

Healing Hands
Learning the Power of Touch



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The policies and procedures outlined in this catalog supersede those in any previous publication. Reflections of Health School of Massage, Inc., (sometimes referred to as ROHSOM in this catalog), strives to present its programs and policies to the public in an accurate and fair manner. The institution may add, amend, or alter the curriculum and any rule, policies or procedures if required by the subject matter expert (Tennessee Massage Licensure Board) or if the institution becomes aware that there is a demonstrated necessity that requires curriculum change. Reasonable and customary control has been given for program changes and publication errors.

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Reflections of Health School of Massage, Inc. is authorized by the Tennessee Higher Education Commission (THEC). This authorization is based on an evaluation of minimum standards concerning the provision of education, ethical business practices, and fiscal responsibility.

Tennessee Higher Education Commission

Parkway Towers Suite 1900
404 James Robertson Parkway
Nashville, Tennessee 37243-0830
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Reflections of Health School of Massage, Inc.

BOARD OF DIRECTORS

President

Tammy J. Cox

Vice President

Brandy Morrell

Administrative Staff

Chief Administrative Officer/Director

Tammy J. Cox

GOVERNING BODY AND FACULTY

PRESIDENT, CHIEF ADMINISTRATIVE OFFICER/DIRECTOR, MASSAGE/CLINICAL INSTRUCTOR, ANATOMY AND PHYSIOLOGY INSTRUCTOR

Tammy J. Cox, LMT

In November 2010, Tammy attended and completed the weekend class for Massage Therapy at Reflections of Health School of Massage. After receiving her Diploma, she accepted the position as Administrative Assistant to Reflections of Health School of Massage for 3 years where she learned the operations of the school. Tammy successfully owned and operated Grace Massage in Bristol, TN for 5 years. In September 2019, Tammy purchased Reflections of Health School of Massage. Tammy is dedicated to provide the high standards of education in massage therapy while extending the opportunity to others to have a career that is highly rewarding in many aspects.

VICE PRESIDENT/SECRETARY, MASSAGE/CLINICAL INSTRUCTOR

Brandy E. Morrell, LMT

Brandy graduated from Reflections of Health School of Massage in 2014. After receiving her license, Brandy worked as an LMT at Baker Family Chiropractic in Blountville, TN for 5 years. In 2019, Brandy took over the responsibilities at Grace Massage. In October, 2023 Brandy became Vice-President of Reflections of Health School of Massage, Inc.

PHYSIOLOGY INSTRUCTOR, INSTRUCTOR

John D. Kestner, BS, DC, ND, LMT

John earned his Bachelor of Science in Health Education at Tennessee Tech University and has taught at all levels of the education system. He has also earned Doctorates in Chiropractic and Naturopathy. Dr. Kestner worked a successful private practice as a chiropractor for sixteen years in the Tri-Cities area. He also has certification as a Nutritional Counselor and Master Herbalist. Dr. Kestner has successfully owned and operated Complementary and Alternative Health Care businesses for over forty-two years. Dr. John and Karen Kestner founded Reflections of Health School of Massage in 2004.

MASSAGE/CLINICAL INSTRUCTOR, ANATOMY AND PHYSIOLOGY INSTRUCTOR

Jeannine Van Valen, LMT

Originally from Florida and residing in Johnson City, TN, Jeannine graduated from Reflections of Health School of Massage 2021. At the end of 2021, she established, owns, and operates Element Massage by Jeannine located in Johnson City, TN. Jeannine joined Reflections of Health School of Massage, Inc. as an instructor in the beginning of 2025.

WEEKDAY PROGRAM MASSAGE INSTRUCTOR

Carlene M. Palsma, LMT

Originally from New York State where Carlene has 29 years as a P.T.A, A.A.S and 20 years as a L.M.T., A.A.S. Carlene now resides in Greeneville, Tennessee where she operates her private practice. Carlene enjoys helping others, animals, dancing, and singing in church. Carlene joined Reflections of Health School of Massage, Inc. as an instructor in September of 2025. “A smile can change someone’s life – Cause a ripple effect.”

PHILOSOPHY

Our desire is to embrace a true balance between the mind, body, and spirit. Reflections of Health School of Massage, Inc. is an alternative healing arts school that adopts the philosophy that therapeutic massage is a crucial element to overall wellness. While the art of touch embodies the physical aspect, we want to embrace an understanding of the universal union between the mental, physical, and spiritual elements which, when properly addressed, results in a homeostatic oneness of health. We desire to train well-rounded, highly professional, and skilled Massage Therapists.

OBJECTIVES

Our goal is to provide each student an education that meets the requirements set forth by the Tennessee Massage Therapy Board and National Board of Testing (MBLEX).

It is also our goal to provide the massage student a curriculum that is designed to educate in theory and practicum, classical techniques of massage, and advances in the field of therapeutic massage. The education of the massage practitioner will cover a range of massage therapy applications in a proficient manner to allow a balance of well-being for every individual seeking this service of therapeutic massage.

HISTORY OF MASSAGE

The origin of the word “Massage” can be traced back to the Greek root word *Masso* meaning to touch, handle, knead, or to squeeze.

The modern use of the term “Massage” is defined as a systematic manual (by hand) or mechanical manipulation of the soft tissue of the body by such movements as rubbing, kneading, pressing, rolling, slapping, and tapping for therapeutic purposes such as:

1. Promoting circulation of the blood and lymph
2. Relaxation of muscles
3. Relief from pain
4. Restoration of metabolic balance benefiting physical, mental, and spiritual being.

ADMISSION REQUIREMENTS AND PROCEDURES

Students attending our school must:

1. Be 18 years of age.
2. Complete application form and submit to the ROHSOM, Inc. with non-refundable application fee of \$100.00.
3. Request transcript(s) from high school, college, or HISET\GED to be sent directly to ROHSOM, Inc.
4. Schedule personal interview and tour of school. (To be completed on or before registration)
5. Complete registration packet with required Enrollment Agreement.
6. Submit a minimum of two (2) character references from Health Care Professionals.
7. Submit TB Skin test results form.(Form will be given at registration)
8. Must be able to read, write, speak, and understand the English language.
9. Must be legally entitled to live and work in the United States.
10. Students may not have been convicted of prostitution or sexual misconduct offenses.
11. Be able to perform and receive massage safely on a regular basis.

COURSE SCHEDULES

ROHSOM offers weeknight, weekend, and weekday courses. Students must enter the school on the beginning date and complete no less than 22 hours per week for a total of 650 hours. Hours of operation for each course are:

Weekend classes

Friday: 4:00 pm – 9:00 pm
Saturday: 9:00 am – 6:30 pm
Sunday: 9:00 am – 6:30 pm

Weeknight Classes

Monday: 4:00 pm – 9:30 pm
Tuesday: 4:00 pm – 9:30 pm
Wednesday: 4:00 pm – 9:30 pm
Thursday: 4:00 pm – 9:30 pm

Weekday Classes

Monday: 9:00 am – 2:30 pm
Tuesday: 9:00 am – 2:30 pm
Wednesday: 9:00 am – 2:30 pm
Thursday: 9:00 am – 2:30 pm

Each completed course is approximately 30 weeks and will include the following:

1. 200:00 Hours of Sciences (Anatomy, Physiology, and Pathology)
2. 188:00 Hours of Massage Theory and Practice
3. 126:00 Hours of Student Clinical
4. 111:00 Hours of Allied Modalities
5. 20:00 Hours of Ethics for Massage Therapist
6. 5:00 Hours of Tennessee Massage Law

MAKE-UP DAYS

The last **six (6) Thursdays** of the program will be set aside as make-up days for all program schedules. This is a total of thirty (30) hours that the school will make available for the students. No additional make-up hours will be available beyond the last six (6) Thursdays. Once the scheduled thirty (30) hours of make-up time has been exhausted, any additional missed hours will require the student to re-enroll in another class of their choice within a two-year period and will be subject to the Re-Enrollment Policy. Make-up days are designed to provide students the opportunity to make up time they have missed during the program. All hours to be made up on these days will be held in a clinical format and students are required to provide their own paying clients for these days. The Chief Administrative Officer or Clinical Instructor may schedule alternate days or times if deemed necessary.

Thursday:9:30 am – 2:30 pm (Weeknight & Weekend Classes)
Thursday:3:30 pm – 8:30 pm (Weekday Classes)

APPLICATION AND APPLICATION FEE

To apply you must fill out an application form found on our website or make an appointment with Admissions Representative to apply in person at (423) 804-3067.

All information is found on school website at www.reflectionsofhealth.com.

Once on website hover over “Admissions”, then hover over “Tuition”. To the right of tuition you will see “Admission Forms and Catalog”.

If applying online you must do the following:

- 1) Download and review school catalog.
- 2) Download and request for official transcript to be sent to Reflections of Health School of Massage, Inc. showing graduation from an accredited high school or college.
- 3) Pay the non-refundable application fee of \$100.00.
- 4) Call (423) 804-3067 to make an appointment to tour the facility and complete Enrollment Agreement.

Or you may download and print off an Application Form and mail it to:

Reflections of Health School of Massage, Inc.

1604 Lamons Lane, Suite 207 A

Johnson City, TN 37604.

Once the school has contacted you and set up an appointment to tour the facility, you are required to bring the \$100.00 in person. A copy of your valid driver’s license or official ID is also required.

(The Application Fee is a \$100.00 non-refundable fee, paid to the school upon filling out an application to attend.)

ENROLLMENT AGREEMENT

The Enrollment Agreement is an agreement between the school and the student. Upon admission to the school and prior to attending first day of classes, receipt of official transcripts, completion of enrollment agreement with all registration paperwork, the agreement must be executed along with the tuition deposit. Although the entire deposit is applied to tuition, \$100.00 of the deposit is a non-refundable registration fee. Students who do not start the program on the date listed on their original enrollment agreement will be required to complete a new agreement, and will be subject to all applicable tuition increases and fees. (Refer to Cancellation and Refund Policy for additional information.)

TUITION – FEES – OPTIONAL COSTS

	Cost
Tuition	\$ 8,450.00
Fees Paid to ROHSOM	
Application Fee (Non-Refundable)	\$ 100.00
A completed application packet including application fee is required for placement in the program.	
Books and Starter Kit	\$ 400.00
Starter kit includes one (1) uniform shirt, holster, and 8oz. bottle of lotion	
Out of Pocket Student Expenses	
Linens	\$ 150.00
Gallon Lotion and Pump	\$ 68.00
Plastic Container	\$ 20.00
Scrub Pants	\$ 25.00
Shoes	\$ 60.00
Clipboard	\$ 5.00
Light Throw or Blanket	\$ 10.00
Optional Fees	
Additional Uniform Shirt	\$ 30.00
T-Shirts	\$ 20.00
Post Graduate Fees	
Criminal Background Check	\$ 35.00
National Examination (MBLEx)	\$ 265.00
Initial State Licensure Fee	\$ 280.00
Special Fees	
Late Payment Fee	\$ 50.00
Re-Enrollment Fee	\$ 150.00

PAYMENT OPTIONS

Reflections of Health School of Massage, Inc., wants everyone to have access to quality and affordable education. We do not accept financial aid from federal or state agencies; therefore, we offer two payment options:

Paid In Full

A total of \$8,850.00 is due no more than ten (10) days prior to the first day of class. This includes \$8,450.00 tuition and \$400.00 for books and starter kit. Payment may be made via cash, *credit/debit, or cashier's check only. Cashier's check must be made payable to Reflections of Health School of Massage, Inc.

(*Note: If paying with credit/debit card, a 3.5% transaction processing fee will be added to your charge)

Payment Plan

An initial minimum tuition payment of \$3,000.00 plus \$400.00 for books and starter kit (total \$3,400.00) is required no more than ten (10) days prior to the first day of class. Payment may be made via cash, *credit/debit, or cashier's check only. Cashier's check must be made payable to Reflections of Health School of Massage, Inc.

(*Note: If paying with credit/debit card, a 3.5% transaction processing fee will be added to your charge)

Financing is made available by Reflections of Health School of Massage, Inc. After the minimum tuition payment has been made, the student will have a total of 6 payments due over the course of the program. The remaining six (6) payments are due on or before the 23rd of each month. A late payment fee as outlined in Special Fees above will be assessed on the 24th day of the month. If payment is not made by the 30th day of the month, the student will be released from the school. Refunds will be based on the Cancellation and Refund Policy. A re-enrollment agreement must be submitted along with the required fees prior to the student's return to the program.

The payments below are based on the minimum tuition payment and are given as an illustration of what the student can expect to pay under this plan:

Initial payment due 10 days prior to 1 st day of class	\$3,400.00
• \$3,000.00 Minimum Tuition Payment	
• \$400.00 Books and Starter Kit	
Six (6) monthly payments due 23 rd of each month	\$974.71

SCHOOL POLICIES

STUDENT DISCIPLINARY ACTIONS POLICY

Violation of any of the School Policies outlined in this catalog will be subject to progressive disciplinary action. Disciplinary actions will be documented and signed by all parties involved, and the document will be placed in the student's file. Progressive disciplinary actions are outlined below:

1. Verbal warning
2. Written warning – Includes deduction of 15 minutes (Lost time must be made up in clinical time during scheduled make-up days)
3. Three-day suspension
 - a. Time missed for suspension will need to be made up as outlined in the Attendance Policy.
 - b. Includes deduction of 30 minutes (Lost time must be made up in clinical time during scheduled make-up days).
4. Dismissal
 - a. Although students may be dismissed for numerous reasons (i.e., cheating or stealing), if an instructor or administrator feels that a student may be in danger of or is causing harm to self, another student, or faculty member the student will be dismissed immediately.
 - i. In such cases, the student will be dismissed until the situation is resolved.
 - ii. When warranted, the school may suggest and employ the use of TNPAP, a Tennessee Massage Board Agency, to perform a physical and/or mental evaluation on the student.
 - iii. Before the student can be readmitted, the full recommendation as supplied by TNPAP must be reviewed.
 - iv. Readmission of the student will be determined solely on the recommendation from TNPAP.
 - v. Any findings from TNPAP will be documented, discussed, and shared with the student prior to any official decision.
 - vi. Copies of any documents will be signed by all parties and a copy provided to the student and a copy placed in the student's file.
 - vii. No more than one (1) referral/evaluation from TNPAP per student is allowed.
 - b. Request for appeal and burden of proof rests on the student.
 - c. Readmission to the program is based on the Readmission Policy.

Any person claiming damage or loss as a result of any act or practice by this institution that may be a violation of the Title 49, Chapter 7, Part 20 or Rule Chapter 1540-01-02 may file a complaint with the Tennessee Higher Education Commission, Division of Postsecondary State Authorization after exhausting the grievance process at the institution. (Refer to ROHSOM Grievance Policy in this catalog.)

Tennessee Higher Education Commission

Parkway Towers, Suite 1900
404 James Robertson Parkway
Nashville, TN 37243-0830
Phone: (615) 741-5293

CODE OF CONDUCT AND ETHICS POLICY

Ethics are moral principles that govern behavior. Professional ethics are the principles, values and an ideal a profession creates for itself which includes standards of professional conduct for its members.

Faculty, Administration, and Staff Code of Conduct and Ethics

As a fundamental part of its mission, Reflections of Health School of Massage, Inc. recognizes the importance of preparing our students to become "ethical business leaders." The same concern for ethics and ethical behavior extends to our faculty, administration, and staff. The Faculty, Administration and Staff Code of Conduct and Ethics dictate certain minimum obligations which include but are not limited to the AMTA Code of Ethics. We expect our Faculty, Administration, and staff to:

1. Uphold principles and standards which value the dignity and worth of all persons regardless of age, race, ethnicity, religion, creed, sexual orientation, gender, general disability and/or health status.
2. Conduct the program/school in a manner which respects and teaches the students boundaries and privacy on all levels, including appropriate draping, physical privacy and matters of confidentiality. Any sexual misconduct will be considered a violation of this code of ethics.
3. Provide a positive and focused learning environment that addresses a variety of learning styles and includes a physical space conducive to learning, including but not limited to appropriate lighting, heat/air, cleanliness, and equipment.
4. Educate students to represent themselves honestly, and to provide those services for which they are qualified to provide.
5. Honestly represent the school and programs in all forms of communication.
6. Behave with integrity, honesty, and competence in all professional relationships with other schools, faculty, staff, students, society and the massage therapy profession.
7. Conduct classes in a manner that encourages the free flow of ideas between faculty and students, while being consistent with the goals of the class.
8. Provide a classroom setting where critical treatment of material that fosters ethical, or normative, thinking about issues is consistent with the goals of the class.
9. Maintain integrity and honesty in their personal research and teaching.
10. Practice disclosure in their use of institutional resources.
11. Refrain from knowingly making false or malicious statements affecting students, faculty, colleagues, or administration.
12. Refrain from falsifying facts relating to his or her academic or professional qualifications.
13. Recognize and follow all copyright laws on articles, textbooks, computer software, etc.
14. Neither offer nor accept gratuities, gifts, or favors that might impair the professional judgment, damage the reputation, or result in personal gain of the faculty member or others.
15. Support student's rights to privacy by maintaining the confidentiality of academic records and private communications.

CODE OF CONDUCT AND ETHICS POLICY CONTINUED

Student Code of Ethics

Good ethics provide guidelines for professional conduct. Reflections of Health School of Massage, Inc. expects students, as future professional massage therapists, to adhere to the following practices:

1. Always present a professional appearance.
2. Project a pleasant and optimistic personality.
3. Treat everyone with courtesy, dignity, and respect.
4. Maintain a sense of dignity and professionalism in the classroom and your work.
5. Maintain good health habits.
6. Keep surroundings neat, clean, and attractive.
7. Keep your private lives and your professional clinical lives separate by not discussing your personal problems with your clients or classmates during class time.
8. Refraining from language that is harmful to the massage profession.
9. As a student practicing to be a professional massage therapist, conduct yourself in an ethical manner both in and out of school.

Student Code of Conduct

Reflections of Health School of Massage, Inc. expect students to abide by the Student Code of Conduct and encourage students to monitor suspected violations. Student Academic Misconduct and Grievance Forms are located in the breakroom and accessible to students at all times. Completed forms must be delivered to the Director/Chief Administrative Officer or Chief Academic Officer via hand delivery, mail, or electronic mail. Any investigations arising from a Student Academic Misconduct and Grievance Form will be conducted in accordance to the Grievance Policy.

Violation of any of the following will result in immediate dismissal from the program:

1. Non-professional behavior that is harmful to the massage profession or to this school on or off campus.
2. Behavior resulting in destruction of private or school properties.
3. Possession or being under the influence of alcohol or drugs while on campus.
4. Non-fulfillment of any financial agreement or contract.
5. Lying, cheating, stealing, or language unbecoming of a professional.
6. Refrain from any unauthorized reproduction of ROHSOM documents.
7. Students will not engage in or condone academic deceit, dishonesty, or misrepresentation, such as:
 - a. Receiving or using unauthorized or prohibited information, resources or assistance on an examination or assignment.
 - b. Committing plagiarism on any examination or assignment.
 - c. Submitting another person's work, in whole or in part, as the student's own work.
 - d. Damaging or misappropriating any school property or resources, including technology.

The school will attempt to resolve all issues on campus and the student is afforded the opportunity to appeal. The request for appeal and the burden of proof rests on the student. All appeals will be documented and placed in the student file.

If a satisfactory agreement can be reached between the Director/Chief Administrative Officer or Chief Academic Officer and the student, readmission may be permitted pursuant to the Readmission Policy.

ATTENDANCE POLICY

Attendance is a key factor in student achievement and therefore, students are expected to be present each day school is in session. The Tennessee Massage Board requires a minimum of 650 classroom hours for licensure. Our program is 650 hours, and a strict Attendance Policy is essential to guarantee your graduation. Student attendance records shall be given the same level of confidentiality as other student records.

Our program is based on 650 hours and a 60-minute class time. (The national standard is 50 minutes of class time is equal to one (1) clock hour.) When absence is necessary, the school requires notification by [school email](mailto:info@reflectionsofhealth.com) (info@reflectionsofhealth.com). If email is unavailable the student must report directly to school staff by texting or calling (423) 804-3067. Written excuse must be given upon return.

Students should follow the guidelines below:

- Pre-planned absence: Written notification that has been approved by the Director
- Clinical day: Six (6) hour notification required in order to reschedule clients.
 - **Failure to give 6-hour notification will result in progressive discipline as outlined in the Student Disciplinary Actions Policy**
- School day: Before class begins or as soon as possible
- Emergency: As soon as possible

Absences shall be classified as either excused, unexcused, or suspension as determined by the Director or Chief Academic officer.

Excused absences shall include:

1. Personal illness. (documentation required with doctor's note recommended)
 - a. If the documentation/doctor's note is not received upon the first day of the student's return to class, the absence will be deemed unexcused.
2. Illness of immediate family member. (documentation required)
3. Death in the family. (copy of obituary required)
4. Extreme weather conditions. (documentation required) For inclement weather, each student will be notified by email or phone if the school has been canceled.
5. Pregnancy. (documentation required)
6. Military active duty/deployment. (documentation required)
7. Summons, subpoena, or court order. (copy of summons, subpoena, or court order required)
8. Absences that are requested in writing by student and pre-approved by Chief Administrative Officer or Chief Academic Officer at the beginning of the program. (documentation required)

The school shall be responsible for ensuring that:

1. Attendance is checked and reported daily using sign in/sign out sheets.
2. Cumulative attendance times will be calculated on a bi-weekly basis and recorded.
3. Each student is given a report of their cumulative hours at mid-term evaluation.
4. Each student will be given a report prior to the start of make-up days with the total hours he/she needs to complete during the designated make-up time for that program.
5. Each student will be given total hours completed at the End of Course Evaluation.

Unexcused Absences:

- The school will allow only two (2) unexcused absences during the duration of the 650-contact hour program. If a student exceeds more than two (2) unexcused absences during the 650-contact hour program, the student will be dismissed by the Director/Chief Administrative Officer.
- Cumulative tardiness of forty-five (45) minutes will be equal to one (1) unexcused absence. If a student exceeds more than two (2) unexcused absences during the 650-contact hour program, the student will be dismissed by the Director/Chief Administrative Officer.
- Any refunds due will be determined by the Cancellation and Refund Policy.

ATTENDANCE POLICY CONTINUED

Excused Absences:

- If a student misses more than 4.5% (30 contact hours) of the 650-contact hour program, and has documentation of these absences, the student can complete the remaining hours in another program within a 2-year period of their original graduation date.
- If a student meets the qualification to complete hours in another program, the student must continue in their current program and then complete any deficient hours in another program within a 2-year period of the original graduation date.

Suspension:

- Student is suspended for a period of 3 days based on Student Disciplinary Action Policy.

The school allows for 30 hours of make-up time to be completed during the last 6 weeks of scheduled clinical time. Students who have accumulated up to 30 hours of excused/unexcused time can use the 6 weeks to fulfill the 650 contact hour requirement for graduation. These hours will be made up in clinical time and students are responsible for supplying paying clients for their make-up hours. Once the scheduled thirty (30) hours of make-up time has been exhausted, any additional missed hours will require the student to re-enroll in another class of their choice within a two-year period and will be subject to the Re-Enrollment Policy.

Excused absences of more than 30 contact hours must be made up in another class within two (2) years of the student's last day of attendance. Providing all classroom work, tests, quizzes, etc. have been completed there will be no additional tuition charge to the student. The student will graduate when he/she has completed the hours required. The cost for re-enrollment will be determined by the Readmission Policy.

Make-up hours will be made up in clinical time unless other arrangements are made. If completing hours in clinical time, students are responsible for supplying paying clients for their make-up hours. Failure to complete the hours prior to graduation with the class the student has chosen for re-enrollment, will result in the student's file and final transcript being documented as "Incomplete".

If approved by Director/Chief Administrative Officer, unexcused absences of more than 30 contact hours can be made up in another class within two (2) years of the student's last day of attendance. Provided all classroom work, tests, quizzes, etc. have been completed, the cost for re-enrollment will be determined by the Readmission Policy. Failure to complete the hours prior to graduation of the class the student chooses to re-enroll in will result in the student's file and final transcript being documented as "Incomplete".

Responses to and consequences for unexcused absences shall be handled within the school setting using relevant supports and interventions that address the underlying cause(s) for the unexcused absences.

1. At 10 hours of unexcused absences, the Director/Chief Administrative Officer or Chief Academic Officer will initiate communications with the student. The school shall attempt to determine the underlying cause of the unexcused absences. When appropriate, a plan to improve school attendance should be initiated for the student.
2. At 20 hours of unexcused absences, the Director/Chief Administrative Officer or Chief Academic officer shall meet in person with the student, develop or refine the attendance plan, and provide necessary supports and services to improve school attendance. The Director/Chief Administrative Officer or Chief Academic Officer shall maintain documented attempts to meet with the student and the resulting attendance plan.
3. The school will attempt to resolve all attendance issues and afford students in excess of 30 hours of unexcused absences the opportunity to appeal. The request for appeal and the burden of proof rests on the student. All appeals will be documented and placed in the student file.
4. If a satisfactory attendance agreement is reached between the student and Director/Chief Administrative Officer or Chief Academic Officer, readmission may be permitted pursuant to the Readmission Policy.

ATTENDANCE POLICY CONTINUED

Make-Up Work after Excused or Unexcused Absence

Excused Absence

- If the required documentation is **not provided** to the school on the student's first day of return after an absence, the absence will be considered unexcused and subject to conditions of make-up work for **Unexcused Absence**.
- All make-up work including any tests, quizzes, or other assignments must be completed within 2 school weeks or 44 contact hours of the student's return to school.
- All make-up work including any tests, quizzes, or other assignments must be scheduled with the instructor assigned to the class missed on the student's first day of return to school.
- Students may not complete make-up work during regularly scheduled classroom/clinical hours.
- If make-up work for excused absence is not completed within 2 school weeks or 44 contact hours of return to school, the student will receive a Zero (0) for any make-up work not completed.

Unexcused Absence

- All make-up work including any tests, quizzes, or other assignments must be completed within 3 school days or 22 contact hours of the student's return to school.
- All make-up work including any tests, quizzes, or other assignments must be scheduled with the instructor assigned to the class missed on the student's first day of return to school.
- Students may not complete make-up work during regularly scheduled classroom/clinical hours.
- If make-up work for unexcused absence is not completed within 3 school days or 22 contact hours of return to school, the student will receive a Zero (0) for any make-up work not completed.

Suspension

- Students are granted the opportunity to make-up classroom work, tests, and/or quizzes missed due to suspension. However, for students making up work for suspension, the highest score they may receive for the work is 80% of a perfect score.

Withdrawal/Leave of Absence

- Should it become necessary for a student to withdraw or take an extended leave, student may do so with an email to the school (info@reflectionsofhealth.com) stating that they wish to officially withdraw from the program, or submit the beginning and ending dates of leave of absence. The subject line of the email must include the statement "Attn: Attendance". A new enrollment agreement will be required should the leave be more than 4 school weeks or 88 contact hours.

PROGRESS REPORTS AND PROBATION POLICY

Grading System

A scale of graded subjects is below:

95 – 100	A
85 – 94	B
75 – 84	C
70 – 74	D
00 – 69	F

Progress Reports

All students are encouraged to keep up with their own grades. However, grades will be made available to students upon request to the instructor assigned to that class.

Students will receive an evaluation at mid-term and end of course which will be administered by the Director/Chief Administrative Officer or Chief Academic Officer. The evaluations will include at a minimum:

Mid-Term:

1. Current grade average for Anatomy.
2. Current grade average for Massage Theory and Practicum.
3. Number of hours completed and number of hours for make-up.
4. Instructor's evaluation of the student in classroom on attitude, appearance, attentiveness, attendance, participation, following instructions, punctuality, professionalism, and communication.
5. Student will also receive an evaluation on their clinical skill/technique including body mechanics, confidence, use of strokes, draping, turning, asking for feedback from client, transition, pace, timing, and contact.

End of Course:

1. Current grade average for Anatomy and Physiology.
2. Current grade average for Massage Theory and Practicum.
3. Number of hours completed and number of hours for make-up.
4. Contract for re-enrollment if required.
5. Instructor's evaluation of the student in classroom attitude, appearance, attentiveness, attendance, participation, following instructions, punctuality, professionalism, and communication.

Upon successful completion of mid-term review, the student will be released to perform massage on the public during clinical hours. Each client will complete a feed-back form for the student providing the message which will be made available to that student at the end of the day. The clinical grade will be determined using client feed-back forms, attendance, clinical skill/techniques, body mechanics, confidence, use of strokes, draping, turning, asking for feedback from client, transition, pace, timing, and contact. The clinical grade is included in the adjunct section of massage theory and practicum.

Probation

Instructors are responsible for keeping detailed academic and grade records. Should an instructor determine that a student is in danger of falling below a 70% average in any category of the curriculum; the Instructor shall inform the Director/Chief Administrative Officer or Chief Academic Officer of the student's current grade.

Responses to, and consequences for, low or failing grades shall be handled within the school setting using relevant supports and interventions that address the underlying cause(s) for the academic deficiencies.

PROGRESS REPORTS AND PROBATION POLICY CONTINUED

The school will be responsible for ensuring that:

1. Grades are recorded for each student within 2 days of each test/quiz
2. Grade averages are reviewed on a weekly basis
3. Each student is given a report of their cumulative grade averages at mid-term evaluation
4. Each student is given their cumulative grade averages one week prior to graduation
5. Grades are provided to the student upon request
6. At 75% average in any category of the curriculum, the Director/Chief Administrative Officer or Chief Academic Officer will initiate communications with the student. The school shall attempt to determine the underlying cause (s) of the academic deficiencies. When appropriate, a plan to improve the grades should be initiated for the student.
7. At 70% average in any category of the curriculum, the Director/Chief Administrative Officer or Chief Academic Officer shall meet in person with the student, develop or refine the academic plan, and provide necessary supports and services to improve student grades. The Director/Chief Administrative Officer or Chief Academic Officer shall maintain documented attempts to meet with the student and the resulting academic plan.
8. Should grades fall below 70% average in any category of the curriculum, or should a student show unsatisfactory progress, the student will be placed on written probation for a period of 4 school weeks which shall be equal to 88 contact hours. If, after 88 contact hours, the student has not attained the 70% average required or shown significant improvement, the student will be dismissed by the Director/Chief Administrative Officer and Chief Academic Officer. If significant improvement has been shown during the 4-week period but the average is still below 70%, the student will be afforded a 2nd probationary period of 2 school weeks which shall be equal to 44 contact hours.
9. If upon expiration of probationary time, the student has not attained a 70% average, the student will be dismissed by the Director/Chief Administrative Officer and Chief Academic Officer. The school will attempt to resolve all academic deficiencies and afford students the opportunity to appeal the dismissal. The request for appeal and the burden of proof rests on the student. All appeals will be documented and placed in the student file.
10. If the student appeals and a satisfactory academic plan is reached between the student and Director/Chief Administrative Officer or Chief Academic Officer, the student may be readmitted based on compliance with the Readmission Policy.

CANCELLATION AND REFUND POLICY:

Should a student be terminated or cancel for any reason, all refunds will be made according to the default policy set forth in the Rules of Tennessee Higher Education Commission (1540-01-02-.17(3)).

- a. A student who at any time withdraws, is withdrawn (including expulsion) by the institution, or otherwise fails to attend class is entitled to a full refund of any fee, regardless of whether the fee is included in tuition, paid to the institution for tangible goods or services not delivered to, or fully provided to the student.
- b. In addition to subparagraph (3)(a) of this rule, if a student fails to begin class on the program start date as written in the Enrollment Agreement, or as amended by the institution, the refund shall equal the sum of all refundable fees paid and, if the student has institutional loans, forgiveness of the amounts owed by the student, less an administrative fee of one hundred dollars (\$100.00).
- c. In addition to subparagraph (3)(a) of this rule, if after the program has commenced, and before expiration of twenty percent (20%) or less of the period of enrollment for which the student was charged, a student withdraws, is withdrawn (including expulsion) by the institution, or otherwise fails to attend class, the refund shall be a pro rata portion of refundable fees, less an administrative fee of one hundred dollars (\$100.00). If applicable, the refund shall include forgiveness of institutional loans. For example, if a student's last day of attendance equals ten percent (10%) of the period of enrollment for which the student was charged, the institution is entitled to retain only ten percent (10%) of the refundable fees charged for the period of enrollment, as well as one hundred dollars (\$100.00). However, in no instance will the institution be responsible for any refund in excess of the amount paid by, or on behalf of the student for the period of enrollment for which the student was charged.
- d. Except as provided in subparagraph (3)(a) of this rule, if after expiration of twenty percent (20%) of the period of enrollment for which the student was charged, a student withdraws, is withdrawn (including expulsion) by the institution, or otherwise fails to attend class, the student may be deemed obligated for one hundred percent (100%) of the refundable fees charged by the institution, up to the last period of enrollment charged.
- e. For a student who cannot complete one (1) or more classes because the institution discontinued such a class during a period of enrollment for which the student was charged, the institution shall refund the sum of all refundable fees paid and, if the student has institutional loans, forgive the amounts owed by the student.

When computing refunds, the effective date of termination shall be determined using the total number of program hours completed at the time the student withdraws, or is dismissed. Requests for refunds must be made in writing by the student, and include the student's current mailing address. Refunds will be made within forty-five (45) calendar days of the effective date of termination. Any amounts due to Reflections of Health School of Massage, Inc. by the student, apart from tuition will be deducted from the refund amount.

GRIEVANCE POLICY

The school, Reflections of Health School of Massage, Inc., is committed to a policy of fair treatment of its students in their relationships with fellow students, faculty, staff, and administrators. Students are encouraged to seek an informal resolution of the matter directly with the faculty or individual(s) involved when possible.

For matters where a resolution is not feasible, a Student Academic Misconduct and Grievance Form must be completed. Student Academic Misconduct and Grievance Forms are in the breakroom and accessible to students at all times. Completed complaint forms are to be submitted to Director/Chief Administrative Officer or Chief Academic Officer. Students may contact the officers by calling 423-929-3331. Grievance forms may be submitted by any of the following methods:

- Hand delivery
- Mailed to Reflections of Health School of Massage, Inc., 1604 Lamons Lane, Suite 207A, Johnson City, TN 37604
- Electronic mail at info@reflectionsofhealth.com. The complaint form will be reviewed by the Director/Chief Administrative Officer and the Chief Academic Officer.

GRIEVANCE POLICY CONTINUED

Once the complaint has been reviewed, the Director/Chief Administrative Officer and the Chief Academic Officer will investigate the complaint and meet with all parties involved. Investigations must be completed within fourteen (14) calendar days of submission of the complaint form.

Once the investigation is complete, the Director/Chief Administrative Officer and Chief Academic Officer have seven (7) calendar days to determine a resolution that they believe will be satisfactory to, all parties involved.

Once the resolution has been determined, a written report will be provided to the student initiating the complaint. Any disciplinary actions that the Director/Chief Administrative Officer and Chief Academic Officer deem necessary, must be implemented within seven (7) calendar days.

Any person claiming damage or loss, as a result of any act, or practice, by this institution that may be in violation of the Title 49, Chapter 7, Part 20 or Rule Chapter 1540-01-02 may file a complaint with the Tennessee Higher Education Commission, Division of Postsecondary State Authorization after exhausting the grievance process at the institution.

READMISSION POLICY

Should a student be dismissed from the program, the student may be provided readmission subsequent to compliance with the Readmission Policy.

Students may be dismissed from the program by the Director/Chief Administrative Officer, or Chief Academic Officer for violation of any school policies outlined in this catalog.

The school shall be responsible for ensuring that:

1. Attendance records are up to date.
2. Academic progress and grades are up to date.
3. Code of Conduct and Ethics Policy is provided and explained to students.
4. There is a formal reporting mechanism for any allegations concerning violation of Code of Conduct and Ethics Policy
5. All steps are taken to initiate action plans in order to resolve any problems related to the aforementioned policies before student dismissal is sanctioned.

The Director/Chief Administrative Officer or Chief Academic Officer will attempt to resolve all dismissal issues at the school level. If an agreement can be reached between the Director, Chief Administrative Officer, or Chief Academic Officer and the student, the student may be readmitted with the following conditions:

1. The readmission fee of one hundred fifty (\$150.00) be paid in full.
2. A new Enrollment Agreement must be completed
3. The remaining contact hours to be completed must be made up in another class within two (2) years of the student's last day of attendance.
4. If applicable, the student will be responsible for payment of total contact hours to be completed at a cost of thirteen dollars (\$13.00) per hour. Payment will be due ten (10) days prior to the beginning of the class start date that he/she chooses to attend, and is within two (2) years of the student's last day of attendance.
5. Failure to complete the hours prior to graduation of the class the student chooses to re-enroll in will result in the student's file and final transcript being documented as "Incomplete".
6. If a student is dismissed along with a referral to TNPA, refer to Student Disciplinary Actions Policy. Once the requirements have been met, steps 1-5 above can be followed for readmission.

TRANSFERABILITY OF CREDITS DISCLOSURE

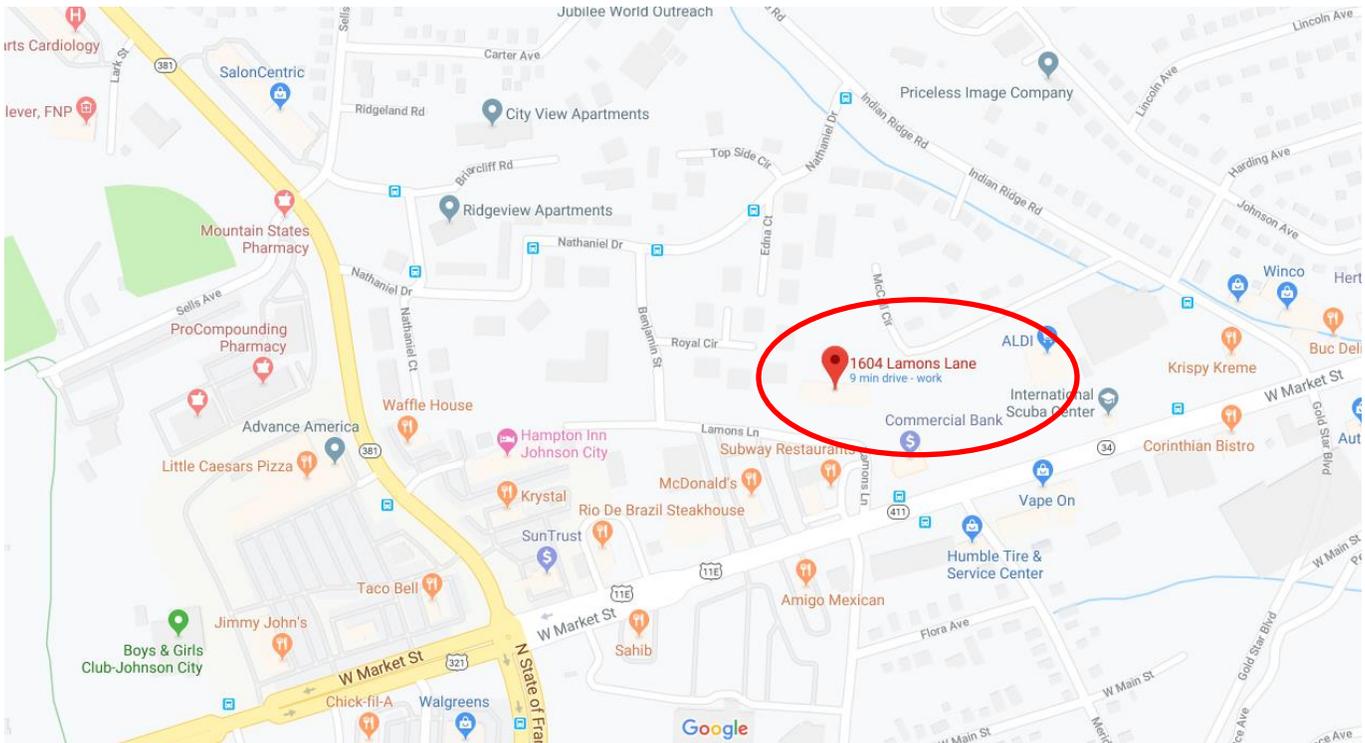
Students should be aware that transfer of credit is always the responsibility of the receiving institution. Whether or not credits transfer is solely up to the receiving institution. Any student interested in transferring credit hours should check with the receiving institution directly to determine to what extent, if any, credit hours can be transferred.

Reflections of Health School of Massage, Inc., is a special purpose institution. Our school was established to provide training and employable skills in the art of Massage Therapy. This purpose does not include preparing students for further college study. Reflections of Health School of Massage, Inc. does not accept transfer of credits from other institutions.

LOCATION

1604 Lamons Lane, Suite 207 A, Johnson City, TN 37604

Reflections of Health School of Massage, Inc. is conveniently located from all areas in the Tri-Cities and surrounding counties. The school has very convenient parking for students and patrons.



SCHOOL GROUNDS

The school, Reflections of Health School of Massage, Inc., is housed in a 5,400 square foot building comprised of classroom, clinical spaces, break room, reception and seating area.

SCHOOL EQUIPMENT/RESOURCES

Reflections of Health School of Massage, Inc. provides the following equipment and/or resources for each term to be used for both classroom and clinical hours:

- Massage Tables, Face Cradles, and Bolsters
- Massage Chairs
- Hydrotherapy Equipment
- Anatomical Charts
- Computers
- Skeletons
- Video Equipment
- Video Library
- Resource Room

LICENSURE REQUIREMENTS

To be licensed as a Massage Therapist in Tennessee, a student must:

1. Be 18 years of age and have a High School Diploma or GED/HISET
2. Have completed a minimum of 650 hours of courses of supervised study at an approved school.
3. Successfully pass the State Board Examination. (MBLEX is required by Tennessee Board of Massage)
4. Complete an application and background check for the Tennessee Board of Massage.

JOB PLACEMENT ASSISTANCE

We do not guarantee employment for our graduates, but will offer any ethical assistance. ROHSOM does post job listings submitted to the school through the Potential Employment Verification Form (PEVF) process. The job listings that are posted are not promoted by the school, but provided for informational purposes only. The Job Postings are found on our website at: www.reflectionsofhealth.com .

CURRICULUM FOR MASSAGE THERAPY PROGRAM
(TOTAL 650 HOURS)

Basic Massage Theory/Clinical Practicum
(425 Hours)

Massage Primary (188 Hours)

1. Historical Overview of Massage
2. Infection Control and Safety Practices to Include the Following:
 - a. Paths of Infection
 - b. Maintaining Infection Control
 - c. Facilities Housekeeping includes cleaning of all spaces used by clients and students to ensure proper infection control and safety practices.
 - d. Instruction on any daily cleaning duties a massage therapist\business owner would be required to perform
3. Massage Practice to Include the Following:
 - a. Principals
 - b. Effects and Benefits
 - c. Draping
 - d. Positioning
 - e. Classifications of Movements
 - f. Five Basic Movements/Strokes
 - g. Equipment
 - h. Contraindications and Indications
 - i. Proper Body Mechanics
 - j. Turning
4. Application of Massage to Include the Following:
 - a. Consultation
 - b. Documentation
 - c. Assessment
 - d. Bio-Mechanics
 - e. Self-Care
 - f. Specialized Populations
5. Business Administration Practices to Include the Following:
 - a. Layout
 - b. Employment
 - c. Referral Methods
 - d. Types of Businesses
 - e. Records
 - f. Bookkeeping
 - g. Licensure
6. Clinical Practicum (**126:00 hours**) to Include the Following:
 - a. Each student is required to perform massage on all other students enrolled in the same program prior to out-client clinical massages. Fifteen (15) hours of peer-to-peer massages is required.
 - b. Students are required to perform one hundred five (105) hours of campus massages provided under a supervised environment on the public.
 - c. Students are required to abide by the Clinical Time Policy included in the clinical information packet.

CURRICULUM FOR MASSAGE THERAPY PROGRAM CONTINUED

Allied Modalities (111 Hours)

Hydrotherapy

1. Textbook study and practical demonstration
2. Application of heat and cold, focusing on local and systemic effects
3. Aromatherapy

Related Subjects

Demonstration and lectures of subjects to include the following:

1. Sports Massage
2. Reflexology
3. Neuromuscular Therapy
4. Chair Massage
5. Medical Massage
6. Lymphatic Massage
7. Prenatal Massage
8. Palpation
9. Exercise

Statutes/Rules/Law & Ethics (25 Hours)

1. Five (5) hours of Tennessee state laws and rules governing massage in Tennessee
2. Ten (20) hours of Ethics

Anatomy, Physiology and Pathology (200 Hours)

1. Medical Terminology
2. Physiology textbook study with lecture covering cellular structure through all organ systems of the human body (Western and/or Eastern)
3. Kinesiology of Muscles
4. Extensive study of skeletal system to include bone and muscle functions and identification
5. Significance of Pathology/Hygiene of Massage
6. AIDS/HIV Education to include
 - a. History and Technical Background Information
 - b. Transmission of the Virus
 - c. Testing for HIV
 - d. Symptoms of Infection and Treatment
 - e. Preventing and Precautions of Infection
 - f. Legal and Ethical Issues

GRADUATION

Upon graduation you will receive an Official Diploma with the school seal, the hours completed, and the date of graduation. Students may request an Unofficial Transcript at the cost of \$5.00 per copy. All financial, classroom and clinical hours, exams, or any other obligations must be met before an Official Diploma or Unofficial Transcript will be made available to student.

The state of Tennessee Board of Massage requires a minimum of 650 hours of classroom approved curriculum in order to apply for licensure.

To receive an Official Diploma, students must have achieved the following:

1. Completed and maintained a passing average (70%) in his/her graded subjects.
2. Received a satisfactory grade in subjectivity for Practical Clinical Evaluations.
3. Fulfilled all financial obligations to the school.
4. Return any items that have been checked out of the Resource Room.
5. Successfully completed the 650 hours required in this program.

AFTER GRADUATION

When applying with FSMTB to take the State Board Examination (MBLEx), you must notify the school via email at info@reflectionsofhealth.com after all obligations have been met (i.e. application and payments) so that verification of education can be made.

Once you have passed the State Board Examination (MBLEx), you must notify ROHSOM via email at info@reflectionsofhealth.com in order for your Official Transcript to be sent to the state of your choice.

ACADEMIC CALENDAR

2025		
Note * Indicates Start Dates		
January	1-2	Administrative Leave
	13	*Weekday 2025 Class Start Date
	14	Enrollment Open for May 30 Weekend Class (Projected)
April	5	Graduation Day for Weekend August 23, 2024 Class (Projected)
	6	Enrollment Open for May 30 Weekend Class
	18-20	School Closed
May	16	Registration Opens for May 30 Weekend Class
	30	* Weekend 2025 Class Start Date (Projected)
	31	Enrollment Open for August 4 Weeknight Class
July	21	Registration Open for August 4 Weeknight Class
August	4	*Weeknight 2025 Class Start Date (Projected)
	5	Enrollment Open for January 9, 2026 Weekend Class
	12	Graduation Day for January 13, 2025 Weekday Class (Projected)
November	24-27	School Closed
December	20	*Graduation Day for May 30, 2025 Weekend Class (Projected)
	22-31	School Closed
	26	Registration Open for January 9, 2026 Weekend Class

2026

Note * Indicates Start Dates

January	1	School Closed
	9	*Weekend 2026 Class Start Date (Projected)
	10	Enrollment Open for April 6, 2026 Weekday Class
March	18	Graduation Day for August 4, 2025 Weeknight Class (Projected)
	23	Registration Open for April 6 Weekday Class
April	3-5	School Closed
	6	*Weekday 2026 Class Start Date (Projected)
	7	Enrollment Open for September 4 Weekend Class
August	8	Graduation Day for January 9, 2026 Weekend Class (Projected)
	21	Registration Opens for September 4 Weekend Class
September	4	*Weekend 2026 Class Start Date (Projected)
	5	Enrollment Opens for November 16 Weeknight Class
October	28	Graduation Day for April 6, 2026 Weekday Class (Projected)
November	2	Registration Opens for Nov 16 Weeknight Class
	16	*Weeknight 2026 Class Start Date (Projected)



MBLEx SCHOOL PERFORMANCE REPORT

01/01/2024 – 12/31/2024

Reflections of Health School of Massage - JOHNSON CITY
Tennessee

	Number of Exams Administered	Number of Candidates Passed	Pass Rate %
School			
First Exam Attempt	23	20	87%
Repeat Exam Attempts	5	3	60%
State			
First Exam Attempt	316	225	71.2%
Repeat Exam Attempts	115	45	39.1%
National			
First Exam Attempt	13,718	9,554	70%
Repeat Exam Attempts	4,029	1,571	39%

If you have any questions regarding this information, please email schoolsupport@fsmtb.org.

Fear says, "I can't afford the tuition." Consider this and ask yourself if you are worthy of allowing yourself to make a change and do something you have always wanted to do. Courage says, "I want to do this and I am going to find a way to make it happen for me."

I was in those shoes of fear in 2010. I became a single mom with 6 children and no job. I did not want to go back to working minimum wage for someone else. I needed to be able to work the hours that were convenient for my family and I wanted/needed more money. My credit score was shot! However, I found a way. I made the investment in myself for once in my life. If I had listened to fear, I would not be where I am today. It wasn't easy but where there is a will, there is a way. Make the decision that is right for you and find that answer within you. Below are calculations to consider.

Calculations based upon income for an independent contractor.

Average price for massage is \$65 to \$70 an hour plus tips. We will not include tips and round down to \$50 per hour for overhead expenses.

Working only 15 hours a week is equal to doing 3; one-hour massages a day for 5 days.

$\$50 \times 3 = \150 a day

$\$150 \times 5 = \750 a week

$\$750 \times 4 = \3000 a month

Tuition = \$8,450.00

Books = \$ 400.00

Total = \$8,850.00

\$8,850	\$5,850	\$2,850	
<u>-\$3,000</u>	<u>-\$3,000</u>	<u>-\$3,000</u>	(You have paid off and made a profit
\$5,850 (month one)	\$2,850 (month two)	+150.00	in month three)

Attending massage school was the hardest thing I have attempted in my life. Thank goodness I did it!! It has been the most rewarding job I have ever had.

Tammy Cox, LMT

Director of Reflections of Health School of Massage, Inc.

Reflections of Health School of Massage, Inc.

1604 Lamons Lane, Suite 207A

Johnson City, TN 37604

Phone: (423) 929-3331

Website: www.reflectionsofhealth.com

Email: info@reflectionsofhealth.com

Massage Therapy Career Statistics

- Fastest growing Natural Health Care Profession.
- A Natural Healing Profession that incorporates physical, mental, and spiritual concepts of massage.
- The changing environment in our Health Care System may result in an increasing need from the Massage profession.
- According to the U.S. Bureau of Labor and Statistics (BLS), employment of Massage Therapists is projected to grow 20% from 2021 to 2031, much faster than the average for all occupations. About 22,000 openings for massage therapists are projected each year, on average, over the decade. Many of those openings are expected to result from the need to replace workers who transfer to different occupations or exit the labor force, such as to retire.
- In 2020, according to the American Massage Therapy Association (AMTA) clients paid an average of \$76.40 for a one-hour massage.
- The Bureau of Labor Statistics reports a median wage for Massage Therapist is \$49,860 annually in May 2022.

Why would you want to be a Massage Therapist?

- The profession is a part of Licensed Health Care and provides positive health for the public.
- Approximately 30-week course with Weeknight, Weekend, and Weekday programs offered for your convenience.
- As a practitioner you have an opportunity to:
 - Own your own business.
 - Partner with other Massage Therapists.
 - Be an employee of a medical doctor, chiropractor, acupuncture, physical therapy, or hospital.
 - Contract with salons and spas.
 - Working for yourself as an Independent Contractor.
 - Set your own hours as a private owner.
- Therapists working from home or office average \$66.34 per hour.
 - Average tips from home or office average \$10.96 per visit.
- Traveling to client's workplace or home (outcalls) average \$70.41 per hour.
 - Average tips for outcalls average \$18.99 per visit.

June 2024

Most of above statistics from the 2020 AMTA report on the state of the industry for 2019.

*Embracing an understanding of the Unity
of the Body, Mind, and Spirit ...*



REFLECTIONS OF HEALTH
— SCHOOL OF MASSAGE, INC —

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