

# Policy Statement

for

## OneTrueWater Therapeutic Touch

### ***Background and Training***

I have been practicing massage therapy since 1991. I was trained at the Kripalu Center for Yoga and Health in 1991 in a 250 hour program and I graduated from the Stillpoint School of Massage at Greenfield Community College (June 2006) in a 750-hour program. The style of bodywork that I practice incorporates Swedish massage, Deep Tissue massage, Trigger Point work, Myofascial techniques, Reflexology, and Polarity therapy/ Energy Balancing. I work with people of all ages who suffer from various types of tension and pain problems.

My style of bodywork focuses in two directions:

1. Stress reduction and relaxation
2. Work with pain and injury problems

Massage therapy is useful for a variety of pain, injury and tension problems, but does not address serious medical conditions. After assessing a client, I may refer you to a qualified professional whose scope of practice might be more appropriate for your specific situation.

### ***Who Can Benefit***

Massage therapy is successful in working with problems related to excess tension build up, chronic pain and musculoskeletal injuries. In addition to working with pain and tension problems in the neck, back, ankle, knee, shoulder and so forth, massage therapy is very effective with people who suffer from chronic headaches, insomnia, problems of fatigue and repetitive stress conditions. These are the areas in which I feel I have competency. Massage therapy is also beneficial for pregnant women, and is often used as an adjunct to certain medical conditions on the recommendation of a physician, (e.g., high blood pressure, anxiety or stress ). Others who may benefit greatly from massage are people in psychotherapy who would like to be more in touch with their bodies, and people who are developing a greater awareness of the mind/body relationship and want to take responsibility for habitual patterns that create pain and discomfort.

### ***Client/Practitioner Expectations***

The first session begins with an interview and health history. You are asked a series of questions and an assessment is performed. Keep in mind that privacy and confidentiality are maintained at all times. Clients can remain clothed, however for the most effective results, removing as much clothing as is comfortable with the client is best. During the session, clients are covered and draped with sheets and towels, uncovering only the body area to be addressed. ***The genitals are never exposed or massaged.***

Massage sessions may start with the client lying face up or face down, depending on the purpose of the session. If the session focuses on a particular injury, that body part is generally worked on first. For a regular stress-reduction session, the back and neck are worked on first, followed by the legs, feet and arms. Clients can ask for different areas of the body to be attended to, or avoided, and are encouraged to discuss this with me at the beginning of the session.

Some kinds of massage sessions use oil or lotion, and others do not. When Swedish massage is employed, oil/ lotion is used. When Deep Tissue and Trigger Point work are performed, oil/lotion is not used. During the session, clients are encouraged to relax, and inform me if anything makes them uncomfortable, either physically or psychologically. Talking may occur during the session, but often I will ask you to talk with me before or after, as the massage session may take a good deal of concentration. If something feels uncomfortable during the session, please speak up immediately. I want to know as soon as possible.

The sessions do not vary much in length. They last between 50 and 60 minutes. You might be sore after an injury massage session for one to two days. Be sure to tell me if this occurs. If you are sore for longer than two days, the massage needs to be adjusted.

I reserve the right to refrain from working on a person who is under the influence of alcohol or drugs. Sexual harassment is not tolerated. If the practitioner's safety feels compromised, the session is stopped immediately.

### ***Appointment Policies***

Each session is usually 60 minutes long, unless otherwise scheduled. The first appointment, which includes a history and an assessment, lasts approximately 75 minutes. If a client is late for a treatment session, the session still falls within the 60-minute allotted time slot. If I am late, the session lasts the full 60 minutes or the treatment rate is discounted. If you wish to cancel an appointment, you must do so at least 24 hours in advance, or you are charged for the full amount of the session unless the appointment can be filled. I answer the telephone from 9 A.M. until 4 P.M.. but if you get my voicemail, please leave a message, including the date and time of the call, and a phone number to return your call. Emergency cancellations are not charged for at the practitioner's discretion. If I need to cancel an appointment. I will do so within 24 hours whenever possible. If I cannot do so, your next session is at no charge. All of the appointments occur at 28 Federal Street in Greenfield, MA. I may do house calls with clients I know. I try to return calls within 24 hours unless I am away.

### ***Fees***

If during my assessment I determine with reasonable certainty that my work will not help you, we end the session at that time and you are not charged for the initial appointment. Massage therapy sessions are listed on my website, [www.onetruewater.com](http://www.onetruewater.com). Payment is due at the time of service unless other arrangements have been made prior to treatment. I accept cash, checks or payment through PayPal or

credit card. I do not bill clients nor provide direct billing for insurance. Sometimes private insurance companies reimburse clients for my services. It is best to get a prescription from a doctor if you wish to submit to your insurance company. I provide you with a receipt but cannot guarantee that your visits will be covered by insurance. In many cases they will be covered, but that is at the discretion of the insurance company.

### ***Professionalism***

Our profession ascribes to a code of ethical behavior, which is available upon request. I follow all of the statements in this ethical code and have strong beliefs that practitioners and their clients should not engage in intimate social relationships. Personal and professional boundaries are respected at all times. I perform services for which I am qualified (professionally, physically and emotionally) and able to do, and refer to appropriate specialists when work is not within my scope of practice or not in the client's best interest. I customize any treatment to meet the client's needs. I keep accurate records and review charts before each session. I respect all clients regardless of their age, gender, race, national origin, sexual orientation, religion socio-economic status, body type, political affiliation, state of health, and personal habits.

### ***Recourse Policy***

If you are dissatisfied with the massage session, you receive a full refund for that session or a complimentary treatment. I have read and understand the policies stated above and agree to the expectations outlined regarding my participation in massage treatment.

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