

Dear Valued Client,

I hope this finds you and your family in good health. While many things have changed, one thing has remained the same: my commitment to your safety and health.

By its very nature, massage and bodywork requires skin-to-skin contact and you should be familiar with the fact that infection control has always been a top priority for my practice. As we navigate life with additional requirements and modify existing measures due to the coronavirus, please help me to support all of my clients by cooperating with some new requirements.

My practice follows Practice Guidelines recommended by the Federation of State Massage Therapy Boards (FSMTB), along with infection control recommendations made by the U.S. Centers for Disease Control and Prevention (CDC) and the Occupational Safety and Health Administration (OSHA).

You may see some changes when it is time for your next appointment. I made these changes to help protect my clients and myself. For example:

- *I will communicate with you beforehand to obtain updates to your health information and ask you specifically about your potential exposure to COVID-19.*
- *When you arrive at the office, I'll ask that you wait in your vehicle until I text you or call you to come in. This ensures that we don't have too many people in the reception area at one time.*
- *I will greet you at the door and use a no touch thermal temperature screening to confirm that you don't have a fever.*
- *I'll ask you if you have developed any symptoms of illness since we spoke on the phone. If you feel ill on the day of your session, there is no penalty for canceling your appointment. Massage is not advised if you have any symptoms of illness.*
- *Please bring a face mask to use while you are in the building, and during your massage.*
- *I will ask you to sign an informed consent form that states, "I understand that close contact with people increases the risk of infection from COVID-19. By signing this form, I acknowledge that I am aware of the risks involved and give consent to receive massage from this practitioner."*
- *There is a hand-hygiene station that I will ask you to use when you enter the office. You will also find hand sanitizer in the reception area and other places in the office for you to use as needed.*

I look forward to seeing you again and am happy to answer any questions you may have about the steps I take to keep you, and every client, safe in my practice.

To make an appointment, please call my office at 337-275-0586. My practice is tentatively scheduled to open on Tuesday, June 9, 2020.

Thank you for being my client. I value your trust and loyalty and look forward to welcoming you back to a safe, therapeutic touch environment.

Your Massage Therapist,  
*Stacy Viney-Broussard*

**PLEASE READ OVER ALL POLICES AND PROCEDURES. TEXT IN RED ARE UPDATES DUE TO COVID-19 REQUIREMENTS GIVEN. PLEASE BE RESPECTFUL AND COMPLIANT AS WE WORK TOGETHER TO PREVENT THE SPREAD OF ANY INFECTIONS TO THOSE WHO'S IMMUNE SYSTEMS ARE MORE SUSCEPTIBLE TO DISEASE AND INFECTION.**

# **POLICIES AND PROCEDURES**

LIGHTWAY HEALING Therapeutic Massage, LLC \*314 Cary Avenue \*Jennings, LA 70546 \*(337) 275 – 0586  
*Stacy Viney - Broussard, LMT - LA 6001*

**\*\*A credit or debit card will be required to remain on file and only charged the fixed rate for cancellations or no shows and for contactless pay\*\***

I understand that unanticipated events happen occasionally in everyone's life. In an effort to be effective and fair to all clients, the following policies are honored:

## **Cancellation Policy:**

24 hour advance notice is required when cancelling an appointment. This allows the opportunity for someone else to schedule an appointment. ***If you are unable to give 24 hours advance notice, you will be charged a \$25-\$50 cancellation fee*** (depending on service time - \$25/ 30-45 minutes, \$40/ 60 minutes, and \$50/75-90 minutes). ***Same day cancellations, for any reason, \*EXCEPT ILLNESS, will be charged the full amount of the service missed.*** This amount will be charged on the card you have on file and must be paid prior to your next scheduled appointment.

*(See Sick Policy for Illness)*

## **Late Arrival Policy**

If you are late, your session may be shortened in order to accommodate others whose appointments follow yours. Depending upon how late you arrive, your therapist will determine if there is enough time remaining to start a treatment. Regardless of the length of treatment actually given, you will be responsible for payment of the "full" session; this also applies if the treatment was not given due to late arrival. Out of respect and consideration to your therapist and the other clients, please plan accordingly and be on time.

## **No-Show Policy:**

Anyone who either forgets or consciously chooses to forgo their appointment for whatever reason will be considered a "no-show". They will be charged the full amount for their "missed" appointment that will be charged to the card on file and must be paid prior to your next scheduled appointment. Two "no-shows" will be considered for termination of services entirely.

## **Sick Policy:**

If you experience a fever, diarrhea, vomiting, chills, shortness of breath, and/or a known infection, at the time of your appointment or 24 hours prior to, please CANCEL your appointment! Please do not risk your well-being or that of your massage therapist and other clients by trying to fulfill a scheduled appointment. Late cancellation due to an illness or emergency will not result in any missed session charges, however, this is determined on a case-by-case basis; dependent upon abuse of leniency. ***A client that cancels an appointment due to he/she being sick or have been around someone who is sick, will NOT have to pay a cancellation fee. PLEASE STAY HOME IF YOU OR SOMEONE YOU HAVE BEEN IN CONTACT WITH IS SICK. However, the client will NOT be able to reschedule an appointment until after 3-4 weeks from the cancelled appointment.***

## **PROCEDURES**

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Here at Lightway Healing Therapeutic Massage, my desire is to help you to leave better than when you arrived! Each session is designed to fit your individual needs. This means that together, you and I will discuss what your problem areas or needs are, discuss what will happen during the session (a plan), and then, I will do my best to help you meet the goal set for this session.

### **Here's what you can expect:**

- **New clients** will have to complete a Client/Intake History form prior to arriving to their appointment. Once I receive it, I will call for us to go over your needs and expectation for your massage session. We will discuss if there are any contraindications (places to avoid) or if you will need a physician's consent for massage, your desired pressure, and also, if you'd like to add heated towels, hot stones, and /or essential oils.
- Clients are asked to remain in their vehicle, if they arrive early, until their scheduled time for their appointment. Your massage therapist will unlock the door and signal you to come inside. This minimizes lobby time and allows the massage therapist to thoroughly clean each area prior to your appointment.
- Upon entering, clients will be given hand sanitizer, your temperature checked, and given a disposable mask (unless you have your own available). **YOU MUST HAVE A MASK ON (AS WILL I) UPON ENTERING THE OFFICE.**
- Your massage therapist will ask a few screening questions prior to moving to the massage room for your session. You will also be asked to sign an acknowledgment that I, nor my business, can be held liable for contracting COVID-19.
- Next, you will go into the massage room and there, I will explain what will take place. (You may adjust the "plan" to fit your comfort level at any time during the session).
- **Once I leave the room, you will wash your hands**, then dress down to your comfort level and prepare to receive your massage or spa service. (I will knock and wait for you to give me the "okay" to enter).
- During the massage, feel free to make any adjustments in pressure or additional modifications by communicating with me.
- **While face down, you do not have to wear a mask if it is uncomfortable to breathe; I will have an air purifier low to the ground. However, please keep your mask within reaching distance for when we are face up. You may use your mask or a warm towel will cover your mouth and eyes.**
- Once your session is complete, I will wash my hands, step out, and then wait for you to come out to meet me in the middle room.
- You will receive a bottle of water, complete payment, and schedule any future appointments.

**\*PLEASE NOTE THAT THE MAIN ENTRANCE DOOR WILL BE LOCKED FOR OUR SAFETY DURING THE MASSAGE\***

### **PRODUCTS:**

**Unscented Massage Oil and Unscented Massage Lotion/Cream** (*essential oils may be used in addition to oil/lotion – consent will be required to insure no allergies*)

**Spa Products will be displayed prior to use.** Should you have any allergies to any ingredient/product, please state so and I will refrain from use.

***Thank you for allowing me to serve you today!***