

A Note from the Custodian of Records for Healing Arts Institute

My Fellow Graduates/Students:

Yes, that is correct. I am a graduate of Healing Arts Institute. I share your concerns that any of you who qualify to be certified by CAMTC should be certified.

I understand more than you may realize the panic that ensues and the emotion that rises as the deadlines approach. Your concern, understandably so, remains on your most immediate personal level. Your status and certification.

Please bear in mind that I am concerned for ALL of the graduates and students of Healing Arts Institute. There are about 4,000 of us. Understand also that I am doing my best to ensure that your transcripts are accurate and sent to the appropriate entities, along with a copy to you for your records.

I am more than aware of the deadlines to be met. In order to meet the June deadline, I have spent many nights working on transcripts and the research involved until 1am. I have sent the transcripts via certified mail to ensure we know the exact day and time CAMTC has received them. I ensure that each of you receives this information so that you have proof of delivery, should you be met with "we don't have your transcripts yet." I tend to doubt that phrase will be heard by you anymore. I have instituted measures and procedures that cause the Operations Manager at CAMTC to be aware of all transcripts sent from HAI on your behalf. I receive acknowledgement from her, as well.

Many of you have questions and frustrations that have made the process of certification difficult. When the school was open there were staff members who would spend time to listen and if nothing else this made you feel a bit more calm. The last day classes were held was February 24th, 2016. There are no more staff members.

Transcripts and student records are nobody's "headache " anymore but mine. Dr. Mally asked me to take on this duty and I agreed without hesitation. I have all of your interests at heart. I care. I am in the same boat with you should my certification ever lapse.

I am going to ask that you recall the lessons we learned about personal boundaries. I am going to ask you to honor them. Please respect the fact that just because you now how to contact someone, or figure out how to do so, does not mean that you should. In some instances, it is causing discomfort that is not intended by you. Those you know from Healing Arts care about you. It pains them to see what happened. Consider they all lost their jobs and need to regroup. They have been between a rock and a hard spot as things were falling apart and their concern was not just for themselves, but for the students they spent so much time with. They are

powerless to do anything to change your situation with regard to CAMTC and the plight that some of you face.

Know that there have been meetings behind the scenes and great preparation was made in advance of the presentation to the CAMTC regarding their review of Healing Arts Institute.

I ask that you also honor my personal boundaries. Most of you have. However, there have been exceptions that are absolutely inappropriate and unacceptable. Boundaries have been breached.

As much as I have an ear that is compassionate and I care, my primary duty – and actually only duty—as Custodian of Records is to ensure that transcripts are prepared and sent as requested. I need to concentrate the time I have to all of those whose requests are on my desk.

I want you to know ALL of you and your situation is important to me. However, the best way I can serve you is to get to your transcript request as soon as possible and get it ready to go to CAMTC, or whomever else you direct it to be sent. The only way that is appropriate is to submit your transcript request is via US Mail. Period. Should you feel need to share information or ask questions, please do so in a note sent with your transcript request and payment. Most questions have been addressed on the FAQ page. Please ensure you read it to see if your question has already been addressed.

It also needs to be understood that procrastination on your part, does not make an emergency on my part. Each person deserves the respect of having their request handled in a priority manner. That IS what I do. Don't presume that contacting someone else will magically make your transcript float to the top of the stack. It won't. The date I receive the transcript determines the order in which it is handled.

Many of you know that in the other bits of my life I do spend time being involved and active in our massage community. I do stand up and fight for all of us with regard to the changes in the laws, etc. , and encourage you to be aware of and active in the process as well. I also am actively working as a massage therapist and have other duties and commitments in my life. Please be aware that with the deadlines at hand, to the extent I can, I have put all of you first.

Kind Regards,

Lauren McLachlan
Custodian of Records for Healing Arts Institute