



SKINWORKS

SCHOOL OF ADVANCED SKINCARE

# STUDENT HANDBOOK

REVISED 09/29/2020

Dear Students,

The Skinworks Student Handbook has been developed over many years to aid in your success at Skinworks. Through coursework and training, Skinworks students work with equipment, active product, clients, and other students. Therefore, it is critical that students become familiar with the procedures in this handbook in order to have a safe and welcoming education. We have developed these rules and regulations with the safety, protection and productivity of all in mind.

Skinworks School of Advanced Skincare should be a safe, pleasant, and comfortable environment for students, teachers and clients. We are dedicated to making the students' education at Skinworks as successful as possible.

Keep in mind that Esthetics education is different than traditional schooling in that students are with the same people for many hours a day for 18-54 weeks at a time. While problems may arise, we have learned that if everyone practices tolerance, patience, and respect for all, then most, if not all, problems can be resolved.

We urge you to read the student handbook thoroughly and become familiar with all its guidelines. If you are unsure or do not understand any part of the rules, please ask one of the administrators or instructors for clarification.

We are excited to have you at Skinworks, learning the theory and practical skills in order to become a successful Esthetician, and opening the door to a great career.

This handbook may be revised at any time. If the handbook is updated the school will notify all of the students with the changes and post the revised handbook on our website.

Sincerely,



Natalie Parkin  
Skinworks School of Advanced Skincare



# RULES AND REGULATIONS FOR YOUR SUCCESS!

## ANY VIOLATION OF THIS HANDBOOK MAY RESULT IN A WRITE UP POSSIBLE SUSPENSION OR WITHDRAWAL.

### COVID-19 SPECIFIC GUIDELINES

Students must get their temperatures taken before entering the building. An Instructor will be outside before the start of class. Please do not come into the school until your Temperature is taken. This will be logged into an excel sheet by the Education Assistant. We will also have a sanitizing station out front for students to use before entering the building. If you have a temperature over 100 you may not attend school that day, we will allow you to cool off and see if your temperature lowers as it could be due to the warmer weather. You must also answer a series of questions provided by the Utah Health Department.

- Students **MUST** stay 6 ft apart, unless doing trades on each other. Massage tables in the practical room will be spaced 6 ft apart to accommodate this. Instructors will also demo their services while streaming onto the TVs in the classroom to avoid gathering. If students continue to get closer than 6 ft, student(s) may be asked to leave for the day.
- As of 09/29/2020, we will be temporary allowing coffee and other drinks in the classrooms, this is not permanent, but we are making an exception due to us not having a breakroom at this time. These drinks must have lids and should not be left unattended. If you have a spa appointment the drink must be disposed of. Any drink left unattended may be thrown away. We will also be opening our water dispenser, please sanitize or wash your hands before use and use a new cup with every use. Cups will be disbursed at the front desk. Any water containers must be spill proof and left in your cubbies while with clients.
- The break room will be closed off, but students can still access lockers with instructor supervision (to prevent congregating) students must sanitize locker after grabbing their stuff. This will not be a daily allowance.

### ABSENCES & TARDIES DURING COVID 19

- Distance Learning does require students to be on time, and present. If student misses or is tardy, it does count against their allotted amount.
- As of 7/28/2020 Skinworks will return to our normal attendance policy regarding regular tardies & absences, with slight exclusions due to illnesses.
- Students are allotted their normal 6 absences per 600 hours, anything after 6 absences (including those before the Covid policy, 3/12/2020) will receive a write up.

- Students are able to call in due to illness for either themselves or someone in their household. As of 9/29/2020, If a student calls in sick it is up to the student to determine if they are at risk for Covid-19. The student is required to use good judgement and should not put the school at risk. If you have been exposed or if you have two of the Covid symptoms, which include: Fever, Cough, Shortness of breath, Sore throat, Decrease in sense of smell or taste, or muscle aches and pains, we recommend that you move to distance learning, take an LOA for 14 days, or proceed with testing. Once the 14 days is complete, or if the student can assure a negative test result, the student may return to school. If this causes an uptake in Covid cases within the school, we will return to our original policy of requiring 14 days for all sickness.
- If the students weekly trading partner finds themselves exposed to Covid, both students must go to distance learning until we know the results of the test. Student will follow the guidance of the health department.
- Any absence that is not related to Covid will be tracked as an absence. Every student is provided 6 absences in each block, student is required to still meet their 80% attendance requirement, or the student is at risk of being put on probation (both Academic & Financial Aid).
- If a student is showing any symptoms upon getting their temperature taken, they will be sent home. Students may also be sent home throughout the day if showing any symptoms. They will follow the Health Department guidelines and return when the health department deems it safe for them to return.
- Any vacation outside of the state of Utah will require extra caution, if you feel you have been exposed or unsafe we encourage you to move to Distance Learning or take an LOA for the 14 days after returning.
- If a student is going to be absent or tardy, the student MUST call or text 801-530-0001 by 8:45 in the daytime or 5:00 for evening classes. This is in our normal policies but needs to be reiterated.
- As of 7/28/2020 Skinworks will continue to track tardies according to our normal policy. Student are allowed 12 tardies per 600 hours. Any tardies after 7/28/2020 will be added to the total amount before 3/12/2020, if a student is tardy more than 12 times, they will receive a write up.
- If student chooses to leave early it will be marked as a tardy according to our normal policy, however if Skinworks determines that a student needs to leave early due to crowding, lack of rooms, or any other type of concern in regard to Covid-19, a tardy will not occur.
- Student must attend at least 80% of their scheduled hours (on current Covid-19 schedule), with a minimum of 12 hours a week. If student falls under their 80% requirement, student may be written up at that time or put on probation.

- Students may do pass-offs on each other only if kits are used or the service is paid for. We will be checking kits daily. Instructors must approve pass-offs.
- Student MUST clock in and out on the timeclock while in the school and on the chat while on distance learning. If a student does not clock in or out, the student will lose those hours. Special circumstances may apply in which you must meet with Nikayla immediately to fix. Nikayla will post appointment times weekly to fix these errors. Any hours missing after a 1-week period that are not fixed will be lost. Nikayla will only fix hours 3 times per student. It is imperative that you treat these issues with importance in your education.

## APPOINTMENTS DURING COVID-19

- 1) WE WILL HAVE TWO SPA ATTENDANTS:
  - a. SPA ATTENDANT #1: Will stay in the dispensary and dispense product for the student's appointments.
  - b. SPA ATTENDANT #2: Will help Spa Instructor & Front Desk by notifying student of appointment, helping students flip rooms, and helping with laundry.
- 2) We have changed the client value stream; 3 products will not be brought up to front desk by students but will still write their recommendations on the recommendation form and show the client the products on the retail shelves. We are also adding in a script about cleaning the treatment rooms.
- 3) Students/Instructor/Front Desk to grab products for clients looking to purchase. If the client changes their mind on a product, the product must be sanitized before being put back.
- 4) Students will still write/give product recommendation form for clients.
- 5) Student will hand feedback form to instructor, who will then fill it out for the client on a clipboard. The instructor will bring the form up to the front desk. This will minimize the back and forth of the paper.
- 6) No more appointment request forms
  - Have clients/models/F&F call front desk to book. (First couple weeks – Models may text to book appointments)
- 7) Students must stay busy, if they have nothing to do, they will go home for the day. This will minimize the amount of lingering/congregating within the school. Students have the option to do:
  - Trades, which are assigned by an instructor with student using their student kit. Students will not be able to schedule their

own trades, they will be randomly assigned. Students will not get to choose their partner when performing trade services, doing trades and appointments on students you are unfamiliar with is important to your education and growth as a future Esthetician.

- Model Services
- Lashes on a manikin head

### ***STUDENTS MUST HAVE KIT PRESENT DAILY***

\*If the student is refusing to perform services, they will forfeit the hours for the rest of the day.

- 8) We will have a sign in the treatment rooms that will show the client that the room has been sanitized, it must be turned when you have completed the checklist indicating that an instructor can check off the room. Instructors will then double check the room, clean all high touch points, and turn the sign over. Once the card is showing as complete, another student may come in to set up for their next appointments. Please make sure these cards are getting sanitized.
- 9) Skinworks will be removing steamers until further notice.

## **SCHEDULES & MAKEUP HOURS**

- 1) During this time there will be more flexibility with schedules, we understand that students have family obligations, work schedules, and simply needing to graduate soon. Skinworks does however need to know what schedule you will be coming into the school so we can accommodate social distancing guidelines.
  - a. Student will continue to use the makeup hour form to let the front desk and their instructor know they would like to makeup hours
  - b. If a student does not have appointments, they will be asked to leave and cannot make those hours up.

## **MASKS DURING COVID-19**

- 1) Masks are required by the Utah Health Department; students will be sent home if they do not have a face mask.
- 2) Skinworks recommends that students bring enough masks to change throughout the day. Changing masks is not in the recommended guidelines from the Utah Health Department Guidelines but we feel it is helpful to keep your masks dry and keep you comfortable. Students may wear the same mask throughout the day if needed.

Students **MUST** wash hands before putting on, and before taking off their mask. Students **MUST** not touch the mask once it is in place.

## SCHEDULES

- Please see your Instructor for scheduling information as it may change often regarding your in-person education and distance education.



## PROFESSIONAL APPEARANCE

- Please come to school looking professional every day.
- Skinworks Uniform is:
  - Black Skinworks shirts must be worn while in school, during theory, practical and when attending off-site events, unless those events require business dress.
  - Colored or Event Skinworks shirts may also be worn (Pride, Breast Cancer Awareness, etc.)
  - Solid black pants only, that fit correctly. If a student chooses to wear leggings, they need to be professional looking, no mesh, cut-outs, or transparency. They need to be solid black.
  - No shorts or skirts.
  - Shoes must be worn at all times and must be soft soled and black, minimal white accents acceptable. No flip flops or high heels allowed. Socks, if shown should be solid black.
  - Your Skinworks apron is to be worn any time you are doing a treatment, your name must be showing.
  - You may wear a solid plain black sweatshirt/jacket or one with the Skinworks logo in theory over your Skinworks shirt. These sweaters/jackets can only be worn in the theory/classrooms, you may purchase Skinworks jackets (see front desk for pricing).
  - Jackets are not allowed in the spa or spa dispensary; you may wear a plain black long sleeve shirt under your shirt.
  - Headbands and hats need to be solid plain black or have the Skinworks logo. They should not interfere with appointments. Beanies, while warm, are not professional looking.
  - Uniform must look professional, crisp, clean, and not faded or bleached. New t-shirts can be purchased for \$10.
- Due to our personal contact with each other & our clientele in this industry, it is a requirement to have proper hygiene (shower, clean breath, clean clothes, etc.).
- Avoid excessive piercings or jewelry that would interfere with your work.
- Hair needs to be pulled back during treatments.
- Keep nails clean and trimmed short for treatments. No acrylic/hard gel nails, period, they must be removed.
- If breath is an issue (after coffee, or a garlic lunch) there are mints available at the front desk (not the red/white mints, those are for clients and don't work well for breath).
- Do not bring flat irons or curling irons to be used in the school. We insist you come to school ready for the day.

# PROFESSIONAL CONDUCT

- Skinworks will not tolerate unprofessional conduct. Come to school prepared to learn in a professional environment, we are here to teach you good habits and make you the best that you can be.
- Treat all people with respect and in a manner that you would like to be treated, but more importantly how THEY would like to be treated.
- NO CELL Phones in class or in the spa. Phones should be in locker and used during breaks, please give the Skinworks phone number to those who may need it. If there is an emergency, we will pull you out of class or an appointment. The instructor has the right to enforce and remove you from the classroom if this becomes a problem.
- When we have guest speakers, pen and paper are permitted for taking notes. Please be respectful of our guest.
- The student is expected to exercise mature and responsible discipline and to behave with courtesy and integrity at all times when interacting with the Director, Instructors, staff, fellow students, and clients. This includes but not limited to social media, blogs, and off-site events.
- Profanity or gossiping will not be tolerated. Excessive profanity or talking about you or someone else's personal life, is extremely unprofessional, especially to or in front of clients. Depending on the circumstances this could lead to withdrawal from Skinworks.
- If a problem or conflict arises; please see your Instructor. If the problem cannot be solved with an instructor, please see a member of the administration.
- Bullying, arguing and teasing will not be tolerated. If an issue arises both students will be asked to leave for the day. Skinworks will look into the incident to see if more infractions will occur with this behavior. Skinworks administration will meet with both students upon return separately to discuss the incident and may pull other witnesses in order to decide the fate of the student's status with Skinworks.
- Any hitting, slapping, pushing, invading another students space will not be tolerated and will result in suspension.
- Cheating of any kind will not be tolerated and may result in expulsion. Cheating can be as described as:
  - Altering your clock in or clock out time
  - Sharing test answers or receiving test answers from other students
  - Using your phone or device to record answers.
- Any theft on the school premises or on school related off-site events may result in expulsion.
- Students must practice treatments on each other and work on clients. If a student refuses to work on either, the student will be asked to leave for the day.

- Students are not allowed behind the front desk.
- Students are not allowed in dispense unless dispensing product.
- The front desk is for your clients first. If you need to discuss an appointment, please see your instructor. If your instructor needs to involve the front desk they may do so. Do not crowd the front desk. Please be respectful to clients checking in, checking out, or on the phone by not interrupting or taking up space in front of the front desk.
- If you are wasting time, goofing off or sleeping, you will be asked to leave and forfeit the remaining hours in that day. There will not be notification, you will simply be asked to clock out and leave for the day in order to compose yourself in a more professional manner. This will result in an absence or tardy depending on the time of the day.
- Students are NOT allowed to step out of theory or business class. If you leave class, you may be required to clock out for the remainder of time the class is in session. Students are only permitted to leave class during breaks. If you feel the whole class needs a break, kindly mention it to the instructors.

## FOOD, DRINK, SUBSTANCES & SMOKING

- No food or drink in the classrooms or spa, Food & Drink are ONLY allowed in the student break room. Only water (with a closed container) is allowed in the classrooms.
- The fridge is for DAILY use, please do not store your containers or food in the fridge as there simply is not room. The fridge is the students' responsibility to keep clean as it is your fridge for your use. Do not leave items in the fridge over night as they can be disposed of.
- Please do not take food that is not yours.
- Do not chew gum while working on clients, but please use a mint if needed.
- Please clean up after yourself. Food or drink is no longer allowed in classrooms outside of designated lunch or break times. Water is the only exception and must be put in your cubby while you are in the spa. If you leave the classroom for an extended amount of time, you must put your belongings away in your locker or cubby.
- Lunch is 30 minutes long for students who are scheduled to be in school more than 6 hours, if you are longer than 30 minutes it needs to be pre-approved. Students that are scheduled for 5 hours or less do not receive a lunch/dinner break. **You must clock out for coffee runs, errands, anytime you leave the school, or lunch/dinner/breaks longer than 10 minutes,**
- When scheduled a lunch, please return from lunch promptly within 30 minutes.

- On Appointment/Practical days the student will be scheduled a lunch time, they can find this on their appointment schedule. If the student takes a lunch outside of that scheduled lunch the student will be required to also clock out for the scheduled time. This could result in a tardy.
- Illegal substances or alcohol on the premises may result in automatic expulsion. See drug & alcohol policy.
- Smoking is forbidden on Skinworks property. There is NOT a smoking section, including the parking lot. To smoke you will need to clock out and leave the property.
- No loitering by the neighborhood houses.
- Encourage all students to empty liquids before disposing in the trash.

## SKINWORKS DRUG & ALCOHOL POLICY

- To ensure a drug and alcohol-free school, all students/employees are given notice that the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited in the school. If a student/employee is found to be in non-compliance with this notice, said student/employee will be suspended. Said student/employee will also be asked to attend a drug abuse program which must be approved by the school administration and/or termination depending on the severity of the offense. A second violation means the immediate termination of said student/employee without recourse.

**NOTE:** If you have a drug or alcohol related problem, the school staff is always available to you. We also have a list of organizations available to you should you need any help. It is important to know that a drug or alcohol related problem can lead to a licensure issue in the state of Utah, due to the nature of our business and the safety of our customers. If you have prior incidents or when an incident happens, it is encouraged to contact DOPL as soon as possible. **For the full drug & alcohol prevention policy please see the back of the handbook.**

## ATTENDANCE | ABSENCES

- Attendance is must. To be successful, you must attend!
- Please do not clock in before 8:45 for days or 5:00 for evenings as it is outside of your scheduled hours. Skinworks may remove any hours outside of your scheduled hours that are not pre-approved with a make-up hours form.
- If you are sick, tardy, or going to be absent, you must TEXT OR CALL 801-530-0001 by the start of class, both theory & spa days. Please do not text instructors or other students, it must go through the front desk.

- Orientation time is mandatory. If you miss any practical/theory during orientation time, you will be charged \$25/hour to have one on one instruction from an instructor (This will have to be arranged with your instructor at their convenience.) If this cannot be arranged or the student cannot pay for the Instructor time, the student will be asked to withdraw and re-enroll at the next start date. This is for the student's best interest as Skinworks cannot teach the student properly if they are missing important steps in their education.
- There are certain classes such as Eyelash Extensions or Laser which are also be required. This is for you and your client's safety. Please talk with those instructors to see which days will be mandatory.
- Students are required to track their own hours. We will be tracking your hours through our time clock and recording them weekly. Please write your hours on the timesheet log and in your journal as soon as you clock in and out. Once a week you will need to make sure that the hours you tracked match up with the schools posted hours. You can accomplish this with the Skinworks APP or with the hours posted on the board weekly.
- Our timeclock is recorded by biometrics, you must clock in and out for your time to be recorded. If you are missing time punches the day will not register through our system therefor your hours will show a 0 for the day and the student will use one of their absences.
- Students MUST meet with the Director or designee if they have a discrepancy **within one week** of the error or missed punch. Skinworks will not fix errors if the error occurred more than 15 days from the day of meeting. Students must stay on top of their hours.
- If a student is absent more than 4 days without notifying the school, the student will be put on probation. If you are absent more than 9 days without notifying the school, you will be put on suspension. If you are absent more than 14 days without notifying the school, you will be automatically withdrawn.
- Students are allowed **6 absences and 12 tardies in each 600-hour segment**. Any absence or tardy after the allotted amount, the student will be given a write up. A make-up hour form does not dismiss the absence. An absence is an absence.
  - In addition, student MUST watch their attendance percentage. If the student falls under 80% attendance the school may put the student on probation, regardless of how many tardies & absences they have.
- Penalties in absences and tardies will not result in the following circumstances, approval and appropriate documentation required:
  - Hospital Stay by you or an immediate family member
  - Death in family
  - Extenuating Circumstances

***This does not include hospital visits or doctor appointments; those are what we intend absences & tardies to be used for.***

- Any absence on a spa day is treated differently. The student is allowed 3 absences or tardies that will result in rescheduling a client. Any more than 3 will result in a write up. With the exception of an absence that was pre-approved through a make-up hours form. Students are responsible for ensuring that they are clocked in and clocked out every day.
- Do not come late. It is very disruptive to the rest of the class.
- If you need to leave the classroom before a break, you will be asked to remain outside of the classroom until the class breaks is over. This is a courtesy to your fellow students and instructors. If you need to take a break and feel the whole class needs one, please feel free to remind the instructor of your break time.
- Student must take a lunch if they are in the school more than 7 hours. Students are required to clock themselves out for lunch. In addition, students must clock out when leaving the premises, even for breaks.
- If you are a night student and clocking out for your breaks you must be mindful of the time you are taking. These breaks could result in an absence or tardy. Please refer to the tardy & absence clarification chart.
- Random roll call may be taken throughout the day. If a student is clocked in but not on school premises they are in violation of this handbook.

## ATTENDANCE | TARDIES

- **When clocking in, press “IN”, when clocking out, press “OUT”, when leaving for lunch or break, press “BREAK”, when you return, press “RETURN”.**
- If you are sick, tardy, or going to be absent, you must TEXT OR CALL 801-530-0001 by the start of class, both theory & spa days. DO NOT contact your instructor or another student. This must go through the front desk.
- Class begins at 9:00 am for days and 5:15 pm for nights. 9:01am for days and 5:16pm for nights counts as a tardy. You are allotted 12 tardies per 600-hour segment.
- If student is late for theory or business class, the student will not be allowed into class if after 9:11 and in the evening at 5:26. The student will be asked to join appointments for the remaining appointments, so class is not interrupted. For the same purpose, if student is late and there are no appointment going on, the student will be asked to leave until appointments resume or forfeit the day.

- If a student needs to leave early. They must have approval from their instructor or spa instructor. This will result in an absence or Tardy based on the hours in school.
- Any tardy on a spa day is treated differently. The student is allowed 3 tardies/absences that will result in rescheduling a client. Any more than 3 will result in a write up. With the exception of tardies that were pre-approved through a make-up hours form.

## CLARIFICATION OF TARDIES & ABSENCES

	MARKED ABSENT IF LESS THAN:	MARKED TARDY IF LESS THAN:	CONTRACTED HOURS:
DAY FULL-TIME & SATURDAYS	4.00	7.00	7.00
DAY FLEX (TUESDAY-FRIDAY)	4.25	7.50	7.50
EVENING (MONDAY-THURSDAY)	3.00	5.00	5.00
EVENING (TUESDAY-THURSDAY)	3.00	5.00	5.00
SATURDAY	4.00	7.00	7.00

## MAKE UP HOURS

- A make-up hour form is filled out when you know you will be missing school. It needs to be filled out at least 3 days before a Tuesday, Wednesday or Thursday absence and at least 1 week before a Friday or Saturday absence. This will allow the front desk to attempt to schedule the student appointments.
- If you are making up hours, you are required to take appointments, if there are no appointments that day, then the instructor may ask the student to leave. It is advised that if students are wanting to make up hours they will need to book appointments from friends & family or previous clients. In special circumstances students may makeup up hours for theory, this requires director approval.
- If the student fills out a make-up hour form they must attend, the ONLY exception is if appointments were not scheduled. If appointments are not scheduled the student must get approval from the spa instructor and front desk in order to leave or stay.

- Make up hours are not available when the student is on probation, however if a makeup hour form was filled out prior to the probation it will be allowed.
- An absence with a makeup hour form is still an absence.
- If circumstances change regarding your filled-out form:
  - If you can no longer make up hours, you must cancel 3 days before for Tuesday, Wednesday & Thursday or 1 week for Friday & Saturday's to avoid an infraction.
  - If a situation changes and you are now available on your original absence (if it falls on an appointment day), you must cancel 3 days before for Tuesday, Wednesday & Thursday or 1 week for Friday & Saturday's or you will not be able to attend and will still need to complete the makeup hour days.

## WARNINGS AND WRITE UPS

- Any rule written in this handbook that is in violation will result in a Written Warning.
- Students will be allowed 3 Warnings/Write-ups while in school.
- Upon receiving a 3rd write up student will be placed on 30-day probation. During the probation student can have no absences or tardies.
- On the 4<sup>th</sup> infraction, the student will be suspended.
- The student will be withdrawn on the 5<sup>th</sup> infraction.
- As of 12/1/2019, a student who receives multiple infractions before returning to school, even if it is the 5<sup>th</sup> infraction, they will first be suspended before the student would be withdrawn.
- Written warnings given to student will stay with them the entire time they are attending school, at no time will they be removed from a student's file.
- Skinworks is not required to re-admit any student. It is up to the discretion of the committee.
- Refusal to abide by any of the rules and regulations can be grounds for write up or dismissal depending on the severity. Skinworks reserves the right to escalate through the warning process if we feel the infraction is warranted.

## LEAVE OF ABSENCE

- Leave of absences are for students in good standing and often cannot be granted. They are required to be approved. Evening students are on a 28 week syllabus, LOAs can only be granted for up to 26 weeks, therefore any evening student would more than likely need to change schedules or repeat classes in order to take an LOA. This is not in the



best interest of the student and the school may require the student to withdrawal and restart at a later date.

- While on probation, LOA's cannot be granted. Please see the LOA policy for qualifications on a LOA's.

## WITHDRAWAL/SUSPENSION/PROBATION

- When a student re-enters the program through an appeal after a suspension or withdraw the student is placed on a 30-day probation, if there is another infraction, the student is withdrawn.
- Suspension should be no more than 14 calendar days.
- While the student is on suspension or withdrawn, they may not attend school activities or come into the school to receive spa services, until their status with the school is finalized.
- If a student is withdrawn from Skinworks, a withdrawal calculation will be sent to student within 45 days.
- Tuition refund details are listed on the contract, online, in the catalog and at the back of this handbook under "Institutional Refund Policy"
- All financial obligations to the school must be discussed through the financial aid department and are subject to collections within 30 days of non-payment. Tuition payments are made through the front desk.
- Makeup hours are not available when the student is on probation, however if a makeup hour form was filled out prior to the probation it will be allowed.
- If an infraction will result in a withdrawal the school administration reserves the right to evaluate the severity of the infraction and may introduce an alternative discipline. This method will only be used in severe situations. Similar to an appeal, this option requires approval from Instructor & 2 administrators.
- If a student would like to change from basics to comprehensive or from comprehensive to basics, the student **MUST** meet with admissions and financial aid within the first 3 days. After 3 days, the student **MUST** withdraw from either program **AND** re-enroll into the other. After 3 days the institutional refund policy applies, and the new enrollment would have to begin on our scheduled start dates. All fees regarding the withdrawal would need to be paid before the student could re-start in the following program and start date. If the next class is full, the student would need to wait until there is a spot available in a future class.
- The 3 day rule applies to tuition; any portion of the kit received will be charged at the wholesale price.

# APPEALS

- A student may appeal their situation, although it is not required.
- There is a \$50 administration fee for any appeal, this \$50 does not guarantee that your appeal will be granted as it is the decision of the selected appeals committee.
- A general appeal can be filled out to appeal any rule or situation, students are only allowed 1 general appeal per 600 hours.
- If the student is suspended from school, they have 5 business days to file and pay for the appeal in order for the appeal to be considered. The school has 10 days from when the appeal is turned in and receives receipt of payment to respond to the student's appeal.
- If the student is withdrawn from school, they have 5 business days from when they were withdrawn or from when the financial withdrawal calculation is complete to file and pay for the appeal in order for the appeal to be considered. The school has 10 days from when the appeal is turned in and receipt of payment to respond to the student's appeal.
- Appeals do not erase infractions, example: if you receive an absence and are appealing the consequence, the absence is still an absence.
- Appeals should be written in a professional manner, at least 500 words on a proper letter format. If you need assistance on how to write a proper letter, please speak with administration. The letter should include the reasons for your appeal, details behind it, and details to why your appeal should be granted.

# FINANCE

- If you are receiving financial aid, you are responsible for getting all the required paperwork into the financial aid office. If there is missing paperwork for over a 14-day period Skinworks has the right to change a student into cash paying status. This includes the student moving into a new award year.
- If crossing an award year (award years are July-June), it is the student's responsibility to re-apply for financial aid. The FAFSA application most years is available in October for the future award year (July). Please apply as soon as possible so financial aid can see if your estimated amount will change.
- There may be times that you will receive a refund for one award period, and then owe the next. It is expected that the return of those funds be made at the hour mark required.
- All program cost estimates are based on the information the student provided. If the student is selected for verification and the Department of Education finds that the student's information was incorrect, that is the responsibility of the students, not Skinworks.

- As a reminder if there is a credit balance, it will be provided once the student reaches that date AND the hours required. It also should be noted that once the student hits the required hours and the date, there is still process time between Skinworks & the Department of Education. Once the funds are processed and deposited Skinworks must pay the overage within 14 days. Please refer to your program cost estimate for those dates and hours.
- Any balances owed after 30 days after graduation will be sent to Express Recovery for collections. Please see your contract and financial aid for more details. Collection fees will be the responsibility of the student per the Skinworks contract.

## SANITATION

- Sanitations will be assigned weekly and graded on a 1-5 scale.
- Skinworks prepares the students in ordinance of the Utah Health Departments code
- Students are responsible for making sure their area is clean, equipment is turned off, and they are leaving the treatment room just as good or better than they received it after every treatment.
- Sanitations are a part of the student's daily grade and must be done. If a student is unwilling or refuses to do a sanitation they are in violation of this handbook.
- In addition to daily sanitations, Skinworks has maintenance day once a month. On maintenance day the students will thoroughly clean the equipment and floors in the treatment, practical, and classroom area.
- Encourage all students to empty liquids before disposing in the trash.
- Please treat the school and the space respectfully,

### THIS INCLUDES:

- Do not move equipment from rooms.
  - If you move or "borrow" something, involve an instructor AND please return to where it was taken from.
  - No sitting on items not meant to be sat on (massage tables, student desk, arms of chairs, etc.).
  - Do not wipe hands on walls and/or furniture.
  - Please clean up spills & messes.
  - Do not pour food down drains that do not have a disposal.
  - Do not mishandle blinds or curtains.
  - Please hang curtains in the spa correctly so they do not weigh down the hooks.
  - Leave equipment plugged into the outlets.
- Please clean up after yourself in all areas of the school.

- If you are in the spa during your appointment time, do not leave your belongings unattended. If they are left unattended, they may be gathered and available at the end of your school day.

## MAINTENANCE

- We enjoy creating a spa like atmosphere for you, the student and your clientele. Please keep that in mind when entering the building.
- Do not bring flat irons or curling irons to be used in the school, these will burn most finishes. We insist you come to school ready for the day.
- If something breaks, we understand that accidents happen, please let the spa instructor know so you can fill out a maintenance report. This is the only way we can ensure that it will get fixed and will keep our spa looking the way it should.
- If you spill something, please clean it up. If it is major, please let someone know so it can be repaired (nail polish, coffee stain, spilled wax, etc.).
- When waxing, make sure all wax is wiped up. Use denatured alcohol for ease of clean-up. If cleaning the bed or wax pot, use baby oil. Make sure trash is taken out.
- Please be mindful of décor (shelves, tables, chairs, curtains, curtain rods, blankets, pictures, mirrors, etc.), please keep them in place and do not redecorate.
- Nail polish remover will ruin most finishes. Please dispose properly
- No nail polish or nail polish remover in ANY area other than the pedicure & manicure area's unless with an instructor in practical theory.
- DO NOT pour acetone down the drain, it must be absorbed and thrown in the trash.
- Do not move furniture, equipment, chairs, or stools around. This leads to extra wear & tear.
- Close both curtains when doing treatments, this is for sound barrier. Please do not hang anything on the curtain rods.
- **Please see full maintenance & facility plan in the back of this handbook**

## LAUNDRY

- When doing laundry **do not overfill washers.**
- Use "measuring" baskets.
- Please check on laundry throughout the day. It takes a team to keep it at bay.
- Sort in the appropriate bins (sheets, white towels, dark towels, blankets). Wash accordingly.
  - Grey Sheets= in practical room
  - Fleece Blankets= in practical room

- Measure bleach and soap so there is no overuse (overuse will deteriorate the towels)
- Measure the number of towels/sheets that you put in. Please do not overload the washer or dryer. Place items into the washer evenly.
- Start the last washer load by 3:00 or 9:00; please do not leave any laundry in the washers overnight.
- Use cold water.
- Do not wash electric and heat blankets, they should not touch client's skin, they go under fitted sheets. Please make sure they are unplugged after each treatment.
- Please have spa instructor manage all spa linens to make sure they are being discontinued appropriately.
- Bins under table are for reserve towels, sheets, gowns for during busy times (Saturday).

## APPOINTMENTS

- Skinworks has set aside time in your education for practical application, this time is just as valuable if not more than your theory time. During practical/appointment time, if you do not have appointments it is expected that you pair with another student and trade services. There are 10 services (listed below) that you may do with your student kit at no charge. Other services may be completed at a discount. You must still involve your instructor in the appointment and sign the appropriate paperwork.

Spa Pedicure	European Facial (KIT)	Luxury Facial (KIT)
Spa Manicure	Back Facial (KIT)	Electrical Facial (KIT)
Stone Pedicure	Stone Facial (KIT)	Eyelash Extensions (KIT)
Body Scrub		

- Do not leave your items unattended while in treatments with clients or during trades. All items must be put away in lockers or cubbies. Skinworks is not responsible for any lost or stolen items.
- You are not allowed to perform services on yourself at any time at Skinworks.
- Appointments may be added throughout your practical day. Please check the schedule often. You MUST be prepared for the appointment when your client arrives. The front desk may assist in this effort by texting you last minute appointments, however, please do plan on checking yourself frequently as the front desk is often busy.
- Instructors are responsible for assigning treatments, if you miss your appointment or are late and the appointment is given to another student you will receive a write up. Please keep in mind that clients schedule appointments sometimes weeks in advance, if you are going to be

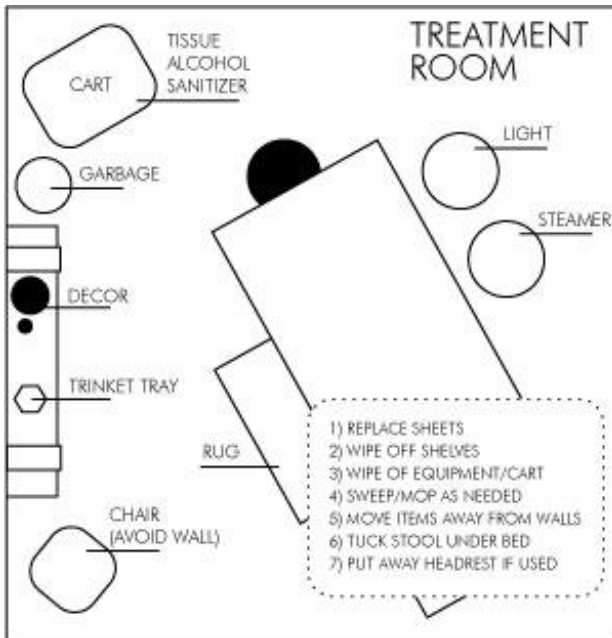
absent it is especially important to let the front desk know as soon as possible and fill out a make-up hours form.

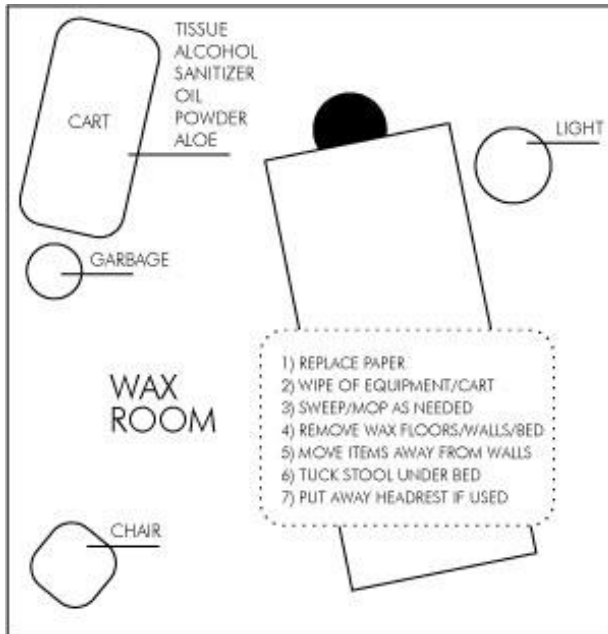
- It is the student's responsibility to bring in models. If models are not scheduled, Skinworks may assign models using our client base.
- It is the student's responsibility to rebook & up service clients for the student pass-offs. Pass-offs are to be done on full priced paying clients. There may be exceptions at the instructor's discretion.
- It is the student's responsibility to make sure the treatment room is stocked and cleaned after each treatment.
- If a previous student left the room unkempt, let the instructor know. However, it is still the student's responsibility to make sure the room is presentable for any new clients.
- The student is required to make sure the room is set up before the appointment time begins and the appointment starts on time.
- If a client arrives early, take them back to start the appointment as soon as they arrive. Do not wait for the appointment time.
- If the client is late for an appointment and there are no appointments scheduled after it, Skinworks will receive the client as normal. If there is an appointment after, Skinworks will first ask the client to reschedule, if that is not a possibility, we will ask what the client would prefer to cut from the service.
- Before doing a treatment on a client, make sure your client has filled out a consultation form.
  - Follow the script and guidelines provided by ProsperU
  - Meet with the client to answer questions about the consultation form. After appointment, fill out the student's portion of the consultation form and submit to the front desk.
- All appointments will be checked out in the treatment room by the spa instructor. Make sure to call instructor when appointment is complete.
- Make sure the treatment room is cleaned after every use. The student will be graded on cleaning up after themselves.
- During appointment time you must be willing to take appointments. Student will be graded on every treatment by their instructor. If student is not able to take an appointment, they will be asked to go home for the day. This will count as an absence or tardy depending on the time.
- If students are uncomfortable with an appointment, please contact any instructor with plenty of time before the appointment to go over the protocol with them or make other arrangements.
- Please, no students in the dispensary, only the spa instructor, front desk, and assigned student spa attendant. You may page the instructor if they are in a treatment room with a client.
- The Spa Instructor will be grading students on a scale from 1 to 5.

THE STUDENT WILL BE GRADED ON THE FOLLOWING:

- ON TIME FOR APPOINTMENT
- CONSULTATION W/CLIENT
- ROOM PREP/CLEAN-UP
- TIMELINESS/PROTOCOL
- PREPARED WITH KIT
- CUSTOMER INPUT
- IN UNIFORM W/APRON
- RECOMMENDATION

- Instructors will be reviewing the client's chart for consultation notes.
- Appointments are not to be switched by students without approval from the instructor. The only time swapping appointments is allowed is if it is needed by another student for a pass off.
- Please note the room layout, it is the student's responsibility to leave your treatment room in order as below after every treatment.





## GUESTS OR CHILDREN

- Guests and children are not allowed in the classroom or in the treatment room without special permission from staff and instructor, unless they have an appointment and it is their appointment time.
- Skinworks allows children 8 or older for all spa services.
- Skinworks may refuse service from any client.

## PRODUCT & DISPENSARY

- Products are dispensed by the Spa Attendant or Spa Instructor.
- Do not be wasteful with product. Learning product usage is a part of your education.
- Students are able to order Dermalogica, Lira, Amber and Jane Iredale at discounted prices. See the front desk to place order on order day. Order day is the 3<sup>rd</sup> Wednesday of every month, unless it falls on a holiday. You may purchase product in-between order day for retail pricing. All orders need to be pre-paid. The student will receive the products as it is shipped in. If there is a product on backorder, the student may choose to wait, or be refunded and order again on the next order date.
- Any product purchased at student pricing is non-refundable.
- Students may not purchase product on student order day if they are behind on tuition payments.



- Students are not allowed to resell professional product.
- Students may not market or advertise personal goods or services. Students caught charging for services while learning them in school will be putting their professional license and their schooling in jeopardy.
  - The ASCP Skin Care membership which includes insurance is a student membership and requires Instructor supervision. Any student practicing outside of the school is putting their clients at risk and is practicing outside of their scope of practice. If anyone is performing services as an unlicensed individual, any person may file a complaint by going to [www.dopl.utah.gov/complaint](http://www.dopl.utah.gov/complaint).

## STUDENT KITS

- The student kit must be with the student daily. This kit is for educational purposes. If the student is without their kit, and it is needed for learning, the student will be asked to leave for the day.
- Skinworks has calculated the amount of product available in the student kit, there is enough product to last through our education. If the student chooses to use the products at home, then the student is responsible to replenish the products, so they are available for their education and trades that they are required to perform and receive.
- The student kit includes:
  - Skincare (Dermalogica or Lira)
  - Eyelash Extensions
  - Implements
    - Tweezers/Scissors
    - Nail Care
  - Manikin Head
  - Uniform/Apron
  - Textbooks (Prosper U/Milady)
- Trades cannot be scheduled; they are available for client no-shows or when students do not have an appointment. Instructors will assign trades.
- You will use your kit to practice on yourself, models and other students. Kits are not to be used on regular appointments. If you use your kit in an appointment, the client will still be charged regular price.
- Kits are used during theory education. You may be using your kit randomly throughout the program, please make sure it is brought to class every day. If you do not have your kit, you will be asked to leave for the day. This will result in an absence or tardy.
- Specialty services, product that is not included in kits, will be provided by Skinworks during theory. It can be used for a small fee when not in theory and performing trades (please see student pricing).

- Trades are encouraged when there is downtime, student must have their full kit available, and their instructor may assign a certain service for the trade. **All trades must sign a client form and have instructor approval.** These trades are instructor assigned and **MUST** be treated as actual appointments. The student must show their student kit is present in order to receive these treatments at no-cost. If the student kit can be used on these treatments it **MUST** be used, if it does not require the kit, you must still show your instructor that you are prepared with it. Skinworks will allow the following trades when students do not have appointments:

Spa Pedicure	European Facial (KIT)	Luxury Facial (KIT)
Spa Manicure	Back Facial (KIT)	Electrical Facial (KIT)
Stone Pedicure	Stone Facial (KIT)	Eyelash Extensions (KIT)
Body Scrub		

## MODELS, FRIENDS & FAMILY

- Models are allowed during orientation and the same week the student learns the service. Some exceptions apply for more advanced services:
  - Dermalinfusion 2 weeks
  - Microneedling 2 weeks
  - Laser/IPL Instructor Approval (with class participation)
- You will use your kit to practice on yourself, models and other students. Kits are not to be used on regular appointments. If you use your kit in an appointment, the client will still be charged regular price.
- Friends & family appointments must be made in advance. Discounts are NOT allowed on Saturdays. Regular appointments take priority over friend and family appointments.
- Skinworks allots 8 friends & family discounts per student.
- If those with a "Friends & Family" discount no show an appointment they will lose their discount for future treatments. To avoid this they must give 24 hours notice to the front desk.
- Friends & Family pricing is 25% off all services, Model Pricing is 70% off most services with the exceptions of Dermalinfusion, Microneedling, and Laser, those are 50% off.
- Dr. Morris's services are not discounted for Friends & Family, only students.

# GRADING

Your grade consists of the following:

- Quantitative (Attendance) = 100%
- Qualitative
  - Chapter Tests: 35%
  - Chapter Guide: 15%
  - Projects and Assignments: 10%
  - Participation/Tracker: 10%
  - Sanitation: 10%
  - Appointment (Practical) Grades: 10%
  - Business: 10%

You will receive SAP or progress report at the 450 and 900 hour marks for Comprehensive students or 300 hour mark for 600 hour program students. If you fall below 75% in Qualitative (Academics) or 80% in Quantitative (Attendance), you will be placed on SAP probation, through the financial aid office, and risk losing financial aid if not resolved. **Honor students celebrated at 90% or higher in Qualitative and Quantitative.**

## LATE WORK & TESTING

- All tests are subject to change at the consent of the instructor.
- You are able to retake 2 tests per 600 hours (Basics/Masters).
- If you are absent on a test day, you must take the test on your day of return, you will be docked 15% for a late test taking. To avoid this, contact your instructor before you are absent to pre-take the test.
- Late work is allowed for study guides & projects, up to 1 day late is penalized 15%, and 2 days is 20%. Any late work after 2 days is penalized 40%.
- There is not late work allowed for Participation, Journals, or Sanitation grades. Once they are missed the student will receive a 0.
- If students grade falls below 70%, the student and instructor must meet to determine and academic plan. The academic plan may include additional course work such as extra credit, retakes of test and/or special projects.
- Midterm/Final, your first score is your final score, however Skinworks requires you to pass the test at 80%, you will retake the test up to 3 times in order to pass.
  - If you cannot pass the test after the 4<sup>th</sup> time we will revisit areas you need extra teaching in with your instructor. These extra hours would be subject to a new contract.
  - If you are also taking the midterm or final late, the final score plus penalty will be your final score. However, your pass rate will be determined before the penalty. Example: you receive 86% but

take it a day late for a final score of 73.1%, you will not need to retake the test because you proved your knowledge was above the 80%.

## CLASS WORK

- Bring your books and student kit daily to be successful. Please remember that projects and chapter guides are done at home, unless otherwise specified in your syllabus.
- Please ask permission from your instructor to leave the theory or practical classrooms.
- Students will have small breaks throughout the day. If the student leaves for this time, they must clock out. Any break lasting more than 10 minutes requires the student to clock out.
- If guest speakers are scheduled, please treat these as job interviews. Professionalism is key.

## COMPUTERS/LIBRARY

- Computers and Wi-Fi are for class work, not for personal use. Be considerate to others with the time you use.
- Any goofing around, improper downloading, streaming, installing unauthorized software, playing games, viewing pornographic or inappropriate sites or anything deemed unnecessary by Skinworks Management with result in probation or expulsion.
- If any improper downloading results in a fine by whomever the information is downloaded the student is responsible for the full fine and subject to pay for damages to Skinworks.
- Skinworks reserves the right to block any pages it feels is unnecessary to the education process of our students.
- Videos and books are available to use on school premises at your request, ask the education department.
- Copy machine is for employee use only. If students need to make copies a small fee may be charged. Please come prepared to school with your assignments.

## DISMISSAL POLICY

A student may be dismissed for any of the following:

- Failure to abide by any policy contained in this Student Handbook
- Cheating, stealing, or vandalizing
- Unprofessional conduct

Refusal to abide by any of the rules and regulations can be grounds for write up or dismissal depending on the severity. Skinworks reserves the right to escalate through the warning process if we feel the infraction is warranted.

Skinworks Rules & Regulations are monitored on a regular basis and may be changed. If changes are made announcements will be made in the monthly student meeting. Copies can also be provided at your request or by finding updated revisions on our website.

## PARKING AND SAFETY

- Skinworks has a large parking lot across the street. Please park orderly and conserve space. Students are asked to reserve the first 2 spaces along the east side of the parking lot for spa clients.
- Please park on the Skinworks portion of the parking lot (east of the Skinworks sign), as the west side is not Skinworks property and your vehicle may be towed.
- Do not park on the street or in the front of the building, those are reserved for clients and deliveries. Please be considerate to our residential neighbors and do not park where signs designate residential areas.
- Please lock cars and do not leave valuables in car. Lockers are available for all students to keep their personal items in.
- Do not leave items unattended in the school. Skinworks is not responsible for any theft in the school or in the parking lot. Please protect your valuables.
- Always walk out in partners to avoid any danger in the parking lot. If you see suspicious activity, please notify the front desk immediately.
- Please remember that the school is a public place, **DO NOT** leave your valuables in the classroom while you are away. This includes purse, school bag, books, jackets, etc. If you are not with your items they should ALWAYS be placed in your locker. Non valuables may be placed in a cubbie.
- Please see our Campus Security Plan, and Student Resources in back of this handbook and on our website, at [www.skinworks.edu/disclosures](http://www.skinworks.edu/disclosures)

## WHO TO GO TO...

**Theory Instructor** ..... **See Above**  
*Your theory instructor is your first point of contact.* If you have questions on hours, grades, testing, absences, and tardies please contact your instructor. Your instructor can facilitate and schedule all meetings with administration staff. They will handle the makeup hour forms, discrepancy forms, appeals, and grievances. ["firstname"@skinworks.edu](mailto:firstname@skinworks.edu)  
**Education Assistant**..... **Nikayla Sutherland**  
**Tuesday-Friday 9:00-6:00**

Second point of contact in all things regarding education. Enters grades & hours, takes tuition payments, can answer questions regarding your education. Assist instructors with preparing for class and following up with students. [nikayla@skinworks.edu](mailto:nikayla@skinworks.edu) or ext. 101.

**Education Lead ..... Danielle Gallegos**

**Tuesday-Thursday 9:00-6:00 Friday 9:00-11:00, varies with training**

Support for all instructors, specifically as it pertains to instruction. If you have questions or need discuss any issues regarding your education you may meet with Danielle, she is available for students by appointment, you may reach her at [danielle@skinworks.edu](mailto:danielle@skinworks.edu) or ext. 107.

**Spa Lead..... Cole Jensen**

**Tuesday-Saturday 8:30-5:00**

The Spa Lead makes sure that the student spa is ran smoothly and that all students are learning the practical skills needed to be successful within the esthetic’s field. The spa lead is the first point of contact for changes in spa appointments or scheduling trades. You can reach Cole at [cole@skinworks.edu](mailto:cole@skinworks.edu) ext. 102

**Financial Aid ..... Tammie Gabbitas**

**Tuesday- Thursday 9:00-7:00 PM, Friday 9:00-5:00**

Financial Aid assists with financial aid and self-pay tuition. Financial aid also facilitates your SAP progress reports, held at 450/600/900 hours, or 300 for 600-hour programs and assist you with the graduation process. You can reach Tammie at [financialaid@skinworks.edu](mailto:financialaid@skinworks.edu) or ext. 106.

**Admissions ..... Kira Sexton**

**Tuesday- Thursday 9:00-7:00 PM, Friday 9:00-5:00**

Admissions meets with future students and any changes with contracts within the first 3 days. You can also reach Kira at [admissions@skinworks.edu](mailto:admissions@skinworks.edu) or ext. 103

**School Director ..... Gina Marcell**

**Tuesday- Thursday 9:00-7:00 PM, Friday 9:00-5:00**

The School Director supports all staff, faculty, and students. Gina’s role is to make sure our team has someone to go to and can facilitate growth. Gina can be a point of escalation if matters are not being addressed with your education team. [gina@skinworks.edu](mailto:gina@skinworks.edu) or ext. 104.

**Owner/President ..... Natalie Parkin**

Natalie oversees the school's accreditation, deals with regulatory aspects, as well as branding, marketing, and ventures out to find new opportunities for our staff, faculty, students & clients. Natalie is currently the Title IX coordinator; you may reach Natalie at 801-414-7551 or [help@skinworks.edu](mailto:help@skinworks.edu) immediately for any Title IX incidents.

### **FACUTLY & STAFF SCHEDULES (by schedule)**

Chereneh Konold ..... Day Spa Coordinator  
Cole Jensen ..... Day Spa Instructor/Spa Lead  
Courtney Galster ..... Day Lash Instructor  
Danielle Gallegos ..... Education Lead  
Gabrielle Tatton ..... Day Master Instructor  
Kiki Crum ..... Day Basic Theory

Brittany Martinez ..... Evening Spa Coordinator  
Chawney Tuita ..... Evening Laser Instructor  
Kenzie Barlow ..... Distance Learning Theory Instructor  
McKenzie McCombs (Maternity Leave) ..... Evening Master Instructor  
Megan Mortensen ..... Evening (Monday) Basic Instructor  
Paige Henderson ..... Evening Basic Instructor  
Zachery Cross ..... Lash Instructor/Evening Spa Instructor

### **SUB/SPECIALTY INSTRUCTORS:**

Aubrey Donnelly	Amanda Harmon	Ricci Sadar
Allyson Burton	Chawney Tuita	

### **COMMUNICATION CHANNELS**

We want to stay connected! In addition to our contact information above we also have the following ways to ask even the simplest question. So ask away to the Skinworks team, other students, or even our graduates!

**FACEBOOK-** You can find our team on our Facebook page, where we also engage with graduates by posting jobs, and opportunities. The Skinworks student & graduate page is:

<https://www.facebook.com/groups/skinworksschool/>

**SLACK-** We also have a slack page where students can stay in contact with each other, along with their instructors. You can use slack on a computer or download the app to your phone. Skinworks address for the student slack workspace is: <https://skinworksstudents.slack.com>

**KLASS / SKINWORKS APP-** This app allows you to stay on top of your hours, grading, and SAP percentages so you can achieve success! You can also contact team members through this app, you will also receive important

surveys and alerts from Skinworks from time to time. Search in your “app” store for Skinworks, once downloaded enter your email address and register. It should email you a temporary password to log in. \*Be sure to use the email that you registered with\* if you have any problems you can meet with the Education Admin for assistance.

**MEEVO-** This is actually a website but we encourage you to add it to your home screen so you can access often, where it acts like an app. Meevo is where all your appointments are so you can prepare for the day/week. The link to Skinworks Meevo is <https://login.meevo.com/Skinworks>, you should have received your user ID and password on your first day, if you have trouble locating you may contact the front desk.

### **COMPLAINTS & DISPUTES**

You may contact the school director, Natalie Parkin at [natalie.parkin@skinworks.edu](mailto:natalie.parkin@skinworks.edu) or schedule a time to meet with her through the front desk. If you have a grievance, please see the grievance policy on the following pages and contact any of the above for further assistance.



# HOLIDAYS

## 2020

MONTH	DATE	HOLIDAY
January	1-4	Winter Break – New Years
April	11	Easter Break
May	23	Memorial Day Weekend
June	30	Summer Break
July	1-4	Summer Break – 4th of July
July	24	Utah Pioneer Day
September	5-7	Labor Day Weekend
October	31	Halloween
November	24-28	Thanksgiving Break
December	22-31	Winter Break – Christmas

## 2021

MONTH	DATE	HOLIDAY
January	1-2	Winter Break – New Years
January	18	Martin Luther King Jr Day
February	15	President’s Day
April	3	Easter Break
May	29-31	Memorial Day Weekend
July	6-10	Summer Break – 4 <sup>th</sup> of July
July	24	Utah Pioneer Day
September	4-6	Labor Day Weekend
November	23-27	Thanksgiving Break
December	21-31	Winter Break - Christmas

## 2022

MONTH	DATE	HOLIDAY
January	17	Martin Luther King Jr Day
February	21	President’s Day
April	15-16	Easter Break
May	27-30	Memorial Day Weekend
July	4-9	Summer Break – 4 <sup>th</sup> of July
September	2-5	Labor Day Weekend
November	21-26	Thanksgiving Break
December	19-31	Winter Break - Christmas

# IMPORTANT POLICY & PROCEDURES

# GRIEVANCE POLICY AND PROCEDURE

## POLICY

During the course of enrollment with Skinworks, it is possible that a student may consider that he/she has a grievance as a result of an action by another student, instructor, staff member, or the school itself.

### OBJECTIVE

Where possible, students are encouraged to raise their grievance directly with the person concerned with the objective of resolving the matter in an informal way. If this is not practicable or this approach would not be reasonable in the circumstances, then the student should raise his/her concern with Administrative Personnel. The department will be able to provide guidance and advice and, may if the circumstances warrant it, try to resolve the issue on an informal basis.

Before embarking upon the formal Grievance Procedure, a student should make every effort to resolve any problems relating to his/her education through discussion with the Administrative Department.

### RESPONSIBILITY

Once the Student has expressed the want/need for a formal grievance it is the responsibility of ALL employees to assist the student with the grievance form if needed.

The School Director is ultimately responsible for the outcome and follow through of the filed grievance.

### FORMAL PROCEDURE

- 1) It is a student's right to seek redress of any grievance relating to his/her education and carrying out the procedure will not adversely affect his/her standing with the school.
- 2) If the student considers that the informal approach has not resolved the issue or would be inappropriate given the nature of the grievance, he/she may raise his/her grievance in a formal way by writing to the Administration Department.
- 3) If the grievance is against the school administration the complaint should be made in writing to the School Director.
- 4) A formal grievance should normally be raised, where practicable, within 3 weeks of the action by another student or instructor that has led to the grievance.
- 5) An interview will be arranged to take place if possible, within two weeks of the student stating his/her intention to initiate the formal procedure. The recipient of the complaint will arrange and, normally, conduct this

interview. If it is not possible to hold the interview within this period of time then, with the student's agreement, it may be arranged to take place with an alternative administrator.

- 6) After the interview, a decision will be advised to the student as soon as possible and this will also be confirmed in writing and a note of the interview will be prepared.
- 7) The Manager considering the grievance will either: Uphold the grievance, stating what action will be taken, OR not uphold the grievance and no further action will be taken, OR advise that further investigations are necessary and indicate a likely timescale for a resolution of the grievance.

## ESCALATION STAGE

- 1) If a student is not satisfied with the outcome of the formal procedure, he/she may proceed with a written plea within 7 working days of the date he/she was informed of the decision from the Formal Stage. The plea should be in writing addressed to the School Director and should state whether he/she will be represented or accompanied at the plea interview. Relevant papers should also be sent with this notification.
- 2) The owner or school director will decide whether to hold the plea interview in person or whether it would be more appropriate for a third-party to conduct the interview.
- 3) An interview will be arranged to take place if possible, within two weeks of the student stating his/her intention to file a plea.
- 4) The result of the plea will be advised in writing, normally within 7 working days, and a note of the interview will be prepared.
- 5) The owner and third-party (if applicable) will either: uphold the plea, stating what action will be taken, OR not uphold the plea and no further action will be taken
- 6) All decisions made at this juncture are final.

## ESCALATION

If at any point you feel that your issues are not being addressed, please feel free to contact Skinworks Accrediting Board, the Council on Occupational Education (COE) or Skinworks Licensing Board, Utah Department of Occupational Professional Licensing (DOPL).

**COUNCIL ON  
OCCUPATIONAL  
EDUCATION**  
7840 Roswell Road  
Building 300, Suite 325  
Atlanta, GA 30350  
Telephone: 770-396-3898  
[www.council.org](http://www.council.org)

**DEPARTMENT OF  
OCCUPATIONAL  
PROFESSIONAL LICENSING**  
PO Box 146741  
Salt Lake City, UT 84114  
Telephone: 801-530-6628  
[www.doplweb.utah.gov](http://www.doplweb.utah.gov)

## **REPRESENTATION**

At each stage of the Grievance Procedure, including the informal procedure:

- Students may be accompanied by another student of the College, of his/her reasonable choice.
- If a student is to be accompanied or represented, he/she should advise the appropriate Head of Department/Manager accordingly, giving details of the individual's name.

## **EVALUATION**

This policy will be evaluated in our winter policy meeting by CAO, Staff, and faculty.

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

Students Class \_\_\_\_\_ Hours \_\_\_\_\_

Time & Place of event that lead to grievance:

Detailed account of occurrence (include people involved, if any):

Please state policy, procedures, or guidelines you feel have been violated:

Proposed solution to the grievance:

Follow up to grievance (15-30 days from grievance filing):

Directors Signature \_\_\_\_\_ Date \_\_\_\_\_

The grievance will be retained as a copy in the students file and in the grievance file in the director's office. The signature below indicates that you are filing a grievance, and any information on this form is truthful.

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

Received by \_\_\_\_\_ Date \_\_\_\_\_

# SKINWORKS INSTITUTIONAL REFUND POLICY

## OBJECTIVE

It is the intent of Skinworks to have a fair and equitable refund policy for the refund of tuition, fees, and other institutional charges in the event the institution cancels a class or if a student does not enter or does not complete the budget period of enrollment for which the student has been charged.

## RESPONSIBILITY

Skinworks Financial Aid Advisor is responsible for updating, maintaining, and revising the Refund Policy annually.

## INSTITUTIONAL REFUND POLICY

A student shall be refunded, when due, within 45 days of his/her last day of attendance, a percentage of all tuition paid over and above a nonrefundable registration fee of \$100.

## FOR TITLE IV FUNDS REFER TO OUR TITLE IV FUND POLICY

The balance and/or credit due will be calculated using the following schedule.

Percentage of hours <u>scheduled</u>	Scheduled Hours (600 Program)	Scheduled Hours (1200 Program)	Percentage of tuition retained by Skinworks, plus kit fees (received).
0%-9.99% *	1-59 hrs*	1-119 hrs*	10%*
10%-24.99%	60-149 hrs	120-299 hrs	50%
25%-49.99%	150-299 hrs	300-599 hrs	75%
50%-100%	300-600 hrs	600-1200 hrs	100%

*\*This excludes the 3 day contract cancellation policy. If the student cancels within 3 days they are only subject to the \$100 application fee and any Student Kit items received.*

## STUDENT KIT

If the student withdraws from the program within 0-49.99%, the refund calculation will be a percentage off of tuition owed, plus the wholesale cost of the student kit in which the student has received. If the student withdraws from the program from 50%-100% the refund calculation will be based off of the full contract.

## EVALUATION

This policy will be evaluated in our winter policy meeting by CAO, Staff, and faculty.

## FEDERAL RETURN OF TITLE IV AID POLICY

### OBJECTIVE

It is the intent of Skinworks to follow the guidelines that the Department of Education has set forth to ensure that all monies that are received from Title IV Funding are treated accurately as ED has set forth.

### RESPONSIBILITY

Skinworks Financial Aid Advisor is responsible for updating, maintaining, and revising the Return to Title IV Policy annually.

### POLICY

This policy applies to students who withdraw (officially, unofficially, or fail to return from a Leave of Absence) or are dismissed from enrollment at Skinworks School of Advanced Skincare. The calculated amount of the "Return of Title IV Funds" that is required for students affected by this policy are determined according to the following definitions and procedures, as prescribed by regulation:

The Return of Title IV Funds (R2T4) regulation does not dictate the institutional refund policy. The calculation of Title IV funds earned by the student has no relationship to the student's incurred institutional charges.

A school is required to determine the earned and unearned Title IV aid as of the date the student ceased attendance based on the amount of time the student spent in attendance.

**FOR INSTITUTIONAL REFUND POLICY PLEASE REFER TO THE INSTITUTIONAL REFUND POLICY.**

### WITHDRAWAL BEFORE 60%

Skinworks must perform an R2T4 to determine the amount of earned aid up through the 60% point in each payment period. Skinworks will use the Department of Education's prorated schedule to determine the amount of R2T4 funds the student has earned at the time of withdrawal. After the 60% point in the payment period, a student has earned 100% of the Title IV funds he or she was scheduled to receive during the period. The institution must still perform an R2T4 to determine the amount of aid that the student has earned.



## **WITHDRAWAL AFTER 60%**

For a student who withdraws after the 60% point-in-time, there are no unearned funds. However, Skinworks must still determine whether the student is eligible for a post-withdrawal disbursement.

## **WITHDRAWALS - OFFICIAL VS. UNOFFICIAL**

A student who withdraws is one who either officially goes through a withdrawal from Skinworks

### **OFFICIAL**

- Student notifies Skinworks Financial Aid office in writing, email, or in person to officially withdrawal

### **UNOFFICIAL**

- Student is absent with no communication from school for 14 consecutive days, student is withdrawn due to disciplinary actions, or student does not return from a LOA.

## **A STUDENT'S WITHDRAWAL DATE IS DETERMINED BY USING ONE OF THE FOLLOWING:**

- The date the student began the institution's official withdrawal process or officially notified the institution of intent to withdraw; or
- The student had not been in attendance for 14 days; or
- The student's last date of attendance at a documented academic-related activity, or the date the student was to return from a LOA.

## **FAILURE TO RETURN FROM AN OFFICIAL LEAVE OF ABSENCE (LOA)**

If a student does not return on his or her scheduled date from a documented Leave of Absence, Skinworks will withdraw the student ten days after they were scheduled to return. Their last day of attendance will then be the last day they attended an academically related activity, prior to the LOA.

## **EARNED TITLE IV AID**

Title IV Aid is earned in a prorated manner on a per diem basis (calendar days) up to the 60% point in the trimester. Title IV Aid is viewed as 100% earned after that point in time.

In accordance with federal regulations, when Title IV financial aid is involved, the calculated amount of the R2T4 Funds is allocated in the following order:

1. Federal Unsubsidized Direct Loan
2. Federal Subsidized Direct Loan

3. Federal Direct PLUS Loan
4. Federal Pell Grant
5. Other Title IV Aid
6. Other Aid and/or Scholarships

Skinworks responsibilities regarding the return of Title IV funds follow:

- Providing students with the information given in this policy;
- Identifying students who are affected by this policy and completing the return of title iv funds calculation for those students;
- Returning any title iv funds that are due the title iv programs.

The student's responsibilities regarding the return of Title IV funds include:

- Returning to the Title IV programs any funds that were disbursed to the student and which the student was determined to be ineligible for via the Return of Title IV Funds calculation;
- Notifying of a withdrawal via written form;
- Notifying of an intent to rescind a withdrawal notice via written form; and
- Notifying Skinworks Financial Aid Office of a notification of withdrawal or rescission of intent to withdraw.

## **POST WITHDRAWAL**

If you did not receive all of the funds that you earned, you may be due a post-withdrawal disbursement. If the post-withdrawal disbursement includes loan funds, the institution must get your permission before it can disburse them. You may choose to decline some or all of the loan funds so that you do not incur additional debt.

Skinworks has 45 days from the date the institution determines that the student withdrew to return all unearned funds for which it is responsible. The school is required to notify the student if he or she owes a repayment via written notice. Skinworks must advise the student or parent that he or she has 14 calendar days from the date the School sent the notification to accept a post-withdrawal disbursement. If a response is not received from the student or parent within the permitted time frame or the student declines the funds, the School will return any earned funds that the School is holding to the Title IV programs. Post-withdrawal disbursement must occur within 90 days of the date the student withdrew.

The institution may automatically use all or a portion of your post-withdrawal disbursement (including loan funds, if you accept them) for

tuition and fees. For all other institutional charges, the institution needs your permission to use the post-withdrawal disbursement. If you do not give your permission, you will be offered the funds. However, it may be in your best interest to allow Skinworks to keep the funds to reduce your debt at the school.

If the institution is not required to return all of the excess funds, you must return the remaining amount. Any loan funds that you must return, you (or your parent for a PLUS Loan) repay in accordance with the terms of the promissory note. That is, you make scheduled payments to the holder of the loan over a period of time.

Any amount of unearned grant funds that you must return is called an overpayment. The amount of a grant overpayment that you must repay is half of the grant funds you received or were scheduled to receive. You must make arrangements with the institution or the Department of Education to return the unearned grant funds.

The requirements for Title IV program funds when you withdraw are separate from the *Skinworks Institutional Refund Policy*. Therefore, you may still owe funds to the School to cover unpaid institutional charges. Skinworks may also charge you for any Title IV program funds that the School was required to return.

## ACCREDITATION

Skinworks is nationally accredited with the Council on Occupational Education (COE).

Council on Occupational Education  
7840 Roswell Road  
Building 300, Suite 325  
Atlanta, GA 30350  
770-396-3898

## CONSUMER INFO

Consumer information can be found at:  
[www.skinworks.edu/disclosures](http://www.skinworks.edu/disclosures)

## TITLE IX | CLERY ACT

**POLICY** Title IX | Clery Act information shall be posted on the student bulletin board and available to the student at all times. It is the Administration Departments responsibility to make sure that the list is updated and available to the students when necessary. The policy will be evaluated by the CAO annually.

**OBJECTIVE** It is the intent of the School to ensure that students have resources available to them when necessary.

**Your title IX officer is Natalie Parkin she can be reached at the school at 801.530.0001 ext. 105, on her cell phone at 801.414.7551 or help@skinworks.edu. Natalie has gone through Title IX training and can direct you to the proper authorities and/or counseling offices.**

### WHAT IS TITLE IX?

- Title IX of the Education Amendments of 1972 is a federal civil rights law that prohibits discrimination on the basis of sex against any person in education programs and activities receiving federal funding. Programs or activities receiving federal financial assistance include virtually all public and private colleges and universities, and all public elementary and secondary schools.
- Students, staff, faculty, and other employees; women, girls, men, and boys; straight, LGBT, and gender-nonconforming persons; persons with and without disabilities; and international and undocumented persons all have the right to pursue education, including athletic programs, scholarships, and other activities, free from sex discrimination, including sexual violence and harassment.

**When people speak about Title IX they are referring to 20 U.S.C. § 1681(a), which says:**

***No person in the United States shall, on the basis of sex, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any education program or activity receiving Federal financial assistance.***

Sexual harassment is unwelcome conduct of a sexual nature. It includes unwelcome sexual advances, requests for sexual favors, and other verbal, nonverbal, or physical conduct of a sexual nature. Sexual violence is a form of sexual harassment prohibited by Title IX.

When a student sexually harasses another student, the harassing conduct creates a hostile environment if the conduct is sufficiently serious that it interferes with or limits a student’s ability to participate in or benefit from the school’s program. The more severe the conduct, the less need there is to show a repetitive series of incidents to prove a hostile environment, particularly if the harassment is physical. Indeed, a single or isolated incident of sexual harassment may create a hostile environment if the incident is sufficiently severe. For instance, a single instance of rape is sufficiently severe to create a hostile environment.

Title IX protects students from sexual harassment in a school’s education programs and activities. This means that Title IX protects students in connection with all the academic, educational, extracurricular, athletic, and other programs of the school, whether those programs take place in a school’s facilities, on a school bus, at a class or training program

## VIOLENCE AGAINST WOMEN ACT (VAWA)

Skinworks School of Advanced Skincare prohibits the crimes of dating violence, domestic violence, sexual assault and stalking.

Skinworks has adopted certain institutional policies to address and prevent campus sexual violence, such as to train in particular respects pertinent institutional personnel.

### UNDER VAWA, COLLEGES AND UNIVERSITIES ARE REQUIRED TO:

- Report domestic violence, dating violence, and stalking, beyond crime categories the Clery Act already mandates;
- Adopt certain student discipline procedures, such as for notifying purported victims of their rights; and

The institution upon written request, will disclose to the alleged victim of a crime of violence (as the term is defined in Section 16 of Title 18, United States Code), or a non-forcible sex offense, the report on the results of any disciplinary proceeding conducted by such institution against a student who is the alleged perpetrator of such crime or offense. If the alleged victim is deceased as a result of such crime or offense, the next of kin of such victim shall be treated as the alleged victim.

### DEFINITIONS

**DATING VIOLENCE** is defined as violence committed by a person who is or has been in a social relationship of a romantic or intimate nature with the victim. The existence of such a relationship shall be determined based on the

reporting party's statement and with consideration of the length of the relationship, the type of relationship, and the frequency of interaction between the persons involved in the relationship.

- Dating violence includes, but is not limited to, sexual or physical abuse or the threat of such abuse.
- Dating violence does not include acts covered under the definition of domestic violence.

**DOMESTIC VIOLENCE** is defined as a felony or misdemeanor crime of violence committed

- By a current or former spouse or intimate partner of the victim.
- By a person with whom the victim shares a child in common.
- By a person who is cohabitating with, or has cohabitated with, the victim as a spouse or intimate partner.
- By a person similarly situated to a spouse of the victim under the domestic or family violence laws of the jurisdiction in which the crime of violence occurred;
- By any other person against an adult or youth victim who is protected from that person's acts under the domestic or family violence laws of the jurisdiction in which the crime of violence occurred.

**STALKING** is defined as engaging in a course of conduct directed at a specific person that would cause a reasonable person to

- Fear for the person's safety or the safety of others; or
- Suffer substantial emotional distress.

**SEXUAL ASSAULT** is defined as an offense that meets the definition of Rape, Fondling, Incest or Statutory Rape as used in the FBI's UCR program and included in Appendix A of 34 CFR Part 668.

Under Utah law, sexual offenses **"WITHOUT CONSENT"** of the victim arise when:

- 1) the victim expresses lack of consent through words or conduct;
- 2) the actor overcomes the victim through the actual application of physical force or violence;
- 3) the actor is able to overcome the victim through concealment or by the element of surprise;
- 4) the actor coerces the victim to submit by threatening to retaliate in the immediate future against the victim or any other person, and the victim perceives at the time that the actor has the ability to execute this threat; or (ii) the actor coerces the victim to submit by threatening to retaliate in the future against the victim or any other person, and the victim believes at the time that the actor has the ability to execute this threat;

- 5) the actor knows the victim is unconscious, unaware that the act is occurring, or physically unable to resist;
- 6) the actor knows that as a result of mental disease or defect, or for any other reason the victim is at the time of the act incapable either of appraising the nature of the act or of resisting it;
- 7) the actor knows that the victim submits or participates because the victim erroneously believes that the actor is the victim's spouse;
- 8) the actor intentionally impaired the power of the victim to appraise or control his or her conduct by administering any substance without the victim's knowledge;
- 9) the victim is younger than 14 years of age;
- 10) the victim is younger than 18 years of age and at the time of the offense the actor was the victim's parent, stepparent, adoptive parent, or legal guardian or occupied a position of special trust in relation to the victim;
- 11) the victim is 14 years of age or older, but younger than 18 years of age, and the actor is more than three years older than the victim and entices or coerces the victim to submit or participate, under circumstances not amounting to the force or threat required under Subsection (2) or (4); or
- 12) the actor is a health professional or religious counselor, the act is committed under the guise of providing professional diagnosis, counseling, or treatment, and at the time of the act the victim reasonably believed that the act was for medically or professionally appropriate diagnosis, counseling, or treatment to the extent that resistance by the victim could not reasonably be expected to have been manifested. Utah Code Ann. §76-5-406.

Consent exists when all parties exchange mutually understandable affirmative words or behavior indicating their agreement to participate voluntarily in sexual activity.

## **WHAT TO DO IF YOU HAVE BEEN SEXUALLY ASSAULTED**

- 1) Get to a safe place as soon as you can. Call 911 if you are in immediate danger.
- 2) Contact someone you trust to be with you for support. The Rape Recovery Center provides 24 hours support, 801-467-7273.
- 3) Incidents that occur on campus should be reported to our Title IX Coordinator, Natalie Parkin, immediately at 801-530-0001 or [help@skinworks.edu](mailto:help@skinworks.edu). If desired, she can assist you in filing a complaint with South Salt Lake City Police Department.
- 4) Incidents that occur off campus should be reported to the Salt Lake City Police Department at 801-799-3000 or South Salt Lake at (801) 412-3606. Reporting to the police doesn't mean that you must press charges although if a minor is involved or this is a domestic violence situation, the police will file charges with or without your consent. Our Title IX

Coordinator, Natalie Parkin, is also available to assist in any off-campus incident. You may also decline to notify such authorities.

- 5) Do your best to preserve all physical evidence, even if you don't know if you want to report the assault or press charges.
- 6) Do not shower, bathe, eat, brush your teeth, or wash your hands.
- 7) Don't change your clothing if possible, but if you need to change, put everything you were wearing into a paper bag and take them to your medical exam.
- 8) If the assault took place in your room or home, do not rearrange or clean up anything until you have decided whether or not to file a report.
- 9) Write down as much as you can remember about the assault, including a description of the assailant.
- 10) Seek medical care as soon as possible. The Rape Recovery Center (phone) has a 24-hour Hospital Response Team; a member can meet you at the hospital or Family Justice Center to provide information and support throughout the process. They can be reached at 801-467-7273.
- 11) To preserve forensic evidence, ask the hospital/facility Center to conduct a rape kit exam. Costs for this exam will be covered by Crime Victim Reparations. You can receive this exam whether or not you choose to involve the police.
- 12) If you suspect you have been drugged, ask that a urine sample be collected.
- 13) Even if you have no apparent injuries and you know that you will never report, it is important to get medical attention to determine the risks of STDs and pregnancy and receive appropriate prophylaxis medication if desired.
- 14) Get support. Many survivors of sexual assault experience a wide range of emotions following the assault, including shock, anger, self-blame, shame, helplessness, denial, fear, and mood swings among others. These can occur immediately after an assault or weeks, months or even years later.

## **VICTIMS RIGHTS**

Skinworks School of Advanced Skincare does not issue orders of protection. For further information on obtaining a protection orders please contact your local law enforcement. Skinworks will comply and enforce criminal, civil, or tribal court-ordered protective orders for the safety of all students and staff who could be harmed. All accommodations or protective measures provided to the victim, to the extent that maintaining such confidentiality would not impair the ability of the institution to provide accommodation or protective measures. Clery Act reporting and disclosures are publicly available record keeping but will never include personally identifying information about the victim.



## TO REPORT A CRIME

Contact the School Director, Natalie Parkin 801-414-7551 (non-emergencies) or dial 9-1-1 (emergencies only). Any suspicious activity or person seen loitering inside or around the Institute buildings should be reported. To the extent permissible by law, Skinworks School of Advanced Skincare keeps reports, records, and victim's names and information confidential. Skinworks is obligated to comply with a student's request for a change in their academic situation following an alleged sex offense with the request being rational and obtainable regardless of whether the victim chose to report the crime to local law enforcement. These changes can be requested through a general appeal. Please see the schools Director for information on obtaining a general appeal for this purpose. The institution does not counsel victims of "violence against woman". Support services are available outside the school and are listed below.

## VAWA & DOMESTIC VIOLENCE RESOURCES

- Rape Recovery Center provides 24 hours support: 801-467-7273
- Rape Crisis Hotline: 888-421-1100
- Domestic Violence Hotline: 1-800-897-5465
- Adult Protective Services Hotline Salt Lake County: 801-264-7669
- Adult Protective Services Hotline other Utah Counties: 800-371-7897
- Center for Women and Children in Crisis (Utah County): 801-377-5500
- South Valley Sanctuary (West Jordan): 801-255-1095
- Women's Crisis Center: 801-781-0743
- YWCA: 801-537-8600

## REGISTERED SEX OFFENDERS

Information concerning registered sex offenders may be obtained by using the following websites.

- <https://corrections.utah.gov/index.php/services/sex-offender-registry.html/>
- <https://www.fbi.gov/scams-and-safety/sex-offender-registry>

## INSTITUTIONAL DISCIPLINARY PROCEEDINGS (GRIEVANCE POLICY AND PROCEDURE)

The following procedures shall apply with respect to complaints or other reports of alleged sexual misconduct by a student.

- 1) The college's Title IX coordinator will investigate complaints and reports of alleged sexual misconduct by a student or employee. This official receives annual training on issues related to dating violence, domestic violence, sexual assault, and stalking. They also are trained on how to conduct an investigation and hearing process that protects the safety of the victim and promotes accountability. Skinworks will apply a

“preponderance of evidence” standard meaning preponderance is based on the more convincing evidence and its probable truth or accuracy, and not on the amount of evidence

- 2) Informal dispute resolution shall not be used to resolve sexual misconduct complaints without written permission from both the victim and the respondent. If the parties elect to mediate a dispute, either party shall be free to discontinue mediation at any time. In no event, shall mediation be used to resolve complaints involving allegations of sexual violence. All complaints of sexual misconduct must go through the steps of the “Formal Grievance Procedure.” This form will be given to you by the Title IX coordinator.
- 3) The institution will provide the student or employee a written explanation of their rights and options as a reporting victim of dating violence, domestic violence, sexual assault or stalking. Regardless if the offense occurred on or off campus.

## FORMAL PROCEDURE

- 1) It is a student's/employee's right to seek redress of any grievance relating to his/her education/workplace and carrying out the procedure will not adversely affect his/her standing with the school.
- 2) If the student considers that the informal approach has not resolved the issue or would be inappropriate given the nature of the grievance, he/she may raise his/her grievance in a formal way by writing to the Title IX Coordinator/Administration Department.
- 3) If the grievance is against the Administration Department the complaint should be made in writing to the school owner.
- 4) A formal grievance should normally be raised, where practicable, within 3 weeks of the action by another student or employee that has led to the grievance.
- 5) After the interview will be arranged to take place if possible, within two weeks of the student/employee stating his/her intention to initiate the formal procedure. The recipient of the complaint will arrange and, normally, conduct this interview. If it is not possible to hold the interview within this period of time then, with the student's/employee's agreement, it may be arranged to take place with an alternative manager. A decision will be advised to the accused and the accuser as soon as possible and this will also be confirmed in writing and a note of the interview will be prepared.
- 6) The Title IX Coordinator considering the grievance will either: Uphold the grievance, stating what action will be taken, OR not uphold the grievance, and no further action will be taken, OR Advise that further investigations

are necessary and indicate a likely timescale for a resolution of the grievance.

Skinworks will provide a prompt, fair and impartial process from the initial investigation to the result. Sanctions imposed following the result of a sex offense include immediate termination, suspension, expulsion, cancellation of loans, loss of scholarship and grant funds, and fine and/or imprisonment.

### **ESCALATION STAGE**

- 1) If a student is not satisfied with the outcome of the formal procedure, he/she may proceed with a written plea within 7 working days of the date he/she was informed of the decision from the Formal Stage. The plea should be in writing addressed to the School Director and should state whether he/she will be represented or accompanied at a plea interview. Relevant papers should also be sent with this notification.
- 2) The owner or school director will decide whether to hold the plea interview in person or whether it would be more appropriate for a third-party to conduct the interview.
- 3) An interview will be arranged to take place if possible, within two weeks of the student stating his/her intention to file a plea.
- 4) The result of the plea will be advised in writing, normally within 7 working days, and a note of the interview will be prepared.
- 5) The owner and third-party (if applicable) will either: uphold the plea, stating what action will be taken, OR not uphold the plea and no further action will be taken
- 6) All decisions made at this juncture are final.

### **REPRESENTATION**

At each stage of the grievance procedure, including the informal procedure:

- Students may be accompanied by another student of Skinworks, of his/her reasonable choice.
- If a student is to be accompanied or represented, he/she should advise the appropriate person holding the plea accordingly, giving details of the individual's name.

## BYSTANDER INTERVENTION

Bystander intervention is defined as safe and positive options that may be carried out by an individual or individuals to prevent harm or intervene when there is a risk of dating violence, domestic violence, sexual assault or stalking. Most people want to help in difficult situations. Specific interventions can be divided into four main types:

- Engage: say or do something that directly engages one or more of the parties involved
- Distract: say or do something to interrupt the interaction
- Enlist: ask for the help of someone else who may be better able to intervene
- Delay: say or do something after the difficult moment or incident has passed

## STRATEGIES FOR RISK REDUCTION

With no intent to victim blame and recognizing that only rapists are responsible for rape, the following are some strategies to reduce one's risk of sexual assault or harassment (taken from Rape, Abuse, & Incest National Network, [www.rainn.org](http://www.rainn.org))

- Be aware of your surroundings. Knowing where you are and who is around you may help you to find a way to get out of a bad situation.
- Try to avoid isolated areas. It is more difficult to get help if no one is around.
- Walk with purpose. Even if you don't know where you are going, act like you do.
- Trust your instincts. If a situation or location feels unsafe or uncomfortable, it probably isn't the best place to be.
- Try not to load yourself down with packages or bags as this can make you appear more vulnerable.
- Make sure your cell phone is with you and charged and that you have cash money.
- Don't allow yourself to be isolated with someone you don't trust or someone you don't know.
- Avoid putting music headphones in both ears so that you can be more aware of your surroundings, especially if you are walking alone.
- When you go to a social gathering, go with a group of friends. Arrive together, check in with each other throughout the evening, and leave together. Knowing where you are and who is around you may help you to find a way out of a bad situation.
- Trust your instincts. If you feel unsafe in any situation, go with your gut. If you see something suspicious, contact law enforcement immediately (local authorities can be reached by calling 911 in most areas of the U.S.).

- Don't leave your drink unattended while talking, dancing, using the restroom, or making a phone call. If you've left your drink alone, just get a new one.
- Don't accept drinks from people you don't know or trust. If you choose to accept a drink, go with the person to the bar to order it, watch it being poured, and carry it yourself. At parties, don't drink from the punch bowls or other large, common open containers.
- Watch out for your friends, and vice versa. If a friend seems out of it, is way too intoxicated for the amount of alcohol they've had or is acting out of character get him or her to a safe place immediately.
- If you suspect you or a friend has been drugged, contact law enforcement immediately (local authorities can be reached by calling 911 in most areas of the U.S.). Be explicit with doctors so they can give you the correct tests (you will need a urine test and possibly others).
- If you need to get out of an uncomfortable or scary situation here are some things that you can try:
  - Remember that being in this situation is not your fault. You did not do anything wrong; it is the person who is making you uncomfortable that is to blame.
- Be true to yourself. Don't feel obligated to do anything you don't want to do. "I don't want to" is always a good enough reason. Do what feels right to you and what you are comfortable with.
- Have a code word with your friends or family so that if you don't feel comfortable you can call them and communicate your discomfort without the person you are with knowing. Your friends or family can then come to get you or make up an excuse for you to leave.
- Lie. If you don't want to hurt the person's feelings it is better to lie and make up a reason to leave than to stay and be uncomfortable, scared, or worse. Some excuses you could use are: needing to take care of a friend or family member, not feeling well, having somewhere else that you need to be, etc.
- Try to think of an escape route. How would you try to get out of the room? Where are the doors? Windows? Are there people around who might be able to help you? Is there an emergency phone nearby?
- If you and/or the other person have been drinking, you can say that you would rather wait until you both have your full judgment before doing anything you may regret later

All incoming students and staff receive training within the first few weeks of school on the information listed above from the Title IX Coordinator.

# STUDENT RESOURCES

**POLICY:** All student resources shall be posted in the student handbook and available to the student at all times. It is the Administration Departments responsibility to make sure that the list is updated and available to the students.

**OBJECTIVE:** It is the intent of the School to ensure that students have resources available to them when necessary.

**PROCEDURE:** the following will be posted and updated semi-annually:

## CHILDCARE:

### CARING FOR KIDS

Address: 2001 S State St, Salt Lake City, UT 84105

Phone: 385-468-7133

### LIT'L SCHOLARS LEARNING CENTER

Address: 653 Simpson Ave S, Salt Lake City, UT 84106

Phone: 801-467-8545

### SMART KIDS DEVELOPMENT CENTER

Address: 3868 S 2nd E St, Salt Lake City, UT 84115

Phone: 801-266-1544

### TWENTY FOUR SEVEN DAYCARE SERVICES

Address: 1182 W 2400 S, Salt Lake City, UT 84119

Phone: 801-746-1473

\*Skinworks does not endorse any of the above daycares, they are simply daycare close in proximity, although they look like great daycares, please do your research.

## HOUSING:

- <http://www.rentals.com/Utah/South-Salt-Lake/>
- <http://www.zillow.com/south-salt-lake-ut/rent-houses/>

## VAWA & DOMESTIC VIOLENCE:

- Rape Recovery Center provides 24 hours support: 801-467-7273
- Rape Crisis Hotline: 888-421-1100
- Domestic Violence Hotline: 1-800-897-5465
- Adult Protective Services Hotline:  
Salt Lake County: 801-264-7669  
All other counties of Utah: 800-371-7897

- Center for Women and Children in Crisis (Utah County): 801-377-5500
- South Valley Sanctuary (West Jordan): 801-255-1095
- Women’s Crisis Center: 801-781-0743
- YWCA: 801-537-8600
- Safe Harbor: 801-444-9161 (Layton)
- Your Community Connection (YCC): 801-394-9456 (Ogden)

**AIDS/HIV INFORMATION:**

- S Confidential Info Line: 801-487-2100
- AIDS Counseling and Info Line: 800-590-2437
- HIV/AIDS Prevention & Services: 801-534-4572
- Toll Free in Utah: 1-800-FON-AIDS

**CHILD ABUSE/NEGLECT:**

- Protective Services (24 hrs.): 801-487-9811
- Child Abuse Intake Hotline: 1-800-678-9399

**FINANCIAL COUNSELING:**

- Community Action Program (CAP): 801-359-2444
- Consumer Credit Counseling Service: 801-566-0800

**MEDICAL CLINICS:**

- City/County Health Department: 801-468-2720

**PREGNANCY/PREGNANCY PREVENTION:**

- Planned Parenthood: 801-322-5571, 801-973-9675

**MENTAL HEALTH/COUNSELING:**

- Valley Mental Health Crisis Line (24hrs./ 7 days): 801-261-1442
- Valley Mental Health Administration: 801-263-7100
- USA National Suicide Hotline (Tollfree/24hrs/7 days a week):  
1-800-SUICIDE~1-800-784-2433  
1-800-273-TALK~1-800-273-8255
- Download the APP: SafeUtah

**SUBSTANCE ABUSE COUNSELING AND REFERRAL:**

- AA (Alcoholics Anonymous): 801-484-7871
- Alcohol & Drug Abuse Clinic (U of U): 801-581-6228
- Alcohol Counseling & Education: 801-366-7800
- Narcotics Anonymous: 801-296-4044

**WELFARE AND FAMILY SERVICES:**

- Workforce Services Office (Food stamps, Financial Assistance, Medicaid, etc.): 801-468-0000

- Child and Family Services Office (Child and Adult Protective Services, foster care, etc.): 801-538-4100

#### **EATING DISORDERS:**

- Eating Disorder Awareness & Prevention (EDAP): 800-931-2237  
<http://www.nationaleatingdisorders.org>

#### **QUIT SMOKING:**

- Quit Smoking Support Hotline: 800-784-8669

#### **GAY, LESBIAN, BISEXUAL, TRANSGENDER (GLBT) SUPPORT & SERVICES:**

- Utah Pride Center: 801-539-8800 ext. 0
  - Mon-Sun 9am-9pm
- GLBT National Hotline for Adults: 888-843-4564
  - M-F 4pm-12pm EST
  - Sat. 12pm-5pm EST
- GLBT National Youth Talkline: 800-246-7743
  - M-Sat. 9:30pm-12pm EST

#### **EVALUATION & RESPONSIBILITY**

The policy will be evaluated by staff & facility annually in the policy meetings. The Administrative Assistant is responsible for updating the resources in all areas of the school.

## **SKINWORKS DRUG & ALCOHOL POLICY**

To ensure a drug and alcohol-free school, all students/employees are given notice that the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited in the school. If a student or employee is found to be in non-compliance with this notice, said student or employee will be suspended. Said student will also be asked to attend a drug or alcohol program and/or termination depending on the severity of the offense. A second violation means the immediate termination of said student or employee without recourse.

**NOTE:** If you have a drug or alcohol related problem, the school staff is always available to you. We also have a list of organizations available to you should you need any help. It is important to know that a drug or alcohol related problem can lead to a licensure issue in the state of Utah due to the nature of our business and the safety of our customers. If you have a prior incident or when an incident happens, it is encouraged to contact DOPL as soon as possible.



OFFICE OF NATIONAL DRUG CONTROL POLICY  
U.S. DEPARTMENT OF EDUCATION  
FAFSA FACTS

**HOW DO DRUG-RELATED CONVICTIONS AFFECT MY STUDENT LOAN ELIGIBILITY?**

In general, if you are convicted of a drug-related felony or misdemeanor that took place while you were receiving Federal student aid, you will become ineligible to receive further aid for a specified period of time upon conviction.

**YOU CAN SHORTEN THIS PERIOD OF INELIGIBILITY BY:**

- Successfully completing an approved drug rehabilitation program that includes passing two unannounced drug tests, or
- Passing two unannounced drug tests administered by an approved drug rehabilitation program, or
- Having the conviction reversed, set aside, or otherwise rendered invalid.

**HOW LONG AM I INELIGIBLE TO RECEIVE TITLE IV, HEA PROGRAM FUNDS (FEDERAL STUDENT AID) IF I DON'T PURSUE EARLY REINSTATEMENT OF ELIGIBILITY?**

The length of time you are ineligible depends on the type and number of convictions you have had for drug-related offenses committed while you were receiving aid. The law recognizes two broad categories of drug offense: "possession of illegal drugs" and "sale of illegal drugs." The table below lists the period of ineligibility by type and number of offenses.

OFFENSE	POSSESSION OF ILLEGAL DRUGS	SALE OF ILLEGAL DRUGS
First	1 year of ineligibility from date of conviction	2 years of ineligibility from date of conviction
Second	2 years of ineligibility from date of conviction	Indefinite period of ineligibility*
Third or more	Indefinite period of ineligibility*	Indefinite period of ineligibility*

*\*Under the law, an indefinite period of ineligibility continues unless your conviction is overturned or otherwise rendered invalid or you meet one of the two early reinstatement requirements specified above.*

If you do not wish to pursue early reinstatement of your eligibility for Federal student aid, you can calculate the date at which you would regain eligibility for Federal student assistance by completing the Student Aid Eligibility Worksheet, available at:

<https://ifap.ed.gov/eannouncements/attachments/20202021StudentAidEligibilityWorkshtforQuestion23EN.pdf>

### **WHEN AM I CONSIDERED TO BE 'RECEIVING AID'?**

You are considered to be receiving aid beginning on the day that classes start for any term you have applied for, been approved for, and for which you have accepted an offer for Federal student aid.

Summer breaks do not count as time receiving aid if you are not enrolled in classes. However, holiday breaks during the academic year count as time enrolled. This includes Skinworks summer and winter breaks.

### **WHAT ABOUT CONVICTIONS FOR OFFENSES THAT TOOK PLACE WHEN I WAS NOT RECEIVING AID?**

Convictions for a Federal or State drug offense (either sale or possession) count against a student for Title IV aid eligibility purposes only if they were for an offense that occurred during a period of enrollment for which the student was receiving Federal Student Aid. They do not count if the offense occurred during a period of enrollment when the student was not receiving Federal Student Aid.

This law applies to you only if you have been convicted of a drug-related offense.

### **WHAT IS AN APPROVED DRUG REHABILITATION PROGRAM?**

An acceptable drug rehabilitation program must include two unannounced drug tests AND meet at least one of the following requirements.

#### **THE PROGRAM MUST BE:**

- Qualified to receive funds directly or indirectly from a Federal, State, or local government program.
- Qualified to receive payment directly or indirectly from a Federally or State-licensed insurance company.
- Administered or recognized by a Federal, State, or local government agency or court.
- Administered or recognized by a Federally or State-licensed hospital, health clinic, or medical doctor.

**NOTE:** Not all programs include unannounced drug testing as part of treatment. When contacting a program about possible admission, you

should explain the drug testing requirement and ask if the program can provide the required unannounced tests.

### **WHERE CAN I FIND AN APPROVED TREATMENT PROGRAM?**

The Substance Abuse and Mental Health Services Administration (SAMHSA) **Treatment Locator** lists treatment programs that receive Federal funds. Programs on this list are approved, provided they offer two unannounced drug tests:

<https://findtreatment.samhsa.gov/>

### **HOW CAN I GET THE REQUIRED DRUG TESTS WITHOUT ENROLLING IN TREATMENT?**

Generally, drug rehabilitation programs do not provide drug tests to individuals whom they have not admitted to treatment. To meet the drug testing requirement without taking part in treatment, you will need to make arrangements with an approved drug rehabilitation program.

### **ARE THERE OTHER LAWS RELATED TO DRUGS THAT CAN MAKE ME INELIGIBLE FOR TITLE IV, HEA PROGRAM ASSISTANCE?**

The Anti-Drug Abuse Act of 1988 includes provisions that authorize Federal and State judges to deny certain Federal benefits -- including Title IV, HEA student aid – to persons convicted of drug trafficking or possession. The Department of Education maintains a list within the Central Processing System (provided by the Department of Justice) against which all FAFSA applicants are matched. Applicants on the DOJ Drug Abuse Hold list are notified that they are not eligible for Title IV, HEA funds and told whom they can contact if they have questions.

### **WHAT IF I ALREADY COMPLETED A TREATMENT PROGRAM THAT DID NOT INCLUDE UNANNOUNCED DRUG TESTS OR RECOVERED THROUGH MUTUAL AID MEETINGS SUCH AS NARCOTICS ANONYMOUS OR SMART RECOVERY?**

That does not meet the requirements of the law. To meet the requirements of the law and regain eligibility for Federal student aid, you must either successfully complete an acceptable drug rehabilitation program that includes two unannounced drug tests or successfully pass two unannounced drug tests at an acceptable drug rehabilitation facility after the date of your conviction.

### **HOW DO I DOCUMENT SUCCESSFUL COMPLETION OF THE TREATMENT OR DRUG TESTING REQUIREMENTS?**

Your financial aid office will make this determination. You may be required to provide written documentation.

## WHAT IF I HAVE OTHER QUESTIONS?

For more information, please call the Federal Student Aid Information Center at 1-800-4-FED-AID (1-800-433-3243).

## UTAH DRUG LAWS

[https://le.utah.gov/xcode/Title58/Chapter37/58-37-S8.html?v=C58-37-S8\\_2015051220151001](https://le.utah.gov/xcode/Title58/Chapter37/58-37-S8.html?v=C58-37-S8_2015051220151001)

## FEDERAL DRUG LAWS

<https://www.dea.gov/druginfo/ftp3.shtml>

# HEALTH & SAFETY PLAN

**POLICY:** The Health & Safety Plan shall always be posted on the student bulletin board and available to the students. It is the school administrations responsibility to make sure that the list is updated when necessary and available to the students. The policy will be evaluated by the CAO annually.

**OBJECTIVE:** It is the intent of the school to ensure that students have resources available to them when necessary.

**PROCEDURES: DO NOT PANIC!** First Aid kits are located in the dispensary, under the sink in the spa hallway, and in the front lobby bathroom.

## ACCIDENTS/EMERGENCY HEALTH CARE:

### LIFE THREATENING

#### 1) CALL 911

- Major injuries should prompt immediate action to dispatch emergency responders, typically by calling “911” from the nearest telephone. When calling “911,” remain calm and stay on the line until you are told to hang up by the dispatcher. Among other things, the emergency dispatcher will ask you to describe the nature (e.g., unconscious person with bleeding observed from the nose) and location (e.g., lobby, classroom, treatment room, left or right of the main entrance) of the emergency.
- If others are available to provide assistance, have them wait outside/near the entrance to escort emergency responders to the victim’s location.
- Persons trained in First Aid/CPR may render assistance until relieved by emergency responders. Never leave a victim alone, wait until emergency responders have arrived.
- **EXAMPLES OF MAJOR MEDICAL INJURIES/ILLNESSES INCLUDE:** symptoms of heart attack or stroke, profuse bleeding, amputations, unconsciousness, extreme breathing problems, deeply impaled objects, anaphylactic reaction, hypoglycemia in diabetics, shock, and seizures. Once the injured is taken care of, contact the Emergency Contact Person in their file.
- If a student or client is involved in an accident, pull file and contact the **Emergency Contact Person**. If Emergency Contact Person is

unavailable, ask who to call and/or assist in getting the person to the hospital.

- 2) Have an instructor or staff member fill out accident report, scan that report and email to [natalie.parkin@skinworks.edu](mailto:natalie.parkin@skinworks.edu).

## **MODERATE INJURIES/ILLNESSES**

Moderate injuries often involve initial first aid treatment followed by consultation with a medical professional. These types of injuries generally do not necessitate immediate dispatch of emergency responders. However, they often do require that someone assist the injured to provide immediate first aid and if requested by the injured contact their emergency contact to transport them to a medical facility for additional follow-up.

## **CLIENT/TREATMENT MINOR INJURY**

- 1) Student involved in the incident, alert the instructor if they are not already involved. Instructor, follow the below steps.
- 2) Determine how severe the injury is. If injury is caused from a medical modality and is above a 4 on a scale of 1-10 contact Dr. Morris's office immediately. Schedule an appointment for the client to visit within 24 hours.
- 3) Take pictures with labels located in the picture including the date, treatment name, and client name.
- 4) Client should be given a post-care treatment form and the process should be thoroughly explained to them to ensure they completely understand what to do/what not to do at home
- 5) Client should be given the schools, Natalie's, and Dr. Morris's phone numbers:

School:	(801) 530-0001
Natalie:	(801) 414-7551
Dr. Morris:	(801) 743-0700

- 6) If wound is above a 4 on a scale of 1-10 the client should be called 24hrs, 72hrs, and a week later by the instructor to see how the skin is healing, if they have any questions, and to make sure they still have the product necessary and are using it correctly. Make sure to document this on the client's chart and accident report.
- 7) Instructor should fill out an incident/accident report in detail the day of the injury. Place this report along with pictures, and a copy of call backs done in their personal file, along with scanning a copy and emailing to [natalie.parkin@skinworks.edu](mailto:natalie.parkin@skinworks.edu).
- 8) Steps listed above apply with clients, students, and instructors if they are the one in the "client" role.

## **MINOR INJURIES/ILLNESSES**

Minor injuries are those that do not present a serious health risk and are typically recognized as sufficiently treated using standard first aid supplies and techniques (e.g., minor cuts, scrapes, burns, bruises, sprains, etc.), and generally accomplished with self-help. First aid kits are available in the dispensary on the bottom shelf of the cabinet in North/East corner.

## **NEAR-MISS/CLOSE CALL**

A near miss is an incident where no property was damaged, and no personal injury or illness sustained, but where, given a slight shift in time or position, damage and/or injury/illness easily could have occurred. It can be thought of as a "close call." Skinworks encourages reporting of near-miss/close call incidents so that contributing factors can be identified and abated before they result in personal injury/illness or property damage.

## **FIRE OR EARTHQUAKE**

- 1) If it's a small fire, use an extinguisher. If it's a large fire, EXIT the building through nearest exit and call 911! Meet across the street in the parking lot for roll call.
- 2) Fire extinguishers are located next to the exit door on the education side (south hallway), next to exit door by the sanitation room, in the hallway to pedicure stations in the spa (west side), and in both the back classroom and practical rooms by the exit doors.
- 3) Fire: find nearest exit, meet & roll call at parking lot across the street. Fire drill done annually & random.
- 4) Earthquake: All students in classrooms climb under their tables until covered. All others brace in doorways. Do not exit building, except in case of fire. Do not touch power lines or electrical outlets. Roll call after event.

## **FIRE EXTINGUISHER USAGE INSTRUCTIONS IF MANAGEABLE, FIGHT FIRE FIRST**

- 1) Ideally call 911 at the same time.

### **EXTINGUISHER USAGE:**

- a) Remove extinguisher from the wall bracket.
- b) Pull pin hard to break seal.
- c) Stand 8-10 feet away from the fire.
- d) Aim nozzle spray at base of the fire.
- e) Discharge using a rapid sweeping motion.
- f) Based upon container size, the unit will spray for 18-25 seconds total.

Note: Any unit with a broken seal should be serviced immediately.

## **ON-SITE VISUAL CHECKS:**

- Official seal should be intact.
- Pin should be in place and held with a plastic tie.
- Meter should register in the charged green area.

Note: Meters are serviced annually, please see the maintenance schedule.

## **SEVERE SICKNESS**

- 1) Send student home. Clean the area they were in contact with.
- 2) If necessary, call their Emergency Contact Person. If unavailable, ask the student who to call and/or assist in getting them to the hospital.

## **SECURITY/THEFT**

- Prevention is KEY!
- Cars should always be locked with valuables stored out of sight.
- Students and Staff are to walk to parking areas in groups. Never alone.
- Doors are always to be locked when a staff member is in the building alone, or at any time outside business hours.
- Emergency exits lock from the outside and are never to be propped open at any time of day or night. They should always be closed.
- Windows and doors will be manually locked and checked each evening.
- Student lockers are provided. Valuables should be kept locked in lockers when in the building. Valuables are not to be left unattended at any time.

## **INTRUDER OR BURGLARY PLAN**

- Immediately evacuate of building through fire exits, avoiding danger area and call 911.
- If you are an alarm code holder, please contact Natalie for information on how to proceed with the alarm in hostage situation.

## **CAMPUS CRIME REPORT**

Please visit our full campus crime report updated every October per the Cleary Act at [www.skinworks.edu/disclosures](http://www.skinworks.edu/disclosures)

## **WEATHER OR OTHER COMMUNITY DISASTERS:**

### **EMERGENCY BROADCAST SYSTEM ALERTS:**

- Follow State issued directions for area. Stay in building or exit to home as directed.

### **CONTAMINATION OR DISEASE ALERT:**

- Observe all CDC precautions and sanitation rules. In the case of an actual outbreak of serious disease within the school, follow the directions of Emergency personnel or local health department. This may



include: Quarantine in the school, immediate evacuation of school after a written roll call, isolation of affected persons, decontamination of school by haz-mat team, or minor decontamination of school by staff using sanitary precautions.

### UTILITIES EMERGENCY:

- Gas: Evacuate immediately, leave doors and windows open and notify gas company.
- Sewage: Evacuate immediately and alert emergency personnel.
- Electrical outage: Call Rocky Mountain Power at 1-877-508-5088, wait for time estimate, dismiss class or continue as able.
- Electrical malfunctions: Halt all electrical activities, evacuate short term, and call Rocky Mountain Power at 1-877-508-5088 for further advice.

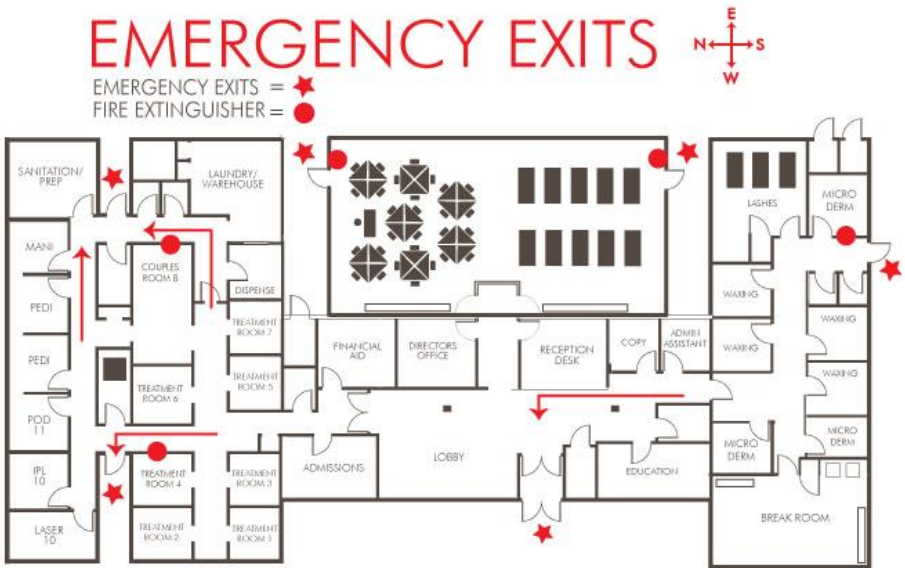
### RESPONSIBILITY

The School Director is responsible for updating the Safety & Security Plan on an as needed basis.

### EVALUATION

This policy is available to staff, faculty, and students. Skinworks surveys the student in regard to the Health & Safety Plan in the student's surveys given within their course. Skinworks will also evaluate this policy along with the information given from the surveys in our annual policy meetings.

### EVACUATION



# OPERATION AND MAINTENANCE PLAN

**POLICY:** To maintain Skinworks facility and equipment so we can remain on the cutting edge. This to provide our students real world experiences that will help them transition into the field of Esthetics.

**OBJECTIVE:** Skinworks takes pride in the facility and believe it is a part of the students education in learning to maintain the schools property in a respectful manner. It is important for Skinworks students to understand that Maintenance is such a huge part of the esthetics business. Not only is it important for our school to stay maintained for future students, it is imperative for all areas to remain clean and sanitary for the safety of our clients. This is also an understanding in any spa, in any city, in any demographic, a clean & sanitary spa is necessary. Skinworks also insist on maintaining our equipment, furniture, and supplies so they may last and keep student tuitions low. Maintenance is essential in this business.

## FACILITY

### CONTRACTED CLEANING

Skinworks has also contracted with Divine Dynasty Cleaners to maintain the building to which is not a part of the student or staff's responsibility.

### WEEKLY

Daily sanitations are required by all students and are a part of their grade. Not only is the student required to clean up after themselves on a regular basis they are also required to do a daily sanitation to keep their areas well maintained. These are graded by the administration daily.

### MONTHLY

Each class is assigned a day for monthly Maintenance, this is where each class has an area that involves a thorough cleaning. Taking the chairs, beds, and tables out of the rooms and cleaning sugar, wax, etc. underneath these areas.

### ANNUALLY

Skinworks plans vary but include all major maintenance (painting, new flooring, etc.) annually over winter and summer breaks. Skinworks along with faculty & administration staff, organizes and maintains the google drive folder, administrative forms, power point slides, and instructional material daily and evaluate annually.

## **TECHNICAL INFRASTRUCTURE**

Skinworks stores our curriculum on our Network allowing access to all employees and syncing when updated. The School director can grant access or deny access at any given time.

**Google Drive-** The CAO can grant or remove access to Google Drive at a moment's notice. Certain staff members and faculty have editing accessibility. If a staff or faculty member needs editing access they can request this from the CAO through email.

**Laptop/iPad/Apple TV-** Skinworks has 10 ipads and 3 laptops for instructors to use for lessons. We also provide TV's installed with apple TV.

If there are issues with the networks, Natalie Parkin will contact Landon Timothy, who we contract to help with technical maintenance.

## **RESPONSIBILITY**

Instructors are responsible for students completing their sanitation duties at the end of each week, and monthly on our maintenance day.

The Spa Instructor informs the school director if any area is in need of improvement. The School Director plans for annual and emergency maintenance throughout the year when necessary.

School Director is responsible for the technical infrastructure.

## **EVALUATION**

This plan will be evaluated in our policy meeting by CAO, Staff, and faculty.