507 HYGIENE**

To maintain a professional standard of hygiene in their practice, licensees shall:

- (1) cleanse their exposed body part used for applying treatment, e.g. hands, elbows, forearms, or feet, before and after each treatment, using a lavatory with hot water or a chemical germicidal product;
- (2) maintain a barrier of unbroken skin on their exposed body part used for applying treatment during each treatment; in the case of broken skin, licensees shall use a finger cot, glove or chemical barrier product to cover the affected area during treatment;
- (3) wear clothing that is clean and professional; maintain personal hygiene;
- (4) maintain all equipment used in the practice of massage and bodywork therapy in a safe and sanitary condition; and
- (5) utilize only those materials furnished for the personal use of the client, including towels, linens, or gowns, that have been laundered or sanitized before reuse, or that are single-use items disposed of after treatment.

#### **.0508 SEXUAL ACTIVITY DEFINED**

For the purposes of this Chapter, "sexual activity" shall mean any direct or indirect physical contact, or verbal communication, by any person or between persons which is intended to erotically stimulate either person, or which is likely to cause such stimulation and includes sexual intercourse, fellatio, cunnilingus, masturbation or anal intercourse. As used herein, masturbation means the manipulation of any body tissue with the intent to cause sexual arousal. Sexual activity can involve the use of any device or object and is not dependent on whether penetration, orgasm or ejaculation has occurred.

#### **.0509 SEXUAL ACTIVITY PROHIBITED**

To preserve the safety and integrity of the therapeutic relationship, the following requirements shall apply during the period from the beginning of the client/therapist relationship, and continue for six months after the termination of such relationship. Licensees shall:

- (1) not engage in sexual activity, as defined in Rule .0508, between the licensee and the client, whether such activity is consensual or otherwise;
- (2) not engage in or permit any person or persons to engage in sexual activity with a client in a location where the practice of massage and bodywork therapy is conducted;
- (3) not use such location to make arrangements to engage in sexual activity with a client in any other place; and
- (4) define the boundaries of the professional relationship in the event that the client initiates or asks the licensee to engage in sexual activity.

#### **.0510 PROVIDING OR TERMINATING SERVICE**

(a) Licensees shall have the right to provide therapeutic services to whom they choose.

(b) Licensees shall also have the right to refuse treatment, or to terminate a treatment in progress to protect their own safety and well-being, including situations such as:

- (1) a client who is abusive; under the influence of alcohol, drugs, or any illegal substance; or otherwise impaired; or
- (2) A client who has violated the boundaries of the professional relationship by initiating or



- asking the licensee to engage in sexual activity; or
- (3) A client who does not disclose all health issues and information.

#### **.0511 BUSINESS AND ETHICAL REQUIREMENTS**

In the management and promotion of their practices, licensees shall:

- (1) represent their qualifications, credentials and professional affiliations accurately and completely;
- (2) conduct their business affairs with integrity and avoid actual or potential conflicts of interest;
- (3) refuse any gifts or benefits that are intended to influence a referral, decision or treatment;
- (4) adhere to the advertising requirements of Rule .0404, and promote their practices accurately, avoiding language or images that are misleading;
- (5) provide the client with information on their business policies before commencing treatment, including a list of services available, payment arrangements, appointment scheduling and cancellation requirements; discuss and resolve any questions the client may have about such policies;
- (6) maintain accurate financial records, client records, appointment records, contracts, and legal obligations for at least four years; and
- (7) comply with all applicable municipal, state, and federal laws.

#### **.0512 IMPAIRMENT**

In the practice of massage and bodywork therapy, licensees shall not provide therapeutic services to clients when the licensee is under the influence of alcohol, drugs, or any illegal substance, with the exception of prescribed dosage of a prescription medication that does not impair the cognitive, psychological, or motor capacity of the licensee.

#### **.0513 FACILITY REQUIREMENTS**

The practice of massage and bodywork therapy shall be conducted in facilities that are safe and sanitary. With the exception of treatments that are given at the location of a client, or treatments given at a temporary location lasting not more than 14 days such as a trade show, sporting event or community festival, licensees shall assure that the facility in which they practice:

- (1) is in compliance with all local building code requirements, state fire safety codes, and state health inspection codes;
- (2) provides toilet and lavatory facilities with hot and cold running water; and
- (3) provides clean shower facilities on the premises, if equipped with a whirlpool bath, sauna, steam cabinet, or steam room.

#### **.0514 INFORMING BOARD OF VIOLATIONS**

Licensees with actual knowledge shall inform the Board within 15 days of:

- (1) any person practicing without a license; or
- (2) any violation of the Practice Act when there is a potential for malpractice as defined in Rule .0102(4).

#### **.0515 CONTINUING DUTY TO REPORT CERTAIN CRIMES AND CIVIL SUITS**

(a) Licensees with actual knowledge shall report to the Board any and all charges of the following criminal offenses, whether committed by themselves or by other licensees:

- (1) Felonies;
- (2) Crimes that involve moral turpitude;
- (3) Alcohol or drug-related offenses;
- (4) Sexual-related offenses; and
- (5) Assault

(b) Licensees with actual knowledge shall report to the Board any and all convictions of, or pleas of guilty or no contest to the following criminal offenses, whether committed by themselves or by other licensees:

- (1) Felonies;
- (2) Crimes that involve moral turpitude;
- (3) Alcohol or drug-related offenses;

- (4) Sexual-related offenses; and
- (5) Assault

(c) Licensees are under a duty to report to the Board if they are named as a defendant in a civil suit arising out of a licensee's practice of massage and bodywork therapy.

(d) Licensees shall report a charge, conviction, plea in a criminal case, or involvement as a defendant in a civil suit, as set forth in Paragraphs (a), (b), or (c) of this Rule, within 30 days after it occurs.

#### **.0516 TREATMENT IN BODY CAVITIES**

A licensee may perform massage and bodywork therapy inside the vaginal or anal cavities of a client provided the licensee complies with the following requirements:

- (1) The licensee has received a written prescription or order from a licensed medical doctor prescribing or ordering the specific massage and bodywork therapy treatment to the soft tissues inside the vaginal or anal cavity;
- (2) Prior to the start of treatment, the licensee obtains written and signed consent from the client for treatment inside the client's vaginal or anal cavities stating that the client has been advised that the client has the right to have another person, provided either by the client or therapist, present in the room while the treatment is being performed and indicating whether the client chooses treatment with a third person present or treatment with only the therapist and the client present;
- (3) Consistent with Rule .0506 of this Chapter, the drape covering the client's pelvic area may be temporarily moved with the voluntary and informed consent of the client in order to perform therapeutic treatment to the structures in that area;
- (4) Consistent with Rule .0507 of this Chapter, the licensee shall use a glove or finger cot made of latex or other impervious material to cover their hand or finger used for treatment within body cavities; and
- (5) The massage and bodywork therapy treatment is performed in conformance with Rule .0509 of this Chapter.

## **Exhibit 8: Proper Techniques for Cleaning Treatment Areas**

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Students are required to clean treatment rooms and surfaces. This should be completed at the end of every Clinic session.

The following procedures must be followed to ensure proper and effective cleaning:

- Used/dirty sheets, towels, etc. should be removed from the room and placed in appropriate laundry hamper.
- Towel warmer should be re-stocked as needed.
- Any trash or debris should be cleaned up and placed in a waste basket.
- Massage tables, face cradles and bolsters should be wiped down with the appropriate cleaner, as provided by the clinic supervisor.
- Room/table should be set back up [Exhibit 11] for the next client.

## Exhibit 9: Laundry Protocol

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# Laundry Protocol

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All MSDS Sheets are located in the dispensary which is located on the back center of the Cosmetology Clinic.

The Washer and Dryer are located in the Back of the dispensary:

- The Washer is self-injected with soap and any chemicals needed. Students do not have to touch or use any chemicals.
- Brane services the washer 1 time a month to ensure the soap, chemicals, and water temperature is correct.

To Operate the Washer you choose one of the Following:

- Ensure the washer has a FULL LOAD! This is important to the functionality of the machine.
- Press 1 Massage white Sheets and Towel (Hot /Hot Water)
- Press 2 Color Sheets (Hot/Med Water)
- Press 3 Cosmetology Towels (Med/ Cool Water)
- Press 4 Reclaim-extra bleach (Hot/Hot Water)
- Press Green Button Twice
- Machine will start
- When Laundry is finished the machine will beep wait till stops and open the door

To Operate the Dryer you choose one of the Following:

- Press (45 Min Cycle)
- Press B (1 hours Cycle)
- Press C (1/ ½ hour cycle)
- Machine will Start
- When Laundry is finished immediately place in CLEAN CLOSE BAG OR CONTAINER fold and store

If you have any questions or concerns please see Tiffany Sasser or Program Director for more information.

Thank you,

COW

## Exhibit 10: SOAP Notes

---

CLIENT NAME: \_\_\_\_\_ DATE: \_\_\_\_\_ THERAPIST: \_\_\_\_\_

S

CLIENT GOALS/UPDATE

CURRENT MEDS

LOCATION/SYMPTOMS/INTENSITY/FREQUENCY/DURATION/ONSET

A:

R:

O

VISUAL/PALPATORY OBSERVATIONS, ADDITIONAL TESTS

TREATMENT GOALS

MASSAGE DONE

A

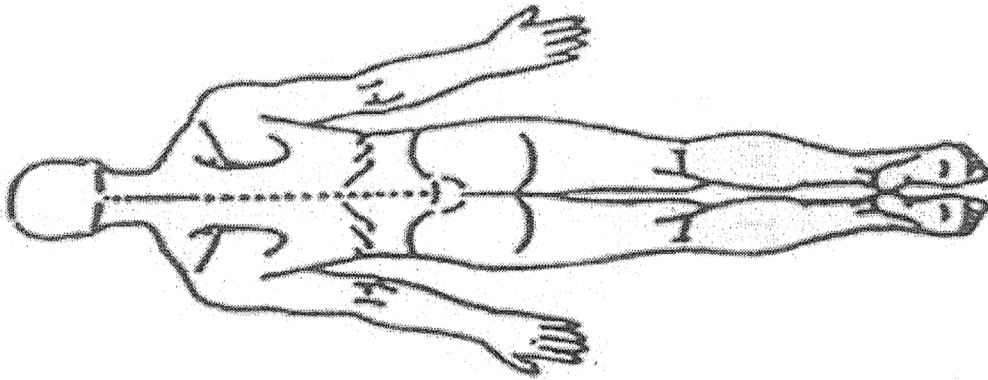
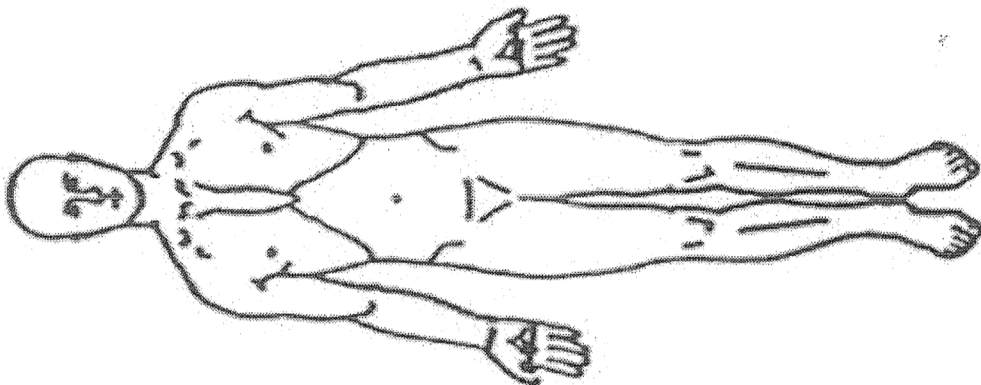
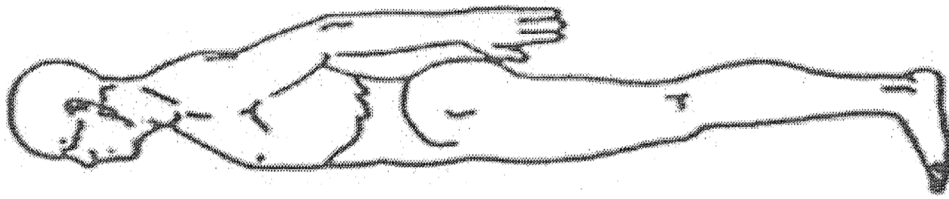
CHANGES DUE TO MASSAGE

P

SUGGESTED TREATMENT  
PLAN

HOMEWORK

SUGGESTIONS FOR NEXT THERAPIST



## Exhibit 11: Massage Clinic Room Post-Treatment Checklist

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<b>Massage Clinic Room Post-Treatment Checklist</b>	
	✓
<b>Checklist:</b>	
Table set with clean sheets and blanket	
Two [2] sets of clean sheets in basket under table	
Face cradle	
Stool	
Bolster	
Towel warmer on small table	
Waste basket	
Clock	
Chair for client	
Kleenex	
Room uncluttered	

## Exhibit 12: Massage Client Information Form

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### MESSAGE CLIENT INFORMATION FORM

Name: \_\_\_\_\_ DOB: \_\_\_\_\_ Email: \_\_\_\_\_

Cell Phone: \_\_\_\_\_ Home phone: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ Zip: \_\_\_\_\_

Emergency contact person and phone number: \_\_\_\_\_

**Please briefly answer the following questions:**

1. Areas of pain/discomfort: \_\_\_\_\_
2. Known cause of the pain/discomfort: \_\_\_\_\_
3. Are you presently under a doctor's care [Y/N]? \_\_\_\_\_
4. Have you ever been treated for the same condition [Y/N]? \_\_\_\_\_
5. Were you admitted to the hospital [Y/N]? \_\_\_\_\_
  - a. Date admitted: \_\_\_\_\_
  - b. Date released: \_\_\_\_\_
6. What makes your condition worse? \_\_\_\_\_
7. Any surgery in the past 4 years [Y/N]? \_\_\_\_\_
  - a. If yes, please explain: \_\_\_\_\_
8. Do you smoke [Y/N]? \_\_\_\_\_
  - a. Use alcohol [Y/N]? \_\_\_\_\_
  - b. Drink caffeinated drinks [Y/N]? \_\_\_\_\_
  - c. Consume Chocolate [Y/N]? \_\_\_\_\_
  - d. Have allergies [Y/N]? \_\_\_\_\_
  - e. Have bone or structural disorders [Y/N]? \_\_\_\_\_
  - f. If female, are you pregnant [Y/N]? \_\_\_\_\_
  - g. Have high blood pressure [Y/N]? \_\_\_\_\_
  - h. Have a heart condition [Y/N]? \_\_\_\_\_
  - i. Have varicose veins [Y/N]? \_\_\_\_\_
  - j. Have any form of cancer [Y/N]? \_\_\_\_\_
    - i. If yes, what type: \_\_\_\_\_
9. Is there anything medically we need to know before you receive a massage [Y/N]? \_\_\_\_\_



a. If yes, please explain:

10. List any medications you are currently taking:

11. Have you ever experienced a professional massage [Y/N]? \_\_\_\_\_

a. How recently? \_\_\_\_\_

12. Please explain any other pertinent information you think might be useful for our therapists to be aware of prior to your massage:

Please take a moment to carefully read the following information & sign/date where indicated. If you have a specific medical condition or specific symptoms, massage/bodywork may be contraindicated. A referral from your primary care provider may be required prior to service being provided.

I understand that the massage/bodywork session provided is for relaxation and relief of muscular tension. If I experience pain or discomfort during this session, I will immediately inform the therapist so that pressure and/or stroke may be adjusted. I further understand that massage/bodywork should not be construed as a substitute for medical care & that nothing said in the session should be construed as such. I agree to keep the clinic and therapist informed of all medical conditions with my health.

I understand this is a teaching clinic and an instructor may step into the room to enhance the learning experience.

---

Client signature

Date

Consent to Treatment of a Minor: Minor's name: \_\_\_\_\_

Signature of parent/guardian: \_\_\_\_\_

Clinic attending therapist: \_\_\_\_\_

Student therapist: \_\_\_\_\_

## Exhibit 13: Student Satisfactory Academic Progress

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**COLLEGE OF WILMINGTON  
FINANCIAL AID  
SATISFACTORY ACADEMIC PROGRESS (SAP) EVALUATION**

<b>Student (First, Last Name)</b>	1208 John Doe	
<b>Program</b>	Massage Therapy	
<b>Program version</b>	Massage Therapy	
<b>Date FA SAP Verified</b>	7/18/2018	
<b>FA SAP Checkpoint</b>	370 Actual hours after start date	
<b>Total Hours Completed</b>	370.00	
<b>Scheduled Hours</b>	392.52	
<b>Percentage of Attendance Completed</b>	94.26%	(66.00% minimum required)
<b>Cumulative Grade</b>	3.89	(2.00 minimum required)

The purpose of this document is to certify that the above referenced student's records were checked for financial aid satisfactory academic progress in accordance with the standards established by this institution. The student was found to be:

☒ Maintaining satisfactory academic progress

☐ Not maintaining satisfactory academic progress

\_\_\_\_\_  
Student Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Financial Aid Officer Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
School Director Signature

\_\_\_\_\_  
Date

[illegible]

## **Exhibit 15: Draping Techniques**

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### **BACK**

With client approval, bolster under the ankles and/or the hips/abdomen. Grasp the outer edges of the draping at the shoulders.

Fold draping back over itself to lie at PSIS level. If they are wearing an undergarment, tuck draping into outer edges of the undergarment. Anchor securely, smoothly, with confidence, and with as few movements as possible. Begin the back massage.

Cover the entire back when you have completed the back massage.

### **PRONE LEG**

Fold draping back to lie over the leg not being massaged. Allow the draping to fall in the midline between the legs.

Support the knee with one hand and pull the draping through from the midline under the knee

– to anchor the draping. Anchor securely, smoothly, with confidence, and with as few movements as possible.

If they are wearing an undergarment, tuck the draping into the outer edge of the undergarment at the hip.

### **TURN OVER**

Remove all bolsters before turning. Form a tent shape with draping so the clients can move easily and comfortably. Clients should turn with their backs to you – this is a safety measure. Clients with a shoulder or hip issue should not turn onto that side. Ask elderly clients to turn slowly – onto their side – then onto their back ... or the other way if turning from supine to prone.

Ask each client if they would like a pillow under their head. Gain consent from clients to use eye-coverings.

Ask if they would like a bolster under their knees.

### **SUPINE LEG**

Fold draping back to lie over the leg not being massaged. Allow the edges of the draping to fall to the midline (between the legs).

Lift the undraped leg with the inside arm (supporting under the knee). With the outside hand, pull the edge of the draping through from the midline under the knee – to anchor the draping. Anchor securely, smoothly, with confidence, and with as few movements as possible.

If they are wearing an undergarment, tuck the top edge of the draping into the sides of the undergarment and in line with the ASIS.

Only uncover the leg you are working on. Tuck the draping under the (same) knee to anchor the draping. Only massage to the edge of the draping. Cover the entire leg (and foot) when leg massage completed.

### **SUPINE ARM**

Fold draping to lie in line with the underarm.

Slowly bring one arm out (then the other) from underneath the draping to lie on top.

*From North Carolina Board of Massage and Bodywork Therapy...*

*.0506 DRAPING REQUIREMENTS Licensees shall adhere to the following requirements, except in the case of treatments where the client remains fully clothed: (1) provide draping in a manner that ensures the safety, comfort and privacy of the client; (2) maintain a supply of clean drapes, such as towels, sheets, gowns or other coverings, for the purpose of draping the client's body during treatment; (3) explain expected draping procedures to the client before treatment; and*

*(4) ensure that the following areas are draped during treatment: the gluteal and genital areas for male and female clients, and the breast area for female clients. With voluntary and informed consent of the client, the gluteal and breast drapes may be temporarily moved in order to perform therapeutic treatment to structures in those areas.*

### **More about draping...**

#### **Linen and table accessories:**

Dressing the table: A fitted table cover, a fitted sheet to cover the table cover, a top sheet, a face cradle cover, pillow cases to cover any pillows, a blanket, a face cradle, and a bolster.

Create the clinic environment: SAFETY AND SECURITY: a clinic should be, and feel, safe, secure, private and dry. ROOM TEMPERATURE: a clinic room should be warm – appropriate to the seasons. Keep the room smelling fresh. Remember some people are allergic to sprays and flowers. MUSIC OR NOT? Ask your client. If “yes” provide some options.

The therapist must leave the room before the client undresses and before the client gets up from the table at completion of the massage. If assistance is requested by the client, only remain in clinic room to assist the client on and off the table.

The client: Treat every client with respect, with dignity, and with inclusiveness. They have a right to be included in their treatment plan discussion. Gain their written consent to that plan before the massage session begins. If the plan is modified during the massage, verbal consent is necessary and should be included in the clinical notes for the session. Drape men and women exactly the same way. Breasts and genitalia should be covered at all times. Only ever uncover the area you are working on unless modality specific in context with the treatment, the pathology and within your scope of practice.

Communication: Engage in active listening. Listen, hear, and paraphrase back to the client what they have said. Use professional language and use lay terms as they are not health professionals. Ask open-ended questions. Include your clients in their treatment plan. Take extensive clinical notes. Check in with your clients during the massage to ensure applied pressure is adequate and comfortable. Follow

up, especially if they are first-time clients, if a deeper than usual massage was applied, or if the treatment plan was changed during the session.

### **Bolstering (pillows, bolsters, rolled towels)**

Use a clean, dry set of linen for every client. Draping techniques should be proficient. Minimize the amount of adjusting. Only uncover the area you are working on. Only massage to the edge of the draping.

Always ask clients if they want support bolsters under the ankles.

Consider offering a small pillow under the hips/ abdomen optional in prone position if the client suffers with low back pain.

### **Ninja Draping!**

Draping can be intimidating for students and new therapists. Why do new therapists get caught up with the logistics of draping? Sometimes I see students and new therapists crinkle and tuck and crinkle and tuck and crinkle and tuck some more. It eats into the massage time, feels awkward, and expresses inexperience on the part of the therapist.

I remember when I was fresh out of school and one of my colleagues at the spa I worked at referred to herself as a “Ninja Draper.” I loved that! Quick, effortless, efficient, and mostly confident, these are the skills required to master the art of Ninja Draping. I worked hard to call myself a ninja draper too!

### **How to Drape Your Massage Clients Like A Ninja!**

- 1) Practice – I understand that sometimes it is intimidating. You might expose too much. You might not expose enough. So, find someone to practice on. Someone who you are comfortable enough with that if you do happen to expose them it won't be a big deal. And then practice, practice, and practice some more.
- 2) Make Swift Movements – One quick tuck. Take the quad muscles for example. Many therapists do two tucks (one behind the leg and the other behind the back) when one would suffice. Tuck under the hamstrings, don't tuck behind the back as well, it's awkward. Multiple tucks are awkward. Extra nervous fingers in weird places, not relaxing!
- 3) Don't Crinkle – Crinkling takes too much time. Grab one edge of the sheet and swiftly put it into place. Here is where practice comes in handy again!
- 4) Don't Avoid the Glutes – This is one of the areas I find new therapists especially nervous around. However, so many people need good glute work! As long as the client has consented to glute work, please do include it. The origin of the gluteus maximus goes right up to the sacrum and the coccyx. It is important to work these origin points if you want to give a good massage.

5) Just Right – While we never want to expose too much, it is super irritating when we underexpose. The iliac crest, the hip flexors, pectoralis major these are all areas we miss if we are too caught up in overexposing our clients.

6) Don't Let Your Clients Suffocate – Often when our clients turn over, the sheets are all the way up past their chins. Don't leave the sheets up here, fold the sheets once down across the bottom part of their clavicle. This way they can breathe easily but aren't overly exposed.

7) Move Blankets First – I know a lot of schools don't teach draping with blankets. I believe this is doing students a disservice. In the real world of massage, people get cold and want more than just a sheet to cover their bodies. Hence sheets and then blankets on top of sheets. When draping move the blanket out of the area first and then tackle the sheet.

8) Fake Confidence – Even when you don't feel it, fake it until confidence exudes from your pores. Fake it until you are so comfortable in your draping that you can do it with your eyes closed. I promise the time will come when you can drape with your eyes closed!

Nothing says "new therapist" more than someone who is not confident in their draping skills. Take the time to become proficient, your clients will thank you, and you will have more job opportunities open up to you. Practice the above skills, and soon you too can call yourself a Ninja Draper.

## Exhibit 16: Massage Licensing Process

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1. **Portfolio = completed in MAS210 Business Practices Class**
  - a. Cover Letter
  - b. Resume
  - c. Thank You Letter
2. **MBLEX In-house Practical Examination = completed in Board Review Class**
  - a. Sample/Practice MBLEX exams available to simulate a “live testing”
  - b. Must Obtain a Passing score of 78% or better
  - c. May be taken until passed a minimum of three times = this is required to pass the Board Review Class!
3. **Process to Sign Up to Take MBLEX Exam**
  - a. Requirements include:
    - i. 500 earned clock hours
    - ii. A grade of “C” or better in ALL classes taken thus far
    - iii. Approval from Massage Program Director.
  - b. Student should complete the MBLEX Form and submit this to the Financial Aid Director [FAD].
    - i. The FAD will post the student’s transcript on the MBLEX’s website
4. **Massage Board Paperwork**
  - a. Student begins this process by visiting the NC Board of Massage & Bodywork Therapy’s website. FAD will assist students with this first step.
  - b. Items needed to complete Massage Board Application for Licensure in North Carolina:
    - Character Reference Emails
    - MBLEX Exam [with Passing Score]
    - Copy of HS Transcript
    - Official copy of COW Transcript and Diploma: will be submitted by the FAD upon graduation.
    - Curriculum Verification Form: will be submitted by the FAD upon graduation.
    - Fingerprint card executed by a fingerprinting agency [follow link below for N.C. locations]:
      - <http://www.myfbireport.com/locations/lawEnforcement/NC.php#W>
    - Driver’s License

Massage Board paperwork will be submitted after the following requirements have been met:

- Student has a zero balance with COW
- Student has met with the FAD and completed a Financial Aid Exit Interview
- Student has completed a Graduate Survey

***My signature below indicates I have received a copy of this form and have reviewed these materials with the Massage program Director.***

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Student Name Printed

Student Signature

Date

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Program Director Name Printed

Program Director Signature

Date