

Intentional Healing, LLC

Massage/Bodywork Policies & Agreements

Appointments

Massages and bodywork sessions are by appointment only. I am available Mondays (The Clutch at 1507 E Sprague Ave., Spokane, WA 99202), Tuesday and Thursday (Whalen Family Chiropractic at 100 N Mullan Rd., Spokane Valley, WA 99206) 9:30 A.M. until 2:00 P.M. Appointments can be scheduled online at <https://www.schedulicity.com/scheduling/IHLVAM> or directly having a conversation with me (unless you schedule your sessions directly through Whalen Family Chiropractic – if so please contact them to schedule your sessions). To ensure appointment availability, I suggest scheduling several appointments at a time as my schedule can sometimes be booked out 2-3 weeks at a time.

Clients will provide an intake form before their initial appointment and ongoing clients may be asked to fill out a health update form about every 3-6 months. These forms are available to download on my website or may be filled out before your appointment. Please allow extra time prior to your appointment time to fill out this paperwork if filling it out at my studio so it doesn't eat into your session time.

An intake process to include a health interview and/or assessments (if appropriate) may take place, before, during and after your session. Please understand that these are part of your session time and that a 60-minute session does not mean 60 minutes massage/bodywork.

Cancellation/No-Show Policy

Our time together is very important. Because my time is reserved for you, I ask that you notify me at least 24 hours in advance if you need to cancel or reschedule any appointment. Please go online to cancel or reschedule your appointment at <https://www.schedulicity.com/scheduling/IHLVAM>, you will not be charged (unless you booked your session directly through Whalen Family Chiropractic – if so please cancel or reschedule your appointment through them). Emergency situations do arise and life happens, I understand this, so please give me a brief description of why you need to cancel or reschedule your appointment. Full or partial refunds are at the discretion of the practitioner. By booking, you authorize this business to charge your credit/debit card a no-show or late cancellation fee up of up to 100% of the scheduled session price.

Clients who fail to show up for their scheduled appointment time or cancel last minute more than three times will not be scheduled for future appointments. Gift certificates may be forfeited for cancellations with less than 24 hour notice or no-shows.

If I, the practitioner, need to cancel an appointment, I will do so within 24 hours whenever possible. If, I need to cancel or reschedule with less than a 24-hour notice (except for when I have a contagious illness) I will offer you a 25% discount on your choice of your next session.

Lateness Policy

Please let me know if you are running late for any appointment. I will wait up to 15 minutes for you to show up, if you haven't called or messaged me to let me know you are running late, I will consider this a no-show. For all appointments, I will still end our appointment at the regularly scheduled end time. So, if your appointment is for 1 hour and you show up 10 minutes late your appointment will be 50 minutes.

If I am late for the appointment, if possible, I will give you your full appointment time (if not the remaining time available) or we can reschedule (at no cost to you) and I will offer you, the client, a discounted rate for the service.

Sickness Policy

I recognize that both clients and practitioners are vulnerable to getting sick and not feeling well. Therefore, I ask, both clients and practitioners to cancel appointments when either party isn't feeling well (especially if there are any COVID-19 symptoms or other contagious symptoms). Please read and agree to our in-person COVID-19 policies (supplemental attachment) If you have any of the following contagious illnesses the massage session will be rescheduled:

COVID-19, Diarrhea, Vomiting, Fever, Chicken Pox, Measles, Mumps, Meningitis, Hepatitis A, Conjunctivitis, Rubella, Head Lice, Impetigo, Influenza, Meningococcal Disease, Polio, Ringworm of the body, feet or scalp, Scabies, Thrush, Whooping Cough and the Common Cold.

Drug and/or Alcohol Policy

Please be fully present for your appointment. This means not showing up for your appointment not under the influence of alcohol or drugs (certain prescriptions or illegal). I have the right to refuse services and cancel your

appointment at full price of the appointment if you do show up for your appointment under the influence.

Eating and Drinking Before Treatment Policy

Please do not eat a heavy meal less than two hours prior to your treatment. To get the most out of your treatment, arrive well hydrated so please drink plenty of water before and after your appointment.

Sanitation and Hygiene

My massage therapy policies on sanitation are that all equipment and linens that come in contact with the client will be cleansed in an approved method. All lubricants will be dispensed in a contamination-free manner. I wipe down all surfaces that a client may touch before and after each session with Clorox disinfecting wipes.

At a minimum, my hands and forearms will be washed with warm soapy water before and after each massage. Any breaks in my skin will be covered with protective coverings. I will be wearing my COVID mask at all times.

The client will come to the massage therapy appointment clean, having showered the same day as the treatment. Please do not wear and perfume, cologne or heavily scented lotion (it causes me to have severe headaches) if you do, I will need to reschedule your appointment). If you smoke, please try to take a shower before coming to your appointment, if you smell heavily of cigarette smoke, I will also need to reschedule your session.

The client will inform the massage therapist of any breaks in the skin, and these areas will be avoided.

Please come to your appointment properly wearing a COVID mask. You are welcome to take it off while face down in the massage face cradle but please do wear your COVID mask while lying face up on the massage table (unless you have a medical exemption and can provide this documentation).

Should the massage therapist or the client contract a contagious disease that could be spread during the massage session, such as COVID, a cold, flu, or other airborne or skin infection, each will inform the other as soon as they have a positive diagnosis if the session was held during a time either party is considered infectious.

Scope of Practice

I perform services for which I am qualified (physically and emotionally) and able to do, and I refer my clients to appropriate specialists when the work is out of my scope of practice or not in the client's best interest. I have well over 2000 hours of training including: Swedish massage, deep tissue massage, myofascial massage, trigger point massage, cupping therapy, Structural Integration (including inter oral and inter nasal massage), Thai massage, Chi Nei Tsang (Eastern abdominal massage), and energy work including Reiki.

As a massage therapist I am trained in the use of manual techniques to normalize the fascia (soft tissue) of the body. Massage is intended to be a health-enhancing system that promotes body balance and efficient body function. I am a highly skilled practitioner and do my best to offer these skills in a way that is beneficial for many life hurts, aches, and pains. Massage stimulates the natural restorative processes of the body and mechanically reduces muscle tension.

If any situation arises during the massage session and I feel you should be evaluated by another professional. It is my intent to refer you to your personal health care physician. As a massage therapist, I do not work within the parameters of licensed medical professionals. Therefore, I do not diagnosis or prescribe for a particular body dysfunction. I am required to refer you for diagnosis and to follow recommendations of your physician.

Massage therapy is a maintenance system, and the benefits are cumulative. It is best to receive a regular massage to reduce the physical stress that builds in the body.

I keep current with industry information and techniques by continuing education, reading and receiving regular massage and bodywork sessions myself.

Professional Boundaries

In order to best serve your needs – honest disclosure of any situation that may interfere with safe, nurturing, nonjudgmental, nonsexual touch must be considered.

Respect of Client and Therapist Boundaries

In this partnership, it is important that the client is honest and open with me, as their practitioner. feedback about the effectiveness of the work, situations that may have been uncomfortable for you, massage

techniques that you enjoyed, massage techniques that you did not like, etc., is very important:

- Is there a body area that you would like for me to avoid?
- I like to describe intensity level during a session on a 1-10 scale. We may work in an area where you are experiencing an intensity level around a 6-7 (your scale) but never over a 7. With a 6-7 it feels intense, that I feel this but it feels effective and good, we will use your breath to work through this. An 8 or higher is a that hurts and you often will experience a clinching. Please let me know if you are ever at a 6-7 intensity level during your session and definitely if you are ever an 8 or higher.
- Please let me know if you'd ever like more pressure/depth during your session. That being said, sometimes, it's your body that dictates how much pressure and at what layer it would like to receive, if I tried to give more pressure and go too deep too soon before it's ready it simply will often let us know. Sometimes the layer that needs work is one of the more superficial layers so deeper is not always what is needed.
- Would you prefer that I use lotion, oil or no lubrication? Do you have any allergies I should be aware of?
- Do you have a particular religious belief that is important that I respect?
- Do you or do you not enjoy music during the massage? You are welcome to bring in your own device and listen to any playlist you would like to hear during your session.

Please feel free to share this information with me, as you become aware of it. Sometimes it is hard to remember our areas that are sensitive until they are touched.

If at any time, you feel that another therapist would better serve you, please ask for a referral. If I do anything that makes you feel uncomfortable, please tell me. I will not be offended. Respect for client boundaries is very important. To maintain respect for each client and establish professional boundaries the following policies apply:

- The client may choose to leave on as much clothing as needed for comfort. (If receiving structural bodywork or Thai massage please see clothing suggestions for that type of bodywork.)
- The client will always be modestly draped. Only the area being massaged will be undraped. The clients will be kept informed of the area to be massaged. (If receiving structural bodywork or Thai

massage please see draping procedures for that type of bodywork.)

- The breast and genital area will not be massaged under any circumstances. Permission will be asked before working close to these areas; otherwise, a professional distance will be maintained.
- Sexual interaction or discussion of any kind between the client and the massage therapist is NEVER appropriate. It is understandable that the closeness of the massage relationship may, on occasion, be interpreted as sensual. This is a physical response that is part of the natural relaxation response, and only lasts for a few moments before the physical sensations shift to a deep feeling of relaxation.
- Requests for sexual activity will not be tolerated, will be viewed as solicitation, and may be reported to the proper authorities. If I feel my safety is being compromised in any way, the session will end immediately and you will not be rescheduled if this occurs.
- I respect all clients regardless of their age, gender, race, national origin, sexual orientation, religion, socioeconomic status, body type, political affiliation, state of health or personal habits.
- Children, under the age of fourteen, will not be seen without a parent or guardian present in the therapy room. Minors between the age of fourteen to eighteen may have a parent or guardian present but it is not required.
- The client may stop the massage at any time and is free to leave.
- The client may refuse any massage methods.
- Visitors may be present during the massage at your request. Please, no children under the age of twelve.

Confidentiality and Conversation

Clients are treated with respect and dignity. The discussion between the massage therapist and the client is confidential. The client may or may not choose to talk during the massage.

It is inappropriate for me to discuss my personal life with the client. I am happy to listen to your conversation and share my professional expertise (within my scope of practice). Massage can bring up a variety of

emotions and traumas. I will hold this space for you to deal with these however you need me to. I may ask you if you'd like a moment and that I can either step out of the room or stay which ever you prefer. If I stay, I can either continue our session with where we are or I can do a supportive hold such as a cranial hold whichever you prefer. I prefer to not discuss topics of a religious, political or sexual nature.

If you are receiving treatment either through insurance or motor vehicle accident claim I will be releasing required information to these agencies. You can authorize for me to provide treatment information to another healthcare provider. If possible, I do request you let me know prior to our session if you would like this release of information. I may be required to release records under a court order, or to your doctor. I am obligated to report suspicion of child abuse to the proper authorities.

I lock all paper client files in a secure filing cabinet and all electronic files are password protected in accordance to HIPPA regulations.

Communication via e-mail can be convenient of all parties; however e-mails may not be encrypted and could be read by some outside party with the skills to access this information.

Existing and New Medical Conditions

There are some conditions that require medical release prior to treatment. It is the responsibility of the client to keep me informed of any medical treatment currently being taken, and to provide written permission from the physician, chiropractor, physical therapist, etc., that the massage may be continued.

The client must also keep the massage therapist informed of any changes in health conditions.

Services and Rates

Payment is expected at the time service is rendered unless other arrangements have been made prior to treatment. You can pay online if you booked your session online or I accept cash, check or credit cards (at the end of your session). Currently, I accept motor vehicle accident claims (for sessions offered at Whalen Family Chiropractic). I am trying to apply to be a provider on a few insurance policies but at this time, I do not provide direct billing for insurance. I will gladly assist clients providing any information they need to file for insurance reimbursement. I may change my prices from time to time. If you are a current client (have seen me within the last 6 months), I will inform you when I am going to be

making any adjust my prices.

Structural Integration Clients

This is a 12-series, meaning you will need to plan on scheduling 12 sessions with me. These sessions can be done either weekly or bi-weekly. Sessions typically last about 90 minutes (but can be anywhere from 60-90 minutes) you are charged for a session verse a specific length of time. The first session will typically take a bit longer as I will be talking to you about your health history, goals and preforming assessments so plan on about 2 hours for your initial session.

This type of bodywork can be used to resolve particular problems and work to realign your posture so you can live a more pain-free life. ATSI structural integration can be seen as a course in reacquainting yourself with your body in motion. Most of us have collected extra tension through the course of our lives, either from injury or surgery, imitation of our parents or heroes, from our repetitive activities, or attitudes we've acquired along the way. These injuries and tensions form a pattern in our bodies. Exercise, and our mother's request of us to "stand up straight!" may help, but most of this patterning happens below our conscious awareness and becomes part of who we are. These patterns become written into our muscular tensions, or skeletal form, and into the tissues that go-between: the connective tissues. Each session in your series has a specific focus but treatment plans are customized to meet your specific needs and goals.

Most sessions are done in full coverage underwear, a bathing suit, or biker shorts. Your comfort is paramount, but we need to get directly to the tissues that are restricting the free flow of movement. Much of the session work is done on a treatment table, though some moves are done on a stool or even standing and walking. Draping is used for client comfort and warmth and areas being massaged will be undraped but draping procedures are different then regular table massage.

I will be contacting tissues and ask you to move, thus freeing old restrictions and encouraging the tissues back to a freer place called for by your body's inherent design. You and I can work out how deep or how gentle you want the progression to be.

Thai Massage Clients

Thai massage is more energizing and rigorous than more classic forms of massage. Thai massage is also called "Thai yoga massage" because the therapist uses his or her hands, knees, legs, and feet to move you into a series of yoga-like stretches. Many people say Thai massage is like doing

yoga but without any work. Muscle compression, joint mobilization, and acupressure are also used during treatment. People describe Thai massage as both relaxing and energizing.

Thai massage is usually done on the floor on a Thai mat. Typically, no oil or lotion is applied, but if so, I might possibly use either coconut oil or a Thai Tiger Balm (similar to icy hot) if needed, so you can be fully dressed. It is a good idea to bring or wear loose fitting comfortable clothing to the massage. A typical Thai massage is 60 minutes to 2 hours long.

Cupping Therapy Clients

I use a variety of different sized silicone cups for cupping therapy sessions along with coconut oil (please inform me if you have an allergy to coconut oil). It involves using these special cups to suction (or negative pressure) through drawing out of oxygen to lift the fascia (soft tissue) to create space, to loosen the tissue and promote fluid flow. This pulling and lifting of tissue creates a warming response that encourages energy movement and frees up the stagnation of blood, lymph, and Qi. It helps to loosen adhesions and bringing hydration and blood flow to the tissues and drain excess fluid and toxins. It can be applied around joints to bring better blood flow to increase the activity and secretion of synovial fluids, and to decrease muscles spasms around the joints. The cup may be left stationary, or I may slowly move it along adhesions to promote pliability. Typically, after a cupping therapy session there are colored marks left where the cups were applied, these will go away after a few days to about a week. There are important after care tips to remember after receive cupping.

- Keep cupping marks covered for up to 3 days to protect pores for infection.
- Keep cupping area warm and free of drafts for at least 48 hours (cover if you are going to be in AC or wind).
- Avoid cupping and deep tissue massage work over previous cupping area for about 2 weeks. You can receive cupping or deep tissue massage to other areas of the body just not the areas you just receive cupping.
- Avoid extreme temperatures and chemical exposure to cupping areas. No sunbathing, swimming in chlorine pool, soaking in hot tub, going into sauna, using ice or heat pack, lotions, etc. for about 72 hours.
- No vigorous activity after your cupping sessions

Informed Consent

The intake session provides time for us to discuss each section of these policies and procedures. These policies and procedures are available to download on my website or you may request a copy at any time. You will be asked to sign the consent stating that you have read this information, understand it, and agree to comply with these policies and procedures.

Prior to each massage session, the treatment plan for that session will be discussed with you. I will inform you before I make any adjustments if there are any adjustments to this treatment plan. You have the right to refuse any or all of the treatment at any point. There is an additional informed consent form to be signed before any inter oral or inter nasal work will be done.

Client's Name (print): _____

Client's Signature: _____

Date: _____

Responsible Party's Signature: _____
(If applicable)

Relationship: _____