

## **Before Your 1st Visit**

1. You can either call our office or book online.
2. We will send you a confirmation via text with additional helpful information and your intake forms if you wish to fill them out ahead of time. This text contains rules of etiquette for our office and we strongly encourage you to know them for everyone’s benefit.
3. It is important that you disclose any significant medical conditions or medications that you are taking prior to your visit because there are some conditions that we cannot treat. You can do this by making your appointment by phone and briefly informing us as to the condition/meds. If this will be a lengthy conversation or you need advice as to what type of massage to book due to a particular physical condition, you can book a free consultation with a qualified massage therapist via phone or in our office. Front desk staff typically cannot answer medical questions.

## **During Your 1st Visit**

1. We will book an additional 30 minutes into your appointment time if you are new and need to fill out initial intake paperwork. If you are booking online please select your massage type/length and “New Client Intake Consultation”. If you arrive late to your appointment, we will not add time to your treatment.
2. Your massage therapist will go over your intake forms with you in private. Your therapist and you will determine exactly what it is that you are expecting from your massage. The therapist then will either agree to the treatment or explain why she/he needs to alter the treatment and why. The client always has options as to the type of lotion/oil, room temperature, pressure used and music.
3. After you and your therapist have agreed on what will be happening during your massage, your therapist will give you instructions as to how to get on the table and drape yourself appropriately. The therapist will leave the room while you undress.
4. Your therapist will knock before coming back into the room to make sure that you are on the table and covered. She/he will then adjust the headrest and use bolsters where needed. Full lighting is used for MediCupping™ treatments and soft lighting is used for all other massages. Verbal feedback from clients is needed in Deep Tissue and MediCupping™ treatments.

## **After Your 1st Massage**

- Once your massage is complete, the therapist will give you instructions on getting off the table and meeting her back in lobby to pay. If the therapist needs to discuss anything she found or after care instructions with you, this will be done in private.
- Your therapist will take thorough notes about your session. You are encouraged to follow up with us in a few days to let us know how you are feeling and how successful the massage was or was not. We care and we want to know.
- We will send you a card in the mail with a great coupon and an email welcoming you to our practice. We do occasionally send out emails with specials around the

holidays. You may always unsubscribe if these emails are not relevant to you. We do send thank you coupons to the person who referred you.

## Massage Etiquette

- **Cancellations:** This is a very busy office and we often have a wait list. This means that the appointment that you have booked has probably been asked for many times and others are waiting to take it. If you observe our 24 hour cancellation policy, then we will have time to get in touch with our wait list and fill your missed appointment. If you cancel with less than a 24 hours notice, those waiting may not be able to rearrange their schedules in time to take advantage of the opening. This costs MassageFIX money and we cannot continue to accommodate those who disrespect our time and our business.
- Reschedule your appointment if **you are sick**. Your therapist may not be able to afford time off to recover from the illness you give her.
- Reschedule your appointment if you are being treated for an infection and are on **antibiotics**. Circulatory massage may worsen your infection and decrease your medication's effectiveness.
- It is important to disclose any **new medications and treatments** you are currently undergoing that vary from your original intake form prior to rebooking any massage appointment.
- You must cover all **open skin** (cuts, warts, etc) with a bandaid and bring to the therapists attention prior to your massage.
- Remove all **make-up** from face before climbing on to the massage table. Replacing stained linens can be very costly.
- Inform the therapist if you have a **spray tan** or body make-up on so that she can use non-staining sheets during your treatment.
- Remove all **jewelry** prior to your massage. We are not responsible for lost or damaged items.
- We ask that you turn your **cell phone** off during your massage for your own peace. If you need to leave it on for an emergency, that's fine.....just let the therapist know.
- Do not consume **alcoholic beverages** prior to your massage. This creates an ethical dilemma for your therapist and exposes her to liability that is unwanted and you may be asked to leave.
- It is imperative that you **bathe prior to a massage** and **exfoliate your skin** before the massage, especially between your toes and your back. Old excess skin that easily sloughs off congeals into unpleasant and sometimes odorous skin-balls and makes the therapist job more difficult.
- It is not important to **shave** before a massage. Your therapist doesn't care or even notice.
- Freshly **wash your hair** just prior to your massage. No therapist wants to massage your neck and scalp when your hair is greasy and dirty. The oily smell & feel can be quite nauseating.
- Never wear **scented products** (perfume, cologne) to a massage. You may like the scent but your asthmatic therapist may be gasping for breathable oxygen.

Info from “1st visit” brochure & “Benefits” brochure

- **Heavy smokers** may not be able to be seen for massage with certain therapists due to the therapists own asthma and allergies. Please be kind and disclose this when making your first appointment.
- Never make jokes or **comments of a sexual nature** to your therapist. Her sense of decorum may be dramatically different that yours and misunderstandings after incidents of this nature can be difficult to rectify.
- Please do not use the **terms**: “Masseuse” for your Massage Therapist, “Bed” for Massage Table or “Rub”/“Stroke” for a Massage Technique. These are terms intentionally used by sexual deviants (“Johns”) in the U.S. to communicate with prostitutes, not legitimate Licensed Massage Therapists.
- Please **do not bring additional people** to your massage. No therapist wants to be watched while she is working or have to alter her routine because someone is in her way.
- It is never okay to bring **children** or pets to a massage and be unsupervised while you are mentally and physically unavailable on the massage table. The office is not child proof and it is incredibly distracting and worrisome to the therapist.
- The **client gets to decide** on: pressure, body & table temperature, music, lighting, essential oils & lotions and on how much clothing to remove before getting under the covers
- The **massage therapists gets to decide** on proper draping, massage techniques/ protocol, fees, who cannot receive massage at any given time and for any given reason.

## Benefits of Massage

Listed is a very brief explanation of some of the benefits and effects of massage. These effects do not occur during every massage session. The massage techniques used and the qualities of movement (rhythm, pacing, pressure, direction, duration) help determine which effects are likely to occur. The physical, mental and emotional condition of recipients and their openness to massage also might have impact on which effects occur.

### Physical Effects:

- **Integumentary System (skin)**: Stimulates sensory receptors in skin, increases superficial circulation, removes dead skin, adds moisture with oil and lotions, increases sebaceous gland excretions
- **Connective Tissue (fascia)**: Improves pliability of fascia, separates tissues
- **Circulatory System**: Increases local circulation, enhances venous return, reduces blood pressure and heart rate with regular relaxation massage
- **Muscular System**: “Milks” metabolic wastes into venous and lymph flow, relaxes muscles (general and specific), relieves myofascial trigger points
- **Skeletal System**: Increases joint mobility, and flexibility
- **Nervous System**: Stimulates parasympathetic nervous system (relaxation ), increases body awareness

Info from “1st visit” brochure & “Benefits” brochure

- Endocrine System: Releases endorphins
- Immune System: Increases lymphatic flow
- Digestive System: Moves contents of the large intestines, relaxation improves digestion

### **Mental & Emotional Effects:**

- Mental: Increases mental clarity
- Emotional: Reduces anxiety, general feeling of well-being, releases unexpressed emotions

### **Relaxation Response**

The relaxation response is a physiologic phenomenon activated by the parasympathetic nervous system. Inducing the relaxation response counters the damaging effects of a chronic stress response by bringing balance to the systems (hormones, heart rate, blood pressure, digestion, etc). Specific health benefits include:

- Decreased oxygen consumption and metabolic rate, thus less strain on the bodies energy resources
- Increased intensity and frequency of ALPHA brain waves associated with deep relaxation
- Reduced blood lactates, blood substances associated with anxiety
- Significantly decreased blood pressure in hypertensive individuals
- Reduced heart rate and slower respiration rate
- Decreased muscle tension
- Increased blood flow to arms and legs
- Decreased anxiety, fears, phobias, and increased positive mental health, improved quality of sleep

During the relaxation response, a person feels totally relaxed and is in a pleasant semi-awake state of consciousness. General full-body massage consisting predominantly of effleurage and petrissage, with fewer specific techniques that cause discomfort, is most likely to evoke the relaxation response. The qualities of such a session could be described as light, smooth and flowing. The relaxing effects of this type of session may be enhanced with certain types of music, soft lighting, warm room temperatures and little talk.

### **Contraindications**

Contraindications are health conditions that you may have now or in the past that require (legally/ethically) that your massage therapist use certain cautions or not perform massage on you. Certain medications may also create physiological conditions that make massage unsafe. If you fully disclose all medical information asked of you by your therapist and keep us updated to any changes in your health, we can know with a

Info from “1st visit” brochure & “Benefits” brochure

high certainty that we are adhering to the standard contraindications for massage therapy; which are there for your safety. Clients who intentionally mislead or leave out medical information will be putting themselves at risk, as well as the attending therapist and will be asked to find services elsewhere.

Common situations:

- Clients on antibiotics - must finish full course before we can treat you
- Clients on blood thinners - blood clots can be moved with serious consequences
- Clients with infections - we will spread the infection and reduce the effectiveness of your antibiotic
- Clients having had recent surgery - no massage can be performed with out a doctor's release for 8 weeks post surgical.

## Code of Ethics

A code of ethics is a summary statement of the standards by which massage therapists agree to conduct their practices and is a declaration of the general principles of acceptable, ethical and professional behavior here at MassageFIX

Massage therapists shall:

- Demonstrate commitment to provide the highest quality massage therapy/bodywork to those who seek their professional service.
- Acknowledge the inherent worth and individuality of each person by not discriminating or behaving in any prejudicial manner with clients and/or colleagues.
- Demonstrate professional excellence through regular self-assessment of strengths, limitations and effectiveness by continued education and training.
- Acknowledge the confidential nature of the professional relationship with clients and respect each client's right to privacy.
- Conduct all business and professional activities within their scope of practice, the law of the land and project a professional image.
- Refrain from engaging in any sexual conduct or sexual activities involving their clients.
- Accept responsibility to do no harm to the physical, mental and emotional well-being of self, clients and associates.

## Policies & Procedures

Conduct Policies: Pets are never allowed. We discourage **children (under 18)** accompanying parent in treatment rooms. Unsupervised children will not be allowed to stay in lobby. Children under 18 cannot fill out intake forms. Parents must stay with their children (under 16) at all times when they receive massage. Children 16-18 may receive massage with parents written consent when parent is not on premises on a

Info from “1st visit” brochure & “Benefits” brochure

case by case basis only when the therapist feels that it is appropriate. Written consent must be given directly to therapist by parent with valid photo ID.

Intake: A thorough intake will be done by your therapist prior to your massage. Home instructions, further appointments and referrals may be made if necessary. No product or service will ever be recommended outside of your best interest. We reserve the **right to refuse service** to anyone for any reason that indicates we cannot serve you appropriately or our safety is at risk. Clients with Shingles, poison ivy/oak, using testosterone cream and or recently vaccinated with smallpox/chickenpox cannot receive massage. Other illnesses and/or medications may also indicate caution or preclude massage. Clients are asked to not consume alcohol prior to massage.

Fee Policies: Payment expected at time of service. We take cash, check or credit cards. We do not bill insurance. **Gift certificates/cards** are available for sale. If gift certificates are not redeemed within 12 months, the dollar value of the certificate reverts back to the purchasers account. In the event of business cessation, your gift certificate may be transferred to another LMT outside of this business or a refund made to you.

Service Guarantee: If for any reason you are **dissatisfied with your massage**, please give us the opportunity to make it right. We can reschedule you with another therapist or refund your money.

Cellulite Treatment Disclaimer: Cellulite is not a medical condition or considered part of your body fat. It is a thin layer of fat cells within the skin that move out of place due to a breakdown of collagen and elastin in the skin. The best method to treat cellulite is consistently eating a healthy, low-fat diet, being physically active, avoid alcohol/toxins, drinking plenty of water. Certain herbal ingredients are thought to aid in the breakdown of cellulite and certain massage techniques are thought to increase or restore collagen and elastin.

MediCupping™ Disclaimer: MediCupping can cause localized pain and skin discoloration for hours or even weeks.

Allergies/Sensitive Skin: If you have sensitivities, please let us know. We have sheets washed in hypo-allergenic soap, unscented apricot kernel oil and can remove aromatherapy from the room. **Please give 48 hours notice.** Clients with **Asthma** must have an inhaler with them during massage. Deep Tissue Massage may cause bruising and discomfort for several days after massage.

Appointment Policies: We appreciate a **24 hours notice prior to canceling** or rescheduling an appointment. If your therapist cannot keep your appointment, all efforts will be made to book you with another therapist first before we cancel your appointment. **“No-shows”** will be called to reschedule. Clients with two no-shows will be asked to pay

Info from “1st visit” brochure & “Benefits” brochure

in cash for the therapists time in advance of any further treatments with no refunds or credit being given for any subsequent no-shows. **If you are late**, time will not be added to your session as we cannot inconvenience other clients by starting their sessions late.

Confidentiality: According to KY State law, your written consent must be given or a court order in place before we can release any of your information to anyone, unless there is an emergency medical necessity (heart attack, etc). All LMT's and administrative staff have full access to your information for the purposes of doing business for MassageFIX and it will never be shared or used for solicitation outside of this business. We are a “non-covered” HIPAA entity. Your file is stored for 5 years in a locked area and password protected information is stored on a secure computer.

SEXUAL CONDUCT: sexually suggestive behavior and/or conversation is never allowed on any level by clients and will be reported immediately to the POLICE for criminal prosecution. Those attempting this threatening behavior will be permanently banned from the premises. **NO MONGERING!**