

Wages and Raises:

Payment per hour for NON-MASSAGE tasks such as marketing and for all training: \$10/hour

For MASSAGE time (regardless of service type provided) for massage therapists hired after March 2018:

STARTING PAY First 90 days (probationary period):

Licensed under 3 years: \$18 per hour of massage

Licensed over 3 years: \$20 per hour of massage

After 90-Day Review: \$3 increase \$21/\$23/hour of massage

After 6-Month Review: \$3 increase \$24/\$26/hour of massage

For receiving NMT Certification: \$2/hour increase once certification is complete

For receiving Lymphatic Drainage Certification: \$2/hour increase once certification through pre-approved trainer is complete; Lymphedema Certification is an additional pay increase.

For other pre-approved 72+ hour training programs leading to certification an additional pay increase is available.

Reviews will be done every six months thereafter with potential increases based on performance and continuing education. The following will be considered for increases:

- Rebooking percentage (how many clients overall rebook with the therapist)
- Conversion percentage (how many new clients rebook with the therapist)
- Reactivations (clients who haven't been in awhile that you contact and they come back in)
- New client recruitment (bringing in clients from marketing events)
- Encouraging clients to check-in on social media, leave reviews, and testimonials
- Encouraging clients to refer their friends and families
- Continuing education units taken
- Certifications received
- Retail sales made

Bonuses and commissions:

- Bonuses may be given for going over-and-above expectations
- Bonuses may be given for 5-star reviews and testimonials collected

The therapist will be paid as an employee with paychecks being distributed every 2 weeks via direct deposit.

CEU Reimbursement

Every six month period the therapist may receive a \$50 reimbursement towards one *pre-approved* continuing education class with proof of completion.

Receiving Massages

Every therapist on the Mad Science Team is expected to receive regular massages. This will help extend the therapist's career, improve their skills, and show that they believe in what they are selling. The minimum acceptable is one massage every three months; it is strongly encouraged that the therapist receive a massage once a month. Bartering/trading, paying, student clinics are all acceptable. Therapists for Mad Science Massage may arrange to barter with each other and use the treatment room at no charge with prior approval when no clients are scheduled.

Quickstart Bonus A one-time bonus of \$100 is available for completing the following: within 60 days of starting receive one massage from each of the following: the student clinic at Sarasota School of Massage Therapy, MTI, and East West College of Medicine. Write a 1-2 page typed report on what was similar and different and other observations of your experience. Receipts required.

Quickstart Bonus A one-time bonus of \$100 is available for completing the following: within 60 days of starting receive a hot stone massage from three different locations and write a typed 1-2 page report comparing and contrasting as well as what you learned and observed. Receipts required.

Well-Rounded Bonus A one-time bonus of \$100 is available for completing the following: provide proof that you have received at least five different massages of the following styles of massage therapy within a one-year period (or sooner). A receipt and the therapist's business card or a written statement that is signed and dated if a trade was performed is required:

- Trager
- Rolwing
- Lomi Lomi
- Myofascial Release
- Swe-Thai
- Thai on the Table
- Traditional Thai
- Ashiatsu/Barefoot
- Hot Bamboo Massage
- Hot Stone
- CranioSacral
- Lymphatic Drainage
- RockAway Method
- Watsu
- Zero Balancing

Benefits:

Some of the benefits that MAY be offered at the employee's cost include Vision, Dental, Short-Term Disability, Accident Insurance, Cancer Insurance, Catastrophic Insurance and Life Insurance.

LWRMM/MSM may offer assistance with payment for insurance plans for reaching certain goals as a company. The current goals are for each therapist to perform, consistently, a minimum of 10 massages each week. If that is met or exceeded the company will consider paying for some insurance.

LWRMM/MSM employees receive \$20 off at the Manatee YMCA through the Corporate Membership Program. The company pays \$10 for the benefit each month which is matched by the YMCA. This is optional and requires a YMCA membership which the employee is responsible for setting up and paying for; once the employee quits or is terminated the benefit no longer applies and the ex-employee must resume full payment of any membership they keep.

LWRMM/MSM employees may purchase products FOR PERSONAL USE ONLY at our cost. That includes the price of the item, any applicable shipping and handling, and sales tax. Purchasing items at cost and reselling them is strictly prohibited.

LWRMM/MSM employees may use a treatment room at no charge with prior-approval to treat IMMEDIATE family members when they are not receiving compensation for doing so. (This includes Mom, Dad, Spouse, Partner(s), Children.)

Job Duties and Guidelines:

Client Interactions:

- Provide excellent customer service to each client; smile and use their name warmly when they walk in, address any concerns without impatience or annoyance, thank them for their feedback during sessions, check on their comfort, thank them for coming in when they leave, etc.
- Provide the services the client has paid for unless they ask for/consent to something else. A 60-minute massage should be 60-minutes. Do not “short” someone time.
- Gain informed consent before undraping the buttocks/gluteal area or touching through the sheet.
- Adhere to the legal and ethical standards of our profession.
- Only perform massage or esthetics services which are both 1) in your scope of practice as a licensed massage therapist and 2) that you are trained to perform safely and competently
- Encourage all clients to rebook their next session before they leave the office
- Write and mail a thank you card to each new client thanking them for coming in
- Use leadership skills to encourage and advise the client on a care plan (how often they should come in)
- Perform a thorough intake with each new client prior to massaging them and an intake of appropriate length for returning guests.
- Give every new client a tour of the facilities and offer them the opportunity to use the restroom before their session.
- Provide cold water in a clean beaker glass for each client; hand-wash and dry the glass after each session.
- Remind each guest to let you know immediately if anything is uncomfortable, too much pressure, they don't like what you are doing, etc. Empower them to speak up and feel safe doing so.
- Call first time clients as soon as they are five minutes late. “Hi this is _____ from Mad Science Massage. Do you need help finding us?” Call late repeat clients after 5-10 minutes. “Hi this is _____ from Mad Science Massage, are you on your way?”
- Keep ALL client, health care information, and session information CONFIDENTIAL. Do not discuss clients with friends or family. ALWAYS speak respectfully when discussing clients with other MSM therapists or owner.

Opening/Closing At Work Procedures

- Show up to work 20-30 minutes prior to your first massage of the day to ensure all equipment is set up and ready to use. If performing a hot stone massage you may need to arrive earlier to ensure proper temperature.
- Perform opening procedures at the clinic if you are the last one in and closing procedures if you are the last one out.
- Ensure you have enough product to perform the services of the day. Refill lotion bottles and products as needed and at the end of each shift.
- After each massage sanitize the bottle of lubricant, all surfaces touched, massage table, and any equipment used.
- Handle cash, checks, and credit cards in a responsible and secure manner.
- Check all clients out in the Massagebook app and keep a separate record of your hours, clients you have seen, how they paid, and any tips that were placed on a credit card.
- The last day of your shift during the pay period send your total hours to lizzpughlmt@gmail.com or text 941-321-5311 for payroll reporting before leaving the office.

Personal Care

- Wash your hands thoroughly before and after every massage, after using the bathroom, after touching food, and after doing any cleaning or handling trash.
- Stretching, self-massage, meditation, and other self-care techniques are highly encouraged in between client visits.
- Maintain your professional licensure and insurance. Copies of both will be required as the old ones expire and new are renewed/purchased. These expenses are your responsibility.
- Maintain your CEU credits as required for renewal. These expenses are your responsibility.
- Drugs and alcohol consumption or influence is strictly prohibited during working hours. Prescription drugs that may affect your ability to provide safe and effective care to your clients should be discussed with your supervisor prior to your shift with as much notice as possible.
- Maintain excellent hygiene:
 - have impeccably clean nails, very short trimmed and filed nails with no sharp edges, no dry or hanging cuticles/hang nails (keep a nail kit in the office at all times to fix snags immediately)
 - clean fresh breath
 - no body odor or stinky feet
 - wear an unscented or lightly scented deodorant.
 - wearing of perfumes, body sprays, colognes, etc. is not allowed.
 - brush your teeth after any snacks/meals and use mints as needed
 - (NO peanut based products are allowed in the clinic or treatment room.)
 - Cover any areas of open skin with liquid bandage and wear a glove or finger-cot if necessary
- Maintain a clean, non-wrinkled uniform that fits within the theme of the business.
 - A “steampunk” or “mad science” (but NOT horror) vibe is highly encouraged for tops and accessories. Professional prints/colors/cuts are encouraged. No offensive sayings, political or religious images, characters, or obscene images are allowed.

- Black slacks/pants, black scrub bottoms, black chef bottoms are encouraged. Shorts and skirts that are of modest length are allowed to be worn. Long skirts (past the knee to the ankle) are allowed to be worn.
- Underwear should not be visible through clothing
- Therapists with breasts must wear a bra (or binder, if preferred) and avoid clothing that reveals cleavage or is suggestive.
- No therapist should wear rings or jewelry that dangles and risks brushing against the client. Noisy jewelry is also not allowed.
- Makeup may be worn but is not required; no “suggestive” or horror makeup styles are allowed.
- Hair must be clean and groomed but may be any color and cut/style as well as it is well-maintained. Long hair should be controlled so as not to touch the client at any time. Hairspray, gel, and other styling products should be scent-free or applied sparingly to avoid bothering our allergic clients and therapists. No offensive words, political messages, or obscene icons may be shaved into the head.
- Tattoos are welcome as long as visible art is not offensive, political, sexual, or obscene.
- Piercings are welcome as long as they do not interfere with job duties and the therapist takes care not to cross contaminate by fiddling with the piercing during work hours or during massages
- Piercing and dermal piercings are not allowed on any surface of the body that may come into contact with a client including the hands, forearms, or elbows.

Between Clients & Additional Duties

- Before doing downtime activities be fully set up for your next massage before doing anything else.
- During downtime perform additional duties as needed to further the goals of the business, including but not limited to cleaning, organizing, data entry, marketing, looking for future events, networking, calling/reactivating clients.
- If all downtime tasks/sidework is completed, watch YouTube technique videos (Massage Sloth and Erik Dalton both have great videos), read books in our bodywork library, or review your anatomy. When on the clock you should work towards becoming the best therapist you can be.
- Playing on your phone is prohibited, personal social media is not allowed (other than for purposes of marketing), and personal calls are not allowed while on the clock (with the exception of emergencies, physician/pharmacy calling you, or prearranged situations)
- Answer the business phone line (will show up as 941-676-3433) within three rings when at work if not with a client.
- When attending a marketing event/networking event remember you are an ambassador for our company. Act friendly, warm, and professional.

Attendance

- Should you need to call out sick, do so at the EARLIEST sign of illness. Do not wait until you are “sure”. It’s better to reschedule your clients or allow another therapist to take care of them than potentially

expose them or have to cancel last minute. Always call out sick at the first sign of a fever above 100.2 degrees. You must CALL (not text) 941-321-5311.

- Should someone in your care (child, elderly parent, etc.) become ill call out IMMEDIATELY if a babysitter cannot be found. This gives the business an opportunity to reschedule your clients
- If you have an emergency CALL your supervisor immediately. If you have a flat tire, car accident, etc. it will be requested that you send photographic evidence via text.
- You will be scheduled for your normal shift every week unless time off is requested and approved in advance or a shift falls on a holiday that we are closed.
- Time off may be requested, but approval is not guaranteed. If there are no scheduled clients, it is not expected to be a very busy time, and it is far enough in advance (or you are willing to work a different shift), there is a high likelihood that it will be approved. MSM aims to be flexible to allow our employees the opportunity to live full and rich lives with their families, to explore continuing education opportunities, and rest.
- We are closed Thanksgiving Day, Christmas Eve, Christmas Day, New Year's Eve, and New Year's Day. No clients will be scheduled those days. Other holidays we may be open. Please request time off as far in advance as possible.
- It is HIGHLY recommended that you take two days a week completely off work. Many therapists have their own businesses and another part time job in addition to MSM. Time off is important to stay healthy and avoid burnout. One day a week off is considered the minimum.
- If no clients are scheduled you are not required to be at the office unless otherwise notified. If you have a gap longer than 1 hour in your schedule you are allowed to clock out and leave. If you have finished for the day you may clock out and leave.

Monetary Issues

Please see section on wages, bonuses, and raises for more information.

- No employees are eligible for wage advances or borrowing funds from the business.
- LWRMM/MSM will follow laws regarding withholding wages, whether it is for taxes, child support, or any other requirement.
- The employee is responsible for filling out their tax forms correctly to ensure proper withholding for taxes. If you do not withhold enough it is the employee's responsibility to pay for any different and penalties. Please consult with an accounting professional if you have any questions.
- Cash tips are allowed to be taken home at the end of each work shift if correct change is available. YOU are responsible for keeping track of the amounts received and withholding for taxes.
- Credit card tips will be added to each paycheck. The therapist MAY NOT pay themselves for these tips from any cash payments for services.
- All payments by credit card or check MUST be made to Lakewood Ranch Medical Massage or Mad Science Massage and not to the therapist.
- All cash payments (aside from tips) MUST be left on premises or deposited into the business' account.

Client Ownership

- All clients of Mad Science Massage and Lakewood Ranch Medical Massage will remain clients of the business and NOT the therapist.
- Encouraging clients to visit you at another location or business, or otherwise trying to steal clients is strictly forbidden. You are also not allowed to discuss your personal rates/rates charged by other employers to entice the clients.
- Should you no longer be employed by MSM/LWRMM you are NOT allowed to contact previous clients from this location. However, if they find you independently and without any contact from you, you may see them at your new job/own place of business/housecall. (And we realize that family and close friends who see you here as MSM/LWRMM clients will likely follow you; preexisting relationships should be disclosed.)

Warnings, Write Ups, and Dismissal

The goal of Mad Science Massage is to have a team of excellent massage therapists who are committed to their roles in the company, who feel appreciated, and who have opportunities for personal and professional growth.

Should an error occur, or a breaking of the rule, it is our intention to provide mentoring and guidance to the employee. Errors requiring intervention will be documented; accumulating an unreasonable amount of intervention notes will result in probation or dismissal.

The following behaviors are eligible for immediate dismissal:

- Inappropriate sexual comments, suggestions, behavior in the workplace
- Inappropriate or offensive language, comments, suggestions, or behavior
- Stealing from the business, other employees, clients, or others in the workplace
- Attempting to entice clients away from LWRMM/MSM
- Showing up drunk, stoned, or otherwise under the influence
- No-call no-show for any shift (true emergencies may be made an exception at the sole discretion of management)
- Repeatedly calling in sick/emergency same day or arriving later than scheduled appointment time
- Any activities that would result in the loss of eligibility for licensure
- Lapse in massage licensure
- Complaining about work conditions or clients in the office within earshot of non-employees, in public, or on social media
- Discussing confidential client information with anyone outside the business
- Attempting to borrow money from clients or otherwise receiving inappropriate gifts
- Other behaviors yet to be determined of an unethical, illegal, or negligent nature resulting in loss of clients, injury to clients, injury to the business's reputation or owner's reputation

Client Behavior

It should also be noted that clients must adhere to the same guidelines as employees. Should any client at any time attempt to suggest or solicit sexual activity, sell or acquire illegal substances, show up severely under the influence, or repeatedly miss appointments, that client is subject to being banned from the business.

ALL therapists have the right to end any session immediately, with or without a warning depending on the severity of the offense. It is suggested that one warning be given in case of a miscommunication. It is also suggested that the client be responsible for any charges for the session if their behavior caused the therapist to end the session. However, if the therapist feels that they are in danger, it is recommended that they allow the client to leave immediately without attempting to collect a fee.

Lateness

- Clients will receive the remaining time of their session.
- First time late clients will be prorated as a courtesy and our policy explained to them. Clients who are late due to stopped traffic (who let us know prior to the start time of the session) or other unforeseeable events may also, at the therapist's discretion, have the session fee prorated.
- "Client name, as a courtesy I am going to prorate the session for you since it is the first time you are late. I want to inform you that company policy is that clients are responsible for the full amount of their session. Next time you are late you will be charged the full amount."
- It is up to the therapist if they want to provide a full session length should their schedule allow. The therapist should never make other clients late due to one client's lateness. This is unfair to everyone.
- Therapists must document lateness and their decision in the notes; this is to keep track of client's habits and also to ensure that therapist's are not reporting shortened sessions with prorated fees and pocketing money.
- If the client pays for the full session the therapist will receive pay for the full scheduled session; the manager may pay massage wages for time missed and not paid for at their discretion as finances allow (this is not guaranteed)

Cancellation

- Our official policy is that we require 24 hours minimum notice of cancellation and request 48+ whenever possible
- Less notice than 24 hours means the client is subject to paying a cancellation fee, up to and including the full session fee
- Exceptions may be made for true emergencies, only at the therapist's discretion with manager's approval
- No-call no-shows are required to pay the full session fee before being allowed to rebook; should the missed appointment be due to a true emergency this may be waived at the manager's exception
- If the client pays for the full session the therapist will receive pay for the full scheduled session; the manager may pay massage wages for time missed and not paid for at their discretion as finances allow (this is not guaranteed)

Illness

- We do NOT see clients who are vomiting or have diarrhea (unless it is due to a chronic condition), are running a fever (that is not due to a medication or treatment side effect), have a contagious disease, have an active breakout of viral sores, strep throat, or other signs and symptoms of serious illness that could put the client, therapist, or other clients at risk.
- Clients who show up with any of the above will be politely sent home and asked to rest and reschedule once they have felt better for at least 3-5 days. We will waive the cancellation fee as a courtesy the first time and remind them to call us to reschedule at the first sign of an illness in the future.
- We do provide services for clients who have bronchitis or other issues treated with antibiotics once 24-hours have passed.
- We do provide services for clients who have chronic illness, cancer, and other ailments; should you feel uncomfortable with your level of education regarding such clients, please offer to reschedule them so that you have time to research their needs and treat them safely and appropriately or refer them to one of the team who does.

Pregnancy

- We do provide pregnancy/prenatal massage for clients in ALL stages of pregnancy including the first trimester
- Bolsters, pillows, and cushions are available to help the pregnant client be as comfortable as possible
- Clients who are high-risk are asked to get obstetrician/physician permission prior to their appointment however the therapist may work on the client without it at their discretion
- A pregnancy informed consent MUST be signed before doing a prenatal appointment with a new client or for each pregnancy; NO EXCEPTIONS

Children

- Children who are immobile (infants) and old enough to sit safely and without close supervision in the massage room are welcome
- Parents are welcome to breast feed during their massage if they so desire
- We DO offer massage for children with a parent's signed consent
- Massages for small children should be kept to 20-30 minutes; the child may end the session at any time for any reason
- Massages for older children should be scheduled based on their maturity and needs
- Children under the age of 14 must have a parent in the massage room at all times
- Children under the age of 16 must have a parent onsite in the massage clinic at all times
- Children 16 and over must have a parent present for the first massage; it is at the therapist's discretion if the parent should remain onsite for future treatments

Animals

- Appropriately credentialed service animals are always welcome at our establishment
- Due to the fact that we are a licensed salon, all other animals are not allowed
- No dog treats containing peanut butter or peanut ingredients are allowed in the clinic

Client Discussions and Religion and Politics

- Clients may talk as much or as little as they would like during a session; it is their time that they are paying for
- Clients who discuss religion or politics (or other possible inflammatory topics) should be responded to with polite questions or noises that show you are listening; it is not appropriate to discuss your own views especially if they are opposing the client's
- If a therapist is deeply uncomfortable with the conversation (due to racist, homo-phobic, or other offensive remarks) *and* feels the client is not benefiting from the treatment, respond with "Sir/Ma'am/Name, I would like to invite you to take a deep breath and bring your focus back to the massage. Our policy is to not engage in conversation about sensitive subjects during your time here in the office."
 - If they persist, "Name, I am personally uncomfortable with the nature of this discussion. Is there another topic you would like to discuss?"
 - If they still persist, "I would hate to end your session today, however if you insist on discussing sensitive topics I will do so."
 - This option should only be used if the topic at hand is extremely offensive and the therapist cannot possibly maintain professional behavior. An example would be a client using racial slurs against the therapist's race, saying people like them should "burn in hell", etc.
- Clients may ask therapists about their personal lives in an attempt to befriend them or create a rapport. Please keep any information given positive, polite, and short. It is never appropriate to complain or unload about personal situations or difficulties. If the client seems to want more information feel free to share a short funny story or sympathetic personal anecdote.

Gender and Other Topics

- Clients should be referred to by their preferred name at all times
- Do not refer to clients as "honey," "sweetie," or other pet names or diminutives; this can be deeply offensive to some clients. Others may feel that you have forgotten their name.
- Warm handshakes are preferred however if the client initiates a hug it is the therapist's choice whether or not to accept it
- Please always use the client's preferred pronouns, name, and gender identity; we do NOT discriminate against transgender men or women or non-binary individuals in this office. Should you make a mistake please apologize and do not offer an excuse; invite the client to correct you if you should slip up in the future and reassure them it is important to you that they feel comfortable in our office
- We do not discriminate against clients for their religion, race, skin color, lifestyle, gender, marital/relationship status, political views, type of employment, favorite sports team, or any other factor.

Barter

- We are members of the IBE Barter Association; please see manager for directions for taking IBE Barter Dollars for services
- Tips are not available for payment through IBE Barter
- If a therapist is approached regarding bartering directly with a client in exchange for massage therapy services and it sounds enticing, the therapist should approach the manager to have a discussion about it before agreeing
- If barter is approved the therapist will NOT receive compensation for the time spent with that client and may be required to pay a room rental fee or other payment/percentage
- There is no guarantee that barter will be approved
- Bartering outside the office with a LWRMM/MSM-owned client is not allowed

Personal Items

- The therapist may keep the following (no others without approval) on premises: a personal nail clipper and nail file, necessary medications, one complete change of clothes, deodorant, menstrual hygiene items, toothbrush, travel sized toothpaste, travel sized mouthwash, flushable cleansing wipes, contact lens supplies
- The therapist should store their travel bag/purse in a secure location
- The therapist may keep their cell phone on them or plugged in and charging, set on silent mode only, for communication with clients and for safety reasons, but may not play games or make personal calls or texts during work hours unless an emergency
- The therapist may NEVER check their phone during a session with a client
- The therapist should check their phone between clients for messages from manager/owner communication and answer the business line within three rings when not with a client

Any Questions?

- The therapist should feel free to approach the owner/manager with any questions about items that are and are not contained in the manual
- This manual may be updated at any time; the employees are responsible for being familiar with the current and updated content

Employee Signatures

I have read the current March 2018 Version of the Employee Manual, understand all pages of its contents, will ask for clarification as needed, and agree to follow the guidelines therein. I am responsible for reading any updates.

Name (Print)

Date

Signature

Name (Print)

Date

Signature

Name (Print)

Date

Signature

Name (Print)

Date

Signature