



1. Making an Appointment

I am available by appointment only, so please call or e-mail me to schedule your treatment session. Texting is also okay. Please do not arrive at my office unexpected or knock on the door if it is closed and the in-session sign is hanging. During business hours, I may not be immediately available to take your call, however leave a message and I will return it as soon as possible.

2. Appointment Confirmation

I will confirm appointments one to two days prior to the day on which they are scheduled. Let me know before or at this time if you need to cancel or reschedule your appointment.

3. Hours of Operations

I am currently available by appointment on Thursdays, Fridays, and Saturdays 8am to 6pm. I will be unavailable on major holidays or during severe weather.

4. Services & Fees

I offer massage for 30 minutes (\$40), 60 minutes (\$70), 90 minutes (\$100), and 120 minutes (\$140). I offer Bowenwork for \$50/session (a \$60-\$90 value) and packages of all my services are available. Read about these services in detail at www.kokoromassage.net/services.html.

5. Facilities & Parking

Kokoro Massage is located in Downtown Fairhaven at 1000 McKenzie Avenue in Suite #22 (Bellingham, WA 98225). There is free parking in front and to the side of the building, as well as all throughout Fairhaven. Facilities also include a cozy waiting room and clean bathrooms. The treatment room has fresh filtered water, seating, a place for your personal items, and for maximum comfort: a heated massage table, bolsters, and pillows. I use hypoallergenic massage oils, lotions, and linen detergent.

6. Arrival

If it is your first appointment at Kokoro Massage, there will be a thorough health intake process and postural analysis to help determine the best course of treatment, so I recommend you arrive to your first appointment at least 15-20 minutes early. I will also have you sign an informed consent form during this session. You can expedite the paperwork process by familiarizing yourself with these policies and procedures and signing the required forms prior to your first session, available at www.kokoromassage.net/forms.html.

If you have already completed the initial intake process and it is not your first appointment at Kokoro Massage, please arrive about 10 minutes early if possible as all sessions begin with a basic intake process to update any important health information and determine your goals for the session.

When you arrive, if my office door is open, feel free to come on in. Otherwise, please wait in the waiting room until my door has opened. Thank you for your patience.

7. Cancelling & Rescheduling

Client Cancellation: I understand that life happens, so if you need to cancel or reschedule an appointment, please do so at least 24 hours prior to the scheduled session. If the client does not respect this policy more than twice, they will be asked to pre-pay 50% of the treatment cost (non-refundable) for any future appointments.

Practitioner Cancellation: Our time together is important and I will only cancel or ask to reschedule if I absolutely must. And if I must, your rescheduled appointment will be discounted.

8. Late Arrival

Client Arrives Late: Because I am operating on a schedule, those who arrive late to their scheduled appointments may not receive a time extension and full payment is due at the time of service. The time remaining will be used to its best advantage.

Practitioner Arrives Late: If I am late for the appointment, the remaining time will be used as efficiently as possible and the client will receive a discount, not be charged for the session, or offered a complimentary session as determined on a case-by-case basis.

9. Sickness Policy & Health Conditions

Should the practitioner or the client feel sick or contract a contagious disease that could spread during the massage session, we must communicate about rescheduling. If you are exhibiting the following symptoms or illnesses, we absolutely must cancel or reschedule: diarrhea, vomiting, fever, asthma attack, acute flare-up's, sinus infection, chicken pox, measles, mumps, meningitis, pink eye, rubella, lice, impetigo, influenza, tuberculosis, pneumonia, rabies, meningococcal disease, jaundice, polio, cardiac arrest, lymphatic cancer, hemorrhage, ringworm, scabies, thrush, whooping cough, common cold, or other possible infections. If you are intoxicated, we must cancel/reschedule.

There may be local contraindications that I must avoid during massage, such as: abnormal lumps, athlete's foot, warts, blisters, bruises, cysts, polyps, ulcers, rashes, inflamed areas, infected areas, herniated areas, open wounds, shingles, varicose veins (I will avoid or go lightly over these areas depending on the severity), pacemakers, recent injuries or surgeries (may require physician's clearance), etc.

The following are examples of conditions that absolutely require your physician's clearance prior to treatment: acromegaly, aneurysm, atherosclerosis, burns, cancer, leukemia, cerebrovascular accident, chronic obstructive pulmonary disease, congestive heart failure, coronary artery disease, hemophilia, Hodgkin's disease, kidney stones, nephrosis, polycystic kidney disease, myasthenia gravis, peritonitis, uremia, etc.

Please communicate all of your conditions to the best of your ability and we will discuss how to best proceed with treatment.

10. No-Show

Client No-Show: If no notice of cancellation is given and the client does not show up to their scheduled appointment more than twice, they will be asked to pre-pay 50% for future sessions (non-refundable).

Practitioner No-Show: If I misunderstand our scheduled appointment and do not show up at a time established between us, the appointment (whenever rescheduled) will be free.

11. Payment

Payment is due at the time of service (before or after the session, whichever you prefer). I accept American cash, personal checks, and U.S.-issued credit cards (Visa, MasterCard, American Express, and Discover). I also accept bartered services on a case-by-case basis (read below). Gift certificates are also available for purchase.

12. Gratuity

Tips are never required or expected, but accepted with great appreciation. The greatest "tip" you can give me is your referrals to friends and family and honest feedback and testimonials. Thank you for your support!

13. Bartering

I may barter massage therapy services for other services as determined between the client and practitioner. I may not be able to barter treatment for the particular service you provide, but do not hesitate to ask. Typically I trade one hour of massage for one hour of bartered service. Understand that I will report bartered services on my tax return. Please contact me if you are interested in trading a service for bodywork.

14. Insurance Coverage

Sometimes private insurance companies compensate clients for my services. If you wish to be reimbursed by your insurance company, it is best to get a prescription from your doctor. I can provide you with an invoice to submit to your insurance company, but I can't guarantee that your sessions will be covered by insurance. It is at the discretion of your insurance company.

15. Health Intake & Session Goals

At the beginning of your first session, there will be a thorough health intake process and postural analysis to evaluate your current health and determine your goals for bodywork. Prior to or during this first session, you will fill out a health intake form (available for download online) that describes your health history and current health. It is the responsibility of the client to communicate their preferences, expectations, and concerns for massage therapy, as well as their complete and accurate health information to ensure the safety and productivity of the sessions. Please keep me updated on your health and goals.

16. Informed Consent & Scope of Practice

Licensed massage practitioners are trained in the safe use of manual soft tissue manipulation techniques intended to improve health and promote mind-body-spirit balance. Massage therapy is a system of bodywork that, among many other proven benefits, encourages the natural healing processes of the body and relieves muscle pain and tension

Massage therapists are health care providers, but they do not work within the parameters of licensed medical professionals and therefore DO NOT diagnose, perform skeletal adjustments, prescribe, or provide treatment for specific conditions without written permission from your doctor. The practitioner will only perform services that they are qualified to perform and only provide treatment where there is reasonable expectation that it will be advantageous to the client. If at any time the practitioner feels you should be evaluated by another professional, they are required to refer you to your personal health care physician.

17. Qualifications

In addition to honestly representing my qualifications, I promise to consistently maintain and improve professional knowledge and competence, and strive for excellence through regular assessment of personal and professional strengths and weaknesses through continuing education training. Lindsey Frazier has the following qualifications:

- Licensed Massage Practitioner (WA State, License #MA60398443)
- Graduated from the Massage Practitioner Program at Whatcom Community College in Bellingham, Washington (August 2013)
- Bowenwork® Practitioner (2013-present)
- Member of the American Massage Therapy Association
- Member of the American Bowen Academy
- Reiki Level I Certified
- CPR, AED, and First Aid certified by the American Red Cross
- B.A. in East Asian Studies and Japanese Language from Western Washington University (June 2011)

18. Minors

Massage therapy and Bowenwork® is as beneficial for young adults, children, and even infants as it is for adults and I give special consideration to clients who are under the age of 18. Clients between the ages of 15 and 18 years old must present written permission from a parent or guardian prior to their first massage session. Clients younger than 15 must have a parent or guardian present at all times.

19. Sanitation & Hygiene

All equipment and linens that come in contact with the client are stored, sanitized, and cleaned in a healthy, professionally approved method. I come to each session clean and before and after each session, I wash my hands and arms with hot soapy water and disinfecting solution. If there are any breaks in my skin, they will be covered with protective coverings. The client will also come to the session clean and inform me if there are any health concerns, breaks in the skin, or areas I should avoid. Should the client or practitioner start to feel sick or contract a contagious disease that could spread during the massage session such as the cold, flu, or other infection, each will inform the other. The decision to reschedule will be handled on a case-by-case manner.

20. Attire, Dressing Down, and Draping

Clients may wear whatever is comfortable to their sessions, unless otherwise discussed. For example, for certain treatments I may have you bring a pair of athletic shorts and a sports bra to change into, whereas a Bowenwork® session can be performed fully clothed. When I leave the room to give you privacy to get onto the massage table and between the sheets, you may dress down to whatever your level of comfort is. It's okay to dress down all the way and it's okay to leave articles of clothing on. Less clothing does mean more access for the practitioner to do work, but let your comfort level be your guide. I will always use state-mandated draping that ensures the client's safety, comfort, and privacy and only exposes the specific area being worked. I will never massage the breast nipples or genital area and will receive permission from the client before working near these areas (for example the upper chest or the adductors of the inner thigh).

21. The Sessions

At Kokoro Massage, client health, comfort, and safety are paramount. All bodywork services are professional and sessions are conducted with the client's greatest well-being in mind. We will communicate every step of the way to make for the most comfortable, safe, and effective therapeutic experience that is tailored to your wants and needs. During the first session, there will be a thorough intake process to talk about your health, define your goals for bodywork therapy, and determine the best course of treatment for you. You will fill out a health intake form, read Kokoro Massage's policies and procedures, and sign an informed consent form. To expedite this process, you can fill out these forms prior to your first session and bring them in (www.kokoromassage.net/forms.html). Either way, I recommend you arrive to your first appointment at least 15 minutes early if you are able so that we can get the most out of both the intake process and the session. All sessions begin with an intake process, which is as long or brief as needed, so please arrive to all appointments at least 5-10 minutes early if possible.

After discussing your health and health goals, there will be an opportunity to use the restroom (which you can use at any time during the session, just ask). Then I will step out of the room and let you dress down to your level of comfort and lie on the massage table between the sheets. I will knock and receive permission prior to re-entering the room after which I will begin the treatment. I believe communication is key to a successful bodywork session and will inform, check-in, and inquire when appropriate. I ask that you also communicate with me regarding your experience and how we can fine-tune it to your custom goals and needs. Every body is different, so this communication is essential to a successful treatment. You may choose to talk or not talk during the session. Casual conversation is fine, but I will always be focused on the work and your well-being and never discuss inappropriate or private matters.

When the session is over, I will step out of the room and give you time to come back, refresh, and get dressed. I will knock prior to re-entering the room after which we will discuss the session, subsequent sessions if appropriate, and payment. Please contact me if you have any questions regarding the treatment sessions.

22. Techniques Used

I am trained in traditional Swedish massage which includes strokes and techniques such as rocking, jostling, effleurage, petrissage, kneading, friction, tapotement, passive stretching, and hydrotherapy. Additionally, I am trained in treatment massage which includes structural integration techniques, trigger point release therapy, deep tissue massage, myofascial release techniques, and active stretching. I also have energywork, reflexology, and shiatsu experience that I incorporate into the sessions. If at any time you would like me to adjust my technique, speed, or pressure, please let me know. I am also a registered Bowenwork® practitioner, which uses very specific, light-touch fascial manipulation techniques to unravel deep-rooted pain and trauma, and create long-lasting mind-body-spirit balance.

23. Getting the Most from Your Massage

Before the Massage:

Right before your massage, it is best to avoid eating any large or heavy meals, sugar, caffeine, or other stimulants. Instead, 24 hours prior to your massage drink more water, and at least one hour prior have a light meal or snack. You don't want to come to sessions on an empty stomach as massage therapy is something like a workout, as relaxing as it is. Calories are burning and the body's rest and digest systems are working, so you might get hungry if you don't have something to eat before the massage. Lastly, good communication is very important to a successful treatment, so before each session please let me know about any health concerns and what your needs and goals are for the massage.

During the Massage:

During the massage, please report any discomfort, whether it is from the massage (table, face cradle, draping, pressure, speed, techniques, etc.) or distractions related to the environment (room temperature, music, lighting, etc.). Every body is different and my goal is to customize your sessions so that we can meet *your* goals. Also helpful during the massage is smooth, deep *hara* breathing (breathing from the belly and diaphragm instead of from the chest and neck) and relaxing your muscles, as tightening up and contracting is counterproductive to massage therapy. If you are having a hard time relaxing, let me know and we will do everything possible to make you comfortable.

After the Massage:

Right after the massage, if you are feeling dizzy or lightheaded, do not get off the table until this has passed. Be sure to drink plenty of water after the session to help cleanse the bodily systems of all the toxins we've just flushed out and promote tissue hydration and mobility. One of the best things you can do for your health after a massage and between sessions is doing self-care exercises, such as relaxation techniques, gentle stretching, nature walks, yoga, and hydrotherapy. Self-care depends on the individual client's health and goals, so we will discuss recommended methods after each session.

24. Massage Therapy Frequency

Massage therapy is a pampering and effective modality of healing that benefits all the body's systems and taps into the body's own restorative power. A lot of massage therapy is retraining muscles, helping to correct posture, and rebalancing areas of compensation and weakness, which cannot simply be corrected in a single session. The benefits of massage therapy are cumulative and in many cultures a daily ritual that ensures balance, health, and longevity.

If you are interested in daily massage, 30-minute sessions are sufficient. A weekly or twice-a-week 30-minute massage session also reduces the physical and emotional stress that builds up in the body daily.

If you are suffering from chronic stress, anger, anxiety, depression, insomnia, or other psychological/emotional conditions, it is recommended that you receive one or two 60-minute massages every week for a month or two after which at least one 60-minute monthly session is beneficial.

24. Massage Therapy Frequency (cont.)

Likewise, in the cases of chronic illness or pain, it is best to receive one to two 60-minute massages every week for a month or two, after which at least one 60-minute monthly session is recommended.

Combined with gentle stretching and other self-help methods as practiced by the client, a 60-minute massage every two weeks is also sufficient if you suffer from chronic illness or pain.

If you are seeking massage therapy to help overcome an injury or if you have been involved in a motor vehicle accident, the process may take anywhere from one to six months, to even a year or more, depending on the incident and massage frequency. In this case however, massage frequency very much depends on the nature of the injury or accident, doctor and physical therapist recommendations, the client's health, and their participation in their own recovery.

For more affordable maintenance, cumulative benefits, and for those who are dealing with stress management, one to two 60-minute sessions a month is a beneficial and luxurious treat that gives long-lasting results.

Occasional or irregular massage sessions absolutely provide temporary relief and relaxation, but the cumulative effects of massage therapy are lost if it is not experienced on a regular basis. The client's health goals and needs are the most important factor in determining the length and effectiveness of each treatment plan. We will communicate about what's right for you.

Bowenwork® is often recommended once a week for one month for the client to fully feel and accumulate the most benefits, but treatment may require more or fewer sessions depending on the condition. Find out more about Bowenwork at www.kokoromassage.net.

25. Respect for the Client

Clients have the right to a clean, safe, and comfortable massage treatment environment as well as the highest quality of care that is provided with the client's informed and voluntary consent. Clients have a right to be treated with consideration, dignity, and respect. If at any time you feel uncomfortable, you have a right to speak up and we will stop and communicate. I respect and uphold your right to refuse, modify, or terminate treatment at any time. My goal is helping you reach *your* goals and we work together as a team creating and adapting your treatment plan to best suit your current health and health objectives. We will always have an open channel of communication and I will be clear about what the treatment will involve and what areas I will be working on. Clients may dress down to their own level of comfort when getting on the massage table and state-mandated draping that ensures the client's safety, comfort, and privacy and only exposes the specific area being worked on will be used in all sessions. The breasts 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. In order to best serve your needs, honest disclosure of any situation that may interfere with safe, nurturing, nonjudgmental, nonsexual touch must be considered.

I encourage feedback regarding temperature, music, lighting, pressure, technique, etc. I want you to be comfortable and everybody is different. Please let me know what you like and dislike so we can tailor the treatments to your style. Inform me of areas you would like me to avoid and if anything makes you uncomfortable at any time, you have a right to say so, I will stop, and we will talk. Sometimes we are not aware of what is sensitive or uncomfortable until an area is touched, so please feel free to communicate as you become aware of your needs.

As a licensed health care professional, I abide by HIPAA and swear to safeguard client confidentiality and privacy, unless disclosure is required by law or necessary for the protection of the public. Any referrals out to other health care professionals will be discussed with the client and is solely their decision.

I refuse to unjustly discriminate against anybody.

26. Respect for the Massage Practitioner

I am a professional dedicated to health, well-being, and a strong professional code of ethics. I will not initiate or engage in sexual activities or behaviour involving a client and such conduct represented by the client will lead to an immediate termination of the session.

Clients are expected to arrive prepared for their session as discussed with the practitioner. Uncleanliness, obvious infectious conditions, or suspicions of alcohol or drug influence are reasons for termination of the session. I reserve the right to refuse to treat any person or part of the body for just and reasonable cause.

As much as you are able, please refrain from wearing perfume or scented body lotions in consideration of other clients' sensitivities and allergies.

All clients will be expected to read and sign Kokoro Massage's policies and procedures and informed consent form, stating that you have read the information listed here, understand it, and agree to comply. Clients will also fill out a health intake form with as much detail and accuracy as possible so that we can ensure the best and safest treatment possible. It is the responsibility of the client to keep me, the practitioner, informed of any changes in health, condition, medications, or treatments currently being taken and, if necessary, written permission from the physician, chiropractor, physical therapist, etc. that massage therapy is still appropriate.