



# Student Handbook 2020 - 2021

Alberta College of  
Acupuncture & Traditional Chinese Medicine  
阿尔伯塔省针灸中医学院

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# Welcome!

Student's Name: \_\_\_\_\_

Student ID: \_\_\_\_\_

Phone No: \_\_\_\_\_

## Welcome to ACATCM

On behalf of the staff and faculty I wish a warm welcome to our new and returning students.

Learning Traditional Chinese Medicine is no small undertaking. It requires a large commitment of time, energy and resources and we are honoured that you have chosen the ACATCM. Each year of study presents its own challenges. The first and second years are the most academically demanding, while the final year(s) are about integrating and applying your knowledge in clinical setting as well as preparation for the licensing exam. We understand the rigours of each step in this journey are here to help.

The appearance of COVID19 has lead us to deliver the majority of our classes online. This format works well for us and will be appreciated even more as winter sets in. Our clinic has implemented all the recommended safety measures to protect our students, patients, faculty and staff. All in all, its shaping up to be a great year!

Dr. Colton Oswald,  
Co-President

专心

Focus

智慧

Wisdom

成功

Success

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## Important Dates

The Alberta College of Acupuncture and Traditional Chinese Medicine (ACATCM) operates on an 18-week semester system. Following is a schedule for the 2020-2021 academic year, changes and updates will be posted on school websites.

### FALL SEMESTER

|                        |                                     |
|------------------------|-------------------------------------|
| September 8, 2020      | First Day of Fall Semester          |
| October 12, 2020       | Thanksgiving – School Closed        |
| November 9 - 13, 2020  | Midterm Break – No Regular Class    |
| November 11, 2020      | Remembrance Day – School Closed     |
| December 21 - 31, 2020 | Christmas Holiday Break             |
| January 1, 2021        | New Year's Day – School Closed      |
| January 4, 2021        | Classes Resume                      |
| January 29, 2021       | Last Day of 2020-2021 Fall Semester |
| February 1 - 12, 2021  | Winter Break                        |

### SPRING SEMESTER

|                           |                                     |
|---------------------------|-------------------------------------|
| February 15, 2021         | Alberta Family Day – School Closed  |
| February 16, 2021         | First Day of Spring Semester        |
| April 2, 2021             | Good Friday – School closed         |
| April 5, 2021             | Easter Monday – School OPEN         |
| April 19 - April 23, 2021 | Midterm Break – No Regular Class    |
| May 24, 2021              | Victoria Day – School Closed        |
| June 25, 2021             | Last Day of 2020-2021 Academic Year |

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## About the Student Handbook

The Student Handbook is designed to provide you with a general overview of the resources and services that are available at ACATCM.

In addition to the college-wide resources and services, our program provides students with academic and professional support. You should familiarize yourself with all the resources that are available since this will make your educational experience a much richer and rewarding one.

The Student Handbook also provides information on your rights and responsibilities as a student. You should be familiar with the academic policies of your program as well as college policies.

The Student Handbook 2020 - 2021 is a collaborative effort between the Student Body and the Administration. We hope that you will find it useful and we welcome your comments and suggestions for future publications.

Administration Office

August 2020

## About the College

### WEBSITES

Main website: [www.acatcm.com](http://www.acatcm.com)

中文网站: [www.acatcm.com/zh](http://www.acatcm.com/zh)

### CONTACT US

Phone: (403) 286-8788

Toll Free: 1-888-789-9984

General Email: [admin@acatcm.com](mailto:admin@acatcm.com)

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## MAIN OFFICE

The main office handles student registration, tuition and fees, and course changes. In addition, it is responsible for collecting, recording, and disseminating grades, maintaining transcripts and students biographical data. The following is a brief list of services provided by the main office:

- Registration for all classes
- Academic Counseling
- Add/ Drop classes
- Withdrawal or Leave of Absence from the College
- Transcripts
- Verification of Enrollment
- Change of Name, Address or Phone Number
- Student I.D. Cards
- Acupuncture licensing information for Alberta.

## LIBRARY

The library at ACATCM provides a great resource to support learning, teaching and research. A book is only on loan for a period of 21 days.

1. If a student wishes to renew a book at that time he/she may do so if no one else wishes to sign that book out.
2. A maximum of 3 books may be signed out in a student's name simultaneously.
3. It is the responsibility of the student to keep books in the same condition as they were loaned. If a book is returned marked or dirty, the student may be charged twice the original cost of the book depending on availability.
4. A fee of \$0.50/day will be charged for each overdue book.

*It is the students' liability to ensure the Sign-out Sheet is signed when borrowing, and the Return Sheet is signed when returning. Please note, taking any book from the library without signing the Sign-out Sheet may be considered stealing. Please also note that the signed Return Sheet is the only evidence of the book being returned.*

## INTERNET

The College provides both wired and wireless internet access, please ask the main office for password information.



Students who saved their computer file on a floppy / USB device / CD may bring them to the front desk for printing. The fee for printing service is \$0.05 per page per side, and only served at the convenience of front desk.

### FEES\*

|   |                   |
|---|-------------------|
| Confirmation Letter   | \$10.00           |
| Challenging Exam  | \$100.00          |
| Extension to Incomplete Grade                                 | \$50.00           |
| International Document Evaluation                             | \$50.00           |
| Reassessment of Final Examination                             | \$25.00           |
| Reinstatement of Registration                                 | \$50.00           |
| Returned Cheques  | \$30.00           |
| Skills Appraisal Rewrite                                      | \$25.00           |
| Supplemental Examination                                      | \$50.00           |
| Official Transcripts  | \$10.00           |
| Fax Services  |                   |
| - to send and receive   | \$0.25/page       |
| - long-distance within North America                          | \$0.45/page       |
| Photocopying (per copy)                                       | \$0.05            |
| Overdue Library Book Fee                                      | \$0.50/day        |
| <b>Overdue** Tuition Fee Interest rate (calculated daily)</b> | <b>Prime + 3%</b> |

\* Fees listed above are subject to change. Please check our website at [www.acatcm.com](http://www.acatcm.com) for latest information.

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# Academic Policies

## EXPECTATION OF STUDENTS

Students are expected to preview the instructors' notes and required textbooks before each class. Written and practical exams are used to assess proficiency and knowledge; however, they are not the only measures of competence. Attendance, participation, professionalism and clinical performance are other important factors in evaluating the student's progress.

Students should respect the rights of fellow students, faculty, staff, administrators, and other persons associated with the College, and in return, have their rights respected.

Confidential information provided by the students will remain private and will not be distributed to third parties without the student's knowledge and written consent.

The College encourages freedom of expression and thought by all students and faculty members.

## ATTENDANCE POLICIES

Students are expected to attend all classes; attendance will be taken and kept on record. It is the students' responsibility to advise their instructors of any reasons for absences.

## EXAMINATION POLICIES

All exams must be taken at the scheduled time unless previous arrangements have been made and accepted by the school officials. The College will only consider deferrals for the following reasons:

1. Death or major illness in a student's family.
2. Illness of a dependent family member.
3. Participation in legal proceedings or administrative procedures that require a student's presence.
4. Illness that is too severe or contagious for the student to attend. A doctor's note is required.
5. Weather or severe road conditions. A written note is required, even if it is from the student, so that we may have a record of it.

## **SCHEDULING OF TESTS**

Tests must be scheduled within regular class time except in those special cases where prior approval has been obtained from the instructor offering the course.

Common mid-year tests in full courses must be scheduled by the Registrar if held during the examination period.

## **FINAL EXAMINATIONS**

- Any final examination in a course is held in the examination period following the session in which the course was completed.
- Final examinations are scheduled by the school officials.
- Students with a registered disability who require special arrangements for their final examination should contact the administration office.
- Should a student write an examination, hand in the paper for marking, and later report extenuating circumstances to support a request for cancellation of the paper and for another examination, or a deferred examination, such a request will be denied.
- Retroactive withdrawals will also not be considered.
- Students and instructors must be available for examinations up to the last day of the examination period.

## **DEFERRED EXAMINATIONS**

A deferred examination may be granted to a student who is absent from a examination through no fault of his or her own for medical or other valid reasons.

To apply, a student must submit satisfactory documentary evidence (i.e. a doctor's note) to the College within five working days of the missed examination.

The College will consider all requests for special deferred examinations and notify the Registration Office and student of its decision within ten working days of receipt of the application. A grade of "DF" will be indicated until the examination is taken.

A deferred examination shall be accorded the same weight as the regular final examination in the computation of the student's final grade.

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Students with special needs may request alternative arrangements for examinations. For more information, students may consult school officials.

A student who becomes ill during an examination must notify the invigilator immediately of the inability to complete the examination. The student may then apply to write a deferred examination. (See above).

A student who has sat through an examination and has handed the paper in for marking will not be granted a deferred examination.

### **REASSESSMENT OF THE EXAMINATION**

Should a student suspect an examination is marked incorrectly, he/she may request a meeting with the instructor and the school officials and submit a non-refundable fee of \$25.00 for a reassessment of the exam.

### **SUPPLEMENTARY EXAMINATION**

A student whose academic grade has declined in the course due to an examination worth at least 40% can apply for a supplementary examination. The student must submit the application along with a non-refundable fee of \$50.00. The student will then be informed of the date of the test. It is the student's responsibility to apply for the supplementary exam.

### **RELEASE OF GRADES & TRANSCRIPTS**

Student's grades are considered confidential at all times. This information will not be released without a student's written consent and must include the name and address of destination. A nominal fee will be charged.

If there is any dispute with final grades and academic status, it is the responsibility of the student to contact the administration office within 60 days of receipt of the report.

## STANDARD GRADING SYSTEM

Grading System for written, oral, practical as well as clinical practice evaluations are based on the following standards:

| Letter Grade | Percentage Scale |
|--------------|------------------|
| A            | 95%+             |
| A-           | 90% - 94%        |
| B+           | 85% - 89%        |
| B            | 80% - 84%        |
| B-           | 75% - 79%        |
| C+           | 70% - 74%        |
| C            | 65% - 69%        |
| F            | Lower than 65%   |

**Note:** The passing grade in all courses is a "C". Students who do not manage to pass a course may be given permission by the College to take the course again. The student must present their request to re-take a course in writing and a decision will be made by the Faculty Board after a review of the student's overall progress and standings. Permission is subject to the availability of classroom space, additional tuition fees will apply.

## FINAL PRACTICUM

Students are required to complete minimum of 500 practicum hours (700 practicum hours for TCM students) at the College clinic.

## GRADUATION REQUIREMENTS

1. Students must complete the program within six years.
2. No student may graduate in less than three years.
3. Students must complete all first and second year courses before commencing their final clinical internship.
4. Full-time attendance may be required in the final year of clinical training.
5. Students must complete all required courses in the time allowed.
6. Students must clear all financial obligations with the ACATCM.
7. Students must return all outstanding library books (See Library Policies).
8. Students must receive approval from the Board of Directors.
9. Diplomas will only be presented at the Graduation Ceremony each year. Students requiring proof of successful completion of the program can obtain a letter from the Registration Office.

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## **GRADUATION CEREMONY**

Graduation ceremony is scheduled on the second weekend of September annually.

## **STUDENTS RIGHTS**

1. Students have the right to assemble.
2. Affiliation with any intercollegiate organization must not deprive the Students Council of recognition by College authority.
3. The student press must be free, within legal bounds, of censure and control prior to going to press. Its publishers and editors must be free to define policies regarding editorials and publication of information.
4. The student has a right to a healthy and safe environment. The student has a right not to be subjected to physical, sexual, or mental harassment, indignity, injury or violence.
5. The confidentiality of all information regarding the student must be respected unless he/she consents in writing to its disclosure. Nevertheless, staff members whose professional duties require it may, within the generally accepted rules of ethics, have access to students records.
6. The student has a right to request and be informed of, prior to his/her registration, the extent of College-related expenses to be incurred during his/her studies at the College and to be made aware of any services offered to him/her.
7. The student has a right to request and receive, at the beginning of the course, notice of the availability (time and place) of his/her instructor and staff members responsible for all services offered.
8. The student may make representations in front of any consulting decision-making body of the College with regard to any aspect of his/her rights, according to procedures in effect at the College.
9. The student has the right to refer to any documents contained in his/her student record.
10. The student has the right to add documents to his/her student record, including written documents referring the contents of a document of a disparaging nature.
11. The student has the right to be informed at the beginning of a course of the outlines and means of student assessment and also be assured that these will not be substantially changed.
12. The student has the right to be informed at the beginning of a course of methodologies, principal assignments to be handed in, penalties for delays, and

the estimated waiting period for obtaining academic results. Further, the student has the right to be informed in advance of any substantial changes.

## **STUDENTS RESPONSIBILITIES**

1. It is the student's responsibility to acquaint him/herself with course outlines, content, evaluation methods and methodology. He/she is also responsible for inquiring into the availability of his/her instructors (time and place).
2. It is the responsibility of the student to acquaint him/herself with procedures to be followed in the case of rescheduling or replacement of classes.
3. The student must respect other people's health and right to security.
4. The student is responsible for communicating with his/her instructors and/or counselors to solve any problems he/she may encounter.
5. The student is responsible for his/her class attendance and punctuality.
6. The student is responsible for handing in his/her assignments to his/her instructors within the required deadlines or, if he/she cannot do so, for making prior arrangements with the concerned instructor.
7. The student is responsible for taking advantage of educational activities offered to him/her and for taking part in meetings where topics concerning him/her will be discussed.
8. The student is responsible for taking advantage of services offered to him/her by the College to ensure proper orientation of his/her studies, academic progress and general development.
9. The student is responsible for fulfilling his/her obligations, as agreed upon in conjunction with the College, with regards to the use of goods and services at their disposal.
10. In conjunction with his/her freedom of the press and of expression, the student is required to respect normal standards of responsible journalism by avoiding material of a libelous or indecent nature, unfounded allegations, slighting of personal dignity and malevolent insinuations.

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## STUDENT MISCONDUCT

Students must conduct themselves in a responsible manner and any of the following shall constitute improper student conduct:

- Cheating, plagiarism, fraud, deceit, or other forms of academic dishonesty.
- Threatening or subjecting any person, student, or staff, to physical, sexual, or mental harassment, indignity, injury or violence.
- Disturbing, disrupting, or otherwise interfering with studies, laboratories, lectures, work or other activities of fellow students or staff.
- Intentionally damaging, destroying, or moving property, without the authority of the College, or of any student or staff member.
- Unauthorized use of or unauthorized entry to College property.
- Participation in unauthorized or hazardous campus activities.
- Failure to obey the lawful instructions of any College official or employee acting in the performance of his or her duty and failure to obey all published or posted regulations relating to the use and entry of College buildings and facilities.
- Failure to obtain approval, permission, or to follow procedure as required under College policies and regulations.

A single offence of cheating, plagiarism, or other academic misconduct on term work, tests, or final examinations, etc., may lead to disciplinary probation or a student's suspension or expulsion from the College by the dean, if it is determined that the offence warrants such action.



## PENALTIES

All students should act in accordance with College policies, standards, procedures, and regulations. Students who do not act accordingly may be subject to disciplinary action as outlined by the regulation of policy on Students' Discipline.

1. **Failing Grade** - A student may be given a failing grade in either an exercise or course in which that student is found guilty of plagiarism, cheating or other academic misconduct.

2. **Disciplinary Probation** -The student shall be permitted to maintain registration. The student is expected to attend all classes and activities under specific conditions. A student under probation who meets the conditions within a time frame shall redeem their normal status. Failure to meet the conditions shall result in suspension or even expulsion from the College.

3. **Suspension** - Students may be suspended from attending classes for a period of time, depending on the alleged violation. The Director will decide when a student can return to class. It is the student's full responsibility during this period of time to self-study. It is not the responsibility of the College for missed classes.

4. **Expulsion** - Students that are expelled from the College will be withdrawn from the program, and may be banned from the College and grounds. There will be no refund of any fees and all outstanding fees and debts to the College and materials on loan must be returned immediately.

5. **Effects of Suspension or Expulsion** - A student suspended or expelled may not apply, or be considered for readmission to the College until at least twelve months after the end of the session in which the academic offence takes place.

6. **Standard Appeal Policy** - The Director has the right to take disciplinary action when students violate rules and regulations. Students who feel that they have been inappropriately disciplined may appeal the matter. The student must appeal within 14 days of notice. The appeal meeting will include faculty members, director, and students involved.

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## Students Council

The Student Council, also acts as the Student Advisory Board, has been established to respond to student's concerns. For academic year of 2020-2021, new council should be established by fall 2021.

## Other Policies

### STUDENT CLINIC BENEFITS

1. Students are entitled to six (6) free acupuncture treatments by an intern during each academic year. Not accumulative. \$5.00 per session will apply for any additional acupuncture treatments.
2. Students will receive a 5-40% discount for regular priced herbal medicine and clinical supplies.

### RESPONSIBILITIES OF INTERNS

1. Interns must always dress professionally when seeing patients.
2. Students are responsible for purchasing a white lab coat for their internship which must be worn at all times when seeing patients.
3. It is the responsibility of the interns who are in charge of the patient to clean up the examination room and put all the equipment and other accessories back in good working order after each treatment.
4. Interns should always conduct themselves in a professional manner towards patients.
5. Interns should always notify and register at the front counter for any medical supplies taken from the retail area that they may use to treat a patient.
6. It is the responsibility of the interns to treat the school property as if it were their own.
7. Detailed information is in the Clinical Handbook.

## OFFICE POLICIES

1. The **photocopier** is available for use at a charge of \$0.05 per copy.
2. The **fax machine** is available to students at a cost of \$0.25 per copy; however, this is not a self-service machine due to the location of the machine. Any long distance faxing within North America will be at an additional cost of \$0.20 per minute.
3. Phone service is available on the office's extra phone line; however, we ask that students limit their calls to a maximum of three minutes as a courtesy to other students and the receptionist. Consecutive calls will not be allowed.
4. **Absolutely no long distance phone calls are allowed to be made at the College.** Noise level while on the phone should be kept to a minimum as to respect the receptionist who may be on another call or with a patient.
5. **At no time will any student be allowed behind the front desk regardless of their reason.** This is due to confidential materials which must be honored.
6. Students are not allowed to study or rest in the patient rooms. Only in certain instances will the administration officers grant students permission to enter these rooms.
7. To protect confidential materials, **President's and Dean's office are off limits at all times to the students unless permit(s) granted.** Any unauthorized entry may lead to serious misconduct.

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## **SEXUAL HARASSMENT**

The ACATCM recognizes its moral and legal responsibilities to protect its students, staff and faculty against sexual harassment and has established a *Sexual Harassment Policy* and related procedures to deal with this serious issue.

The simple definition of sexual harassment is "unwanted sexual attention." Any type of conduct which emphasizes the sexuality, gender or sexual orientation of an individual and creates for them an offensive, intimidating or hostile learning, working or living environment is sexual harassment. The harassment is more serious if submission to, or acceptance of such behaviors is made either an implicit or explicit condition of an individual's employment or academic status.

Sexual harassment may take various forms. It includes, but is not limited to, the following: verbal abuse or threats of a sexual nature; unwelcome remarks, jokes, innuendos or taunting about a person's sex (often linked with references to the body, attire, age or marital status of the individual); the display of pornographic, sexually offensive or derogatory pictures; unnecessary and unwelcome physical conduct such as touching, patting, pinching; unwelcome sexual invitations or requests, usually of a persistent nature; sexual assault. Gender harassment or sexism may also be one form of sexual harassment.

Sexual harassment has both males and females as its victims and perpetrators. It can occur between members of the opposite sex or of the same sex. Although sexual harassment often occurs where there is a real or perceived power imbalance, it can also occur amongst peers.

## **CONFIDENTIALITY**

The policy and procedures provide for a high degree of confidentiality throughout the process. Persons who report misconduct will not be named unless the case cannot be investigated otherwise and then only with those persons' consent. Persons who are reported will not be named unless and until the case against them has been substantiated by thorough investigation.

# Student Complaints Policy

## Preamble

This policy is made to assist both students and staff in the resolution of student concerns and complaints constructively, quickly and fairly. Where minor concerns arise, students are encouraged to raise them directly with the relevant staff, with the aim of resolving them at the lowest possible level and without undue formality. However, where informal discussions have not yielded a satisfactory resolution, or where the matter is more serious, the following policy provides for a more formal process to be pursued.

## Policy

1. Informal resolution of concerns
  - Before making formal written complaints, students are encouraged to seek a resolution to any concerns by raising and discussing them informally with the relevant staff member who is most directly associated with the matter.
  - A staff member with whom a concern is raised by a student is expected to deal with the matter in an open and professional manner and to take reasonable and prompt action to try to resolve it informally.
2. Formal complaints procedures
  - Where it has not been possible to resolve a concern informally, a student may make a formal complaint.
  - A student who wishes to make a formal complaint must submit it in writing, on the Student Complaints Form which is available at the main office, to the Director who is responsible for the action or matter that has given rise to the complaint.
  - The written complaint must be submitted within three months after the occurrence of the action or matter that has given rise to the complaint.
  - If the complainant prefers not to address the complaint to the person recommended in subsection (2) it may be addressed to the Dean of Students, who will address the complaint and make a decision in accordance with these procedures.

- 
- A Director who receives a student complaint must acknowledge it in writing within five working days. He or she must maintain a file of all documentation in relation to the consideration of the complaint.
  - The Director must ensure that any staff member named in the complaint receives a copy as soon as practicable.
  - The process may include meetings with relevant staff and/or the complainant. Where meetings are held, the parties may, if they wish, be accompanied by a peer support person.

### 3. Resolution of complaints

- The Director must make a decision in relation to the complaint and must notify his or her decision to the parties, in writing, within 28 days of receiving the complaint.
- If the complaint involves a College process and if, in the opinion of the relevant Director, the complaint has substance, the Director must arrange for the relevant process or service to be reviewed, with a view to preventing a recurrence and ensuring continued improvement.

### 4. Appeals

- Any party to a student complaint who is dissatisfied with a decision by a Director may appeal to the Dean of Students.
- The appeal must be submitted in writing within 28 days of the letter notifying the decision.
- The Dean of Students will consider the relevant documentation and may, at his or her discretion, consult the Director who made the decision. The Dean of Students may also interview any parties to the complaint.
- If he or she determines that the complaint process has been conducted in accordance with this policy and the outcome is appropriate, the Dean of Students may dismiss the appeal. Otherwise, he or she will decide the appeal in consultation with the relevant Director and any other parties.
- The Dean of Students will notify his or her appeal decision in writing to the parties.

### 5. Confidentiality

All processes and decisions under this policy are confidential to the parties and staff directly involved.

6. Annual report to the Academic Board

The Dean of Students must submit an annual report to the Academic Board, including an overview of student complaints and decisions during the relevant year.

## ***Appendix***

### **Rights and Responsibilities of Parties to a Student Complaint**

Parties to a student complaint have the **right** to

- be treated with courtesy at all times
- a fair and timely investigation process
- express their points of view without fear of recrimination
- receive full information at all stages of the complaint process
- be advised in writing of all decisions made in relation to the complaint
- appeal the outcome

Parties to a student complaint have a **responsibility** to

- treat all parties with courtesy at all times
- respect the points of view of others
- respect the rights of all parties to the complaint with respect to confidentiality
- in the case of the complainant, ensure that the complaint is made in good faith and complies with the requirements of the Student Complaints Policy
- provide full and accurate information to the person investigating the complaint
- not take any action that may prejudice the situation or be regarded as an act of recrimination against any other party.



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Every effort was made to ensure the accuracy of this Calendar, and is believed to be up-to-date at publishing time. Alberta College of Acupuncture & Traditional Chinese Medicine Corp. reserves the right to change the information and the policies set forth in this calendar without prior notification.

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