New Practitioner Shift Guide

At the beginning of your shift, before your first client arrives:

- Arrive 15-30 minutes before your first appointment is scheduled to begin and clock in. (Review attendance policy for when to arrive if your first appointment is not booked.)
- Store personal items in assigned bin or locker. Store any food items in the refrigerator.
- Review overall day's schedule and assigned treatment room(s).
- Adjust massage table to the appropriate height.
- Set up the massage table with sheets, oils/lotions and any tools you might need for the session.
    - Clean sheets and blankets are kept in bins with lids under the table.
    - Hot stones take 20 minutes minimum to heat up thoroughly.
- For existing clients, review current health history and previous session notes.
- For new clients, have intake forms ready on a clipboard. (Front desk usually completes this.)

When the client arrives:

- Greet the client at the front or back door; a front desk staff member will let you know when your client has arrived. Bring the client into the massage room. (New clients will be asked to arrive 5-10 minutes early to complete paperwork.)
- Ask the client to provide proof of vaccination if they would like the option to remove their mask in the building. (This does not apply to clients that have already provided proof of vaccination; indicated by blue dot on client file and noted in MindBody client profile.)
- Review written intake forms and complete verbal intake regarding the client's goals for today's appointment. Answer any questions the client has; discuss any changes to health history.
- Let the client know you are going to leave the room and shut the door so they can undress to the level of their comfort and that you will knock before you come back in.

While waiting for client to get onto the massage table, before you go into session:

- Bring new/existing paperwork up to the front desk. Inform front desk if the client has shown proof of vaccination, if applicable.
- Wash your hands prior to re-entering the room. You may also choose to wear a clean apron or use an oil holster during the massage.
- When the session is ending, tell your client you will meet them upfront for the check out process.

After completing the appointment:

- Wash your hands.
- Inform the front desk of any differences to scheduled appointment type (add ons, etc) as well as any recommendations for re-booking / different treatment options.
- Wait by the front desk to greet your client and offer them water. This provides you with a natural hand off to the front desk staff.
- After completing this hand-off, go back to the massage room and strip the linens from the massage table. (Heating pad and table cover stay on.) Place dirty linens in either the washing machine or into the appropriate linen hamper with your apron.
- Sanitize your room with one of the sanitizing cloths. Wipe down the massage table, chairs, light switch, door knobs, lotion/oil bottles and anything else that you or the client might have touched during the session.
- Initial the sheet on the front of the massage room door with the date and time. (Do this after every appointment when done sanitizing the room.)
- After the table is dried off, reset it so that you are ready for your next appointment. Repeat for each scheduled appointment.

End of Shift Responsibilities:

- Refill the cleaning cloths in the massage rooms. (Place four rolled microfiber towels in each jar. Top with cleaning solution until cloths are damp but not dripping.)
- Refill oil/lotion bottles, if needed.
- Clean and return any massage tools/essential oils to where they belong.
- Re-center the chair and move away from the wall just far enough to prevent any scuff marks.
- Make sure all surfaces are wiped clean and left neat.
- For closing shifts, turn off all lights, the speakers for music and any fans used, excluding the HEPPA filters; turn off and unplug towel warmers and table heating pads.
- Clock out.

What to do when not booked: *Complete each item before moving on to the subsequent one.*

- Complete all outstanding SOAP notes.
- Hybrid practitioners may work on assigned tasks specific to their other job title.
- Ask the front desk if they need help with anything. Tasks may include:
  - Filing or pulling client folders.
  - Setting up clipboards with required client paperwork.
  - Folding and putting away the laundry.
  - Cleaning the office.
  - Shredding old documents.
  - Gathering trash.
  - Changing the water cooler.
- Ask Marketing Director if they need help with anything, depending on marketing permissions given at hire. Tasks may include:
  - Staging office or retail products for photos and/or videos.
  - Completing bio and staff photo for website. (Update annually.)
  - Completing video interviews, keeping content within scope of practice, for social media or website content.
- Complete continuing education credits.
  - Use front desk computer when it is not in use by front desk staff. (This computer does not have sound.)
  - Personal laptops and tablets may also be used until designated laptops for practitioners are provided by the business.
- Watch CE videos from CE library. DVD player with remote and power cord provided for shared use; personal earbuds or headphones required when other appointments are in session.