

**Yahara Therapy**  
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## Statement of Policy

### Credentials:

As a Certified Massage Therapist (State of Wisconsin license #3580-046), I follow the Code of Ethics and Standards of Practice set forth by the National Certification Board of Massage Therapy and Bodywork (NCBTMB) and the State of Wisconsin Department of Regulation and Licensing, which provides licensure to massage therapists and bodyworkers.

### Session Expectations, Rights and Responsibilities:

ALL information you provide, both written and verbally, will remain **completely confidential** unless you have signed a release of information form. I will treat you fairly and ethically and will establish an atmosphere of trust and decency during each session. I ask the same in return from you.

My goal is to assist you to:

- Find physical and energetic balance
- Relieve/reduce pain
- Reduce stress
- Enhance flexibility, immune function and circulation
- Gain self-awareness

As a massage therapist and bodyworker, I neither diagnose nor “treat” clients, but with your input I will assess your current health via written intake and ongoing dialogue which may be verbal or in writing. I may also use information I gather from our massage session to assess your current health and to provide the best session possible. I am neither trained in, nor practice, the medical or mental health sciences.

With your written permission, I will gladly work with your other providers, including primary care providers, personal trainers, physical therapists, and any others you consult for your health care.

I reserve the right to refuse or discontinue service at any time, for any reason, in an effort to ensure the safety of my clients and myself. I will work with you to refer you to the best provider if I am not able to help you. You are also encouraged to change or terminate a session or service at any time, for any reason, especially if you are uncomfortable or your goals are not being met.

It is my policy that no client will be seen who is under the influence of alcohol and/or recreational drugs, and certain prescription drugs. These substances can adversely affect your bodywork session, as well. All massage therapy and bodywork services are strictly non-sexual.

If you have experienced an unethical massage therapy/bodywork session or situation, complaints may be submitted to the State of Wisconsin Department of Licensing and Regulation. Submit to the Division of Enforcement by filling out a complaint form. This information is listed below.

State of Wisconsin  
Department of Regulation and Licensing  
Division of Enforcement  
PO Box 8935  
Madison, WI 53708-8935  
(608) 266-7482  
Email: [web@drl.state.wi.us](mailto:web@drl.state.wi.us)  
Website: <http://drl.wi.gov/dept/complaintfm.htm>

### **Rescheduling and Cancellation of Appointments:**

When possible, I am happy to reschedule appointments when given sufficient notice. Please give at least 24 hours' notice by telephone when you need to cancel or reschedule an appointment. This allows me to schedule another client during that time. Please try to schedule your appointments as far in advance as you can.

**If you are sick:** Please cancel your massage appointment if you believe you are sick. If you are unsure if it is safe for you to receive massage, please check with your health care provider. You may also call me as soon as you have symptoms.

**No-shows:** Full fee will be charged for a no-show or for appointments that are canceled with less than 24 hours' notice.

### **Late and Early Arrivals:**

Please arrive a few minutes early for your appointment. This allows me to check in with you and to stay on schedule and prepare for other appointments. This also allows you to enjoy your full session time and to review your session and handle any paperwork. If you are running late, kindly take a moment to call. If you are more than 15 minutes late for an appointment without notice, I may offer your time slot to another client. It is important for me to respect the appointment times of all clients, including yourself.

### **If this is your first massage:**

Please ask questions! My hope is to create a safe environment for you to guide the session. I can change most things about the environment (temperature, music, scent, etc.) and your physical comfort (draping, propping, blankets, etc.). If you are uncomfortable with anything, even if you do not know why, please let me know. If you need to get off the table for a drink or to use the restroom, I will accommodate you! It is difficult to enjoy your session if you are uncomfortable.

### **Rates/payment:**

- 30 minutes-\$35
- 60 minutes-\$65
- 90 minutes-\$90
- Call for Chair massage rates and information.
- Paraffin treatment-\$5

*I do not accept tips.*

I will make effort to contact you if rates change. Rates are subject to change at any time; please verify rates prior to scheduling your sessions.

- I currently accept gift certificates, checks and cash.
- A \$40 fee will be charged for returned checks.
- Non-payment of any balance charged will result in the immediate cancellation of any subsequent scheduled appointment, unless other provisions are made.

### **Treatment of minors:**

In working with clients aged 17 years or younger, a release must be signed by parent or guardian prior to the session. Further consultation may be desirable, before working with very young children. Also, it may be preferable for parent or guardian to be present during the session.

### **The philosophy of my practice:**

Massage is one of many ways of learning about and connecting with yourself and of living a healthy life.

I believe that you can maximize your health by paying attention, knowing yourself and using resources that support and enhance you in your life choices.

Every day we are a little bit different than before, and there is always something new to learn and to discover. Therefore, in each massage session, it is important for me to meet you where you are and listen to you, again, in that time. Listening to you, providing clear information, and respecting your intentions for your health care are my priorities when working with you.