

# Training Guide

## Massage Resource

### Reviewing the Handbook

- Hours of work
- Internal Complaint Review
- Paydays
- Confidentiality
- Base Pay
- Non-Competition
- No Show/ Late Cancellations
- No Solicitation
- Performance Review
- Medical Subsidy
- Self Care
- Aflac
- Production Bonus
- Annual Bonus
- Senior Therapist Bonus
- Holidays
- Vacations
- Sick Leave
- Rules of Conduct Policy
- Job Performance
- Misconduct
- Attendance
- Office Dress Code
- Discipline
- Personnel Records
- Conflicts of interest
- Security and Confidential Information
- Obligations on Terminations
- Drug Free Workplace
- Work Place Safety
- Open Door Policy
- Exit Interview
- Violence in the Workplace
- Background Check/ Credit Check
- At Will Employment
- Equal Employment Opportunity
- Policy Against Harassment

## Reviewing the Clinic

### 1. Break Room

- Where do you put your stuff?
- Where are the charts?
- Lotion, Creams, Oils
- Where to put completed charts
- Explain Millennium
  - Color Codes
  - Ins booking/ Wellness booking
  - Is the Patient here
  - Is the Patient late
  - What does No Show/ Late Cancelation mean
  - What to do for a No Show/ Late Cancelation
  - How do you look at your schedule (Past/Present/Future Just yours)
- Break Room Etiquette
  - Noise Level
  - Spacing
  - C leaning the Fridge

### 2. Massage Room

- How do you know which room to use?
- Where is everything
  - Lotions Creams Oils
  - Sheets
  - Pillows
  - Face Cradles
  - Blankets
  - Fleece Table cover/Fleece Face Cradle
  - Bolster
  - Holster for Oil and Lotions
  - Hair Ties
  - Hydraulic table lift
  - Candles
  - Clock

## Reviewing the Clinic

### 3. Linen Closet

- Clean Face Cradle Bin
- Dirty Face Cradle Bin
- Dirty Linen Hamper (Only for Sheets Pillow Cases and Towels)
- Dirty Blankets
- Dirty Robes
- Dirty Fleece Table Cover and Fleece Face Cradle
- Extra Linen Bags
- Clean Sheets
- Clean Pillow Cases
- Clean Towels
- Seated Massage Chair
- Prenatal Body Cushion

### 4. Bathroom

- Bathroom Closet
  - Toilet paper
  - Paper Cups
  - Dirty Full Hamper bags
- Cabinet under the sink
  - Lysol
  - Swifter Dusting and Wet Wipes
  - Soap for Dispenser
  - Kleenex
  - Paper Towels
  - Mis. Cleaning supplies
- Bathroom Etiquette
  - Wiping the sink
  - Filling the soap when empty
  - Changing toilet paper
  - Filling paper towels
  - Replacing Kleenex

### 5. Parking

- Show parking up top (two spots Suite A)
- Show parking down below (Four Spots 2-12, 2-13, 2-41 and 2-46)

## Reviewing a Massage Day

### 1. Opening

Opening Back office:

Turn on Computer

Password:MA55age2

Turn on Millennium

User name: backoffice

Password: massage1! (changes so double check the white board)

Turn on Pandora

Try to keep it on Spa Suite

Check your files

Current RX

Turn on towel warmer and make sure towels are actually wet.

If they are not please remoisten them or they will burn.

If empty please take the time to refill it.

Must have at least 5 in the towel warmer at all time ideal to have 10

Opening your room: To be done by the first therapist in the room for the day

Turn on Candles.

Turn on Lights

Check your lotions, creams and oils

Check to see if you have 10 face cradles and 10 sets of sheets

### 2. Greeting Your Clients:

If client is running late please wait at the front for them to arrive instead of in the back office

Ask if they need to go to the bathroom before their massage

Walk them to your massage room

Ask questions pertaining to RX. Also perfect time to ask if they have a current RX if the current one on file has expired.

Symptom: Pain, Tension, Achy, Sore, Numb ect

Location: Low back, Neck, Shoulder, Ankle, Hip, Arm ect

Intensity: 0-10. 0 being nothing and 10 being the worst

Duration: Constant, Daily, Intermittent ect

Onset: Fell at work, Car accident, Slept wrong ect

Aggravating: Standing for longer than 5 hours, Sitting for longer than 2 hours ect

Relieving: Stretching, Pain pills ect

After all questions are answered tell the client what position you would like them to start (face up or face down) and let them know you will be right back and will knock when you are ready to reenter.

Return to back office to write down the information you obtained from your intake on your SOAP note.

Wash hands.

Reenter massage room knocking first to announce you are coming in.

## Reviewing a Massage Day

### 3. Start your massage:

Always announce your initial touch in case your hands are cold.

Check in periodically to see if pressure is ok or if they are feeling any discomfort. Adjust as needed.

### 4. End your massage:

Let the client know if you noticed any areas that you felt needed any additional work.

Suggest stretches

Suggest when you would like to see them next. Giving examples as to why can also help them understand the need to stay on a schedule to get the proper care that their doctor has prescribed.

Walk out of your massage room.

Wash your hands.

Grab your client some water.

Wait by the door to give your client the water.

Complete your soap not on your findings and any notes and suggestions for next massage to not only help yourself remember but if they client is seeing another therapist they will know where you left off and what they should address during their massage with the client next.

### 5. Cleaning your massage room:

Wipe all surfaces the client touched

Spray all surfaces with alcohol

Change your sheets and place dirty sheets in blue bag in the linen closet

Pull new set of sheets from the cabinet in your room not the linen closet

Change Face cradle and place dirty face cradle in the dirty basket in the linen closet marked dirty

Linen bag:

When linen bag is full please take to the closet in the bathroom. This is not one persons job but everyone's job. We are a team so be a team player.

Bathroom: Please make sure the following is ok.

Counters wiped down, Soap Dispenser if full, Paper Towels are available and Toilet Paper is available

If these things are not available please try to handle this yourself. But if you are under time restraints please let the front desk know immediately

### 6. Closing:

Wipe all surfaces: Floor boards, under tables, doors, walls ect

Turn off candles.

Turn off table warmer if yours needs to be switched off manually

Restock room with 10 face cradles and 10 Sets of sheets

Empty trash bins

Turn off lights

## Reviewing the Handbook

Sign \_\_\_\_\_

Print \_\_\_\_\_

Date \_\_\_\_\_

Manager \_\_\_\_\_