

# STUDENT CLINIC RULES AND GUIDELINES Pg 1 of 3

*Participation in the School Clinic is your transitional bridge to a real clinic environment. The adherence to the rules is part of your training and is required to assist in the flow on a busy clinic day. Ensure you clearly understand them and direct any questions to your teacher at class if required. Students are encouraged to ask questions in the de-brief and are encouraged to book into the clinic as clients for their own ongoing treatment.*

All clinics, unless otherwise advised, are held at the School's centres at Charmhaven and Warners Bay.

## **PRIOR TO PARTICIPATION IN CLINIC:**

- Sheet 4 - Practical Competency Checklist must have been signed off by your teacher.
- Treatment Plans have been completed and signed off by your teacher as being completed successfully.
- You have understood these Clinic Rules and Guidelines. Any questions have been clarified by your teacher.
- Paid 90% of fees (unless agreed by School).

## **BOOKING INTO CLINICS**

- Complete Sheet 3 - Clinic Booking Sheet giving 1<sup>st</sup> and 2<sup>nd</sup> choice dates. Check class and seminar dates prior to completing the clinic booking sheet to avoid double-booking. The Clinic Manager will provide written confirmation of clinic dates.
- If particular preferred dates are not available students may register for "Stand By" in case students booked into these clinics cancel at short notice.

## **CLINIC CANCELLATION, DEFERMENT, DATE CHANGE, LATE ARRIVAL FEES POLICY**

- A strict minimum of 10 days notice is required to cancel, defer or request a change of a student clinic booking that students have made personally. Requests will not be accepted if left on School answer machine. Requests must be forwarded by email or fax which will show the date the request was made.
- **Charges for Cancelled, Deferred, Request to Change Clinics within the 10 days nominated period**
- - Cancellation of minimum 6 clients at \$28 per client = \$132
  - Administration fee \$80
  - Rescheduling fee \$100 (no Medical Certificate provided) or \$30 (Medical Certificate provided). Applies in all instances where less than 10 days notice is given to cancel/defer/change a clinic)
  - Late arrival fee \$28 strictly applies when students are more than 10 minutes late on arrival at a student clinic they have booked. The \$28 is payable on the day the student is late and prior to commencement in clinic on that day.
- Students may have 10% deducted from their final assessment mark for not showing up at the booked clinic.
- A medical certificate or other evidence will be required when students cancel within the 10 days notice period. (This includes no shows). The fee applies for all clinic rescheduling and is not negotiable due to the extensive time taken to alter clinic bookings.

## **CLINIC ASSESSMENT**

During your clinics you will be assessed on all aspects of Clinical Practice relevant to your level of training. Familiarise yourself with criteria on Sheet 7A & 7B, understand Codes of Practice and Code of Ethic and School policies as listed in these guidelines prior to attending clinic. Competency must be demonstrated in all areas of assessment. Speak to your teacher if further explanation is needed on any items.

## **BRING TO CLINIC**

- Your own equipment including clean towels, sheets, pillow, soap, balm, spoon or spatula, dish for balm, antibacterial wipes, spray bottle of sugar soap, bandaids, pen, mat/towel to lay on floor and massage table, writing equipment & notes. Massage tables can be hired at \$10 per clinic **when adequate notice is provided**. Bring enough clean equipment for 6 clients. There will be a \$1.50 towel hire charge for any students that have not brought a sufficient number of towels.

**Students must comply to the below Code of Practice, Code of Ethics and School Rules and Policies:**

## **CODE OF PRACTICE AND CODE OF ETHICS**

- Students are to be aware at all times of ethical & legal requirements and must comply with SIBT's Code of Practice (refer Student Handbook), Industry Code of Practice and Code of Ethics (refer Practitioner Dev Course Notes)

## **DRESS CODE APPLIES – YOUR PRESENTATION RELAYS THE RIGHT MESSAGE TO CLIENTS**

- School T-shirts issued to students must be worn to all clinics. Ensure your dress is appropriate for a Massage Therapist. ie. SIBT T-Shirt, black full length pants, no skirts or shorts, no exposed midripts or bellies, no singlet tops/exposed shoulders/cleavages. Footwear must be covered and clean. Sandals are non-supportive and inappropriate. Trainees are assessed at the student clinic for their professional presentation. T-shirts must be presentable, clean and whitened.

### PREGNANT WOMEN OR POST SURGERY CLIENTS POLICY

- No pregnant women or post surgery clients are to be massaged in the clinic. Any cases must be referred to Supervisor.

### UNIVERSAL PRECAUTION FOR SKIN INTEGRITY POLICY

- Students must comply with the Skin Integrity policy. Hands must be washed with soap thoroughly before and after each client and at other times as required. Broken skin on student or client must be covered at all times with a waterproof bandaid.

### MASSAGE OIL/BALM POLICY

- Massage oil of any kind is not to be used. Massage Balm must be removed from container with spoon/spatula and placed in lid. No fingers are to touch balm inside balm container.
- Anti-bacterial wipes are to be used to remove balm from client's feet prior to client getting off the table. Students must place a mat or towel beside table and advise clients to step onto it to wipe their feet.

### EQUIPMENT HYGIENE POLICY

- All Manchester equipment including towels, sheets, pillow cases, bolter covers and any other equipment, may only be used once when the fabric comes into contact with the skin. Massage table and any other equipment must be cleaned with anti-bacterial wipes after each client.

### PRIVACY POLICY

- Client information is gathered for the purpose of Clinic practicum only and must not be used for any other purpose.
- Keep all discussions regarding clients or clinic confidential and speak to supervisor quietly when appropriate.
- Be mindful of all client's needs for privacy and confidentiality during clinic and whilst in any workroom area.

### FLU VIRUS POLICY

- To protect those who work, learn and attend the Centre, Supervisors retain the right not to admit anyone if they are displaying symptoms of flu or contagious conditions. Any person, including students entering the Centre with flu symptoms and/or cough will be required to wear a mask while they are on the premises including during treatments.

### GENERAL RULES, POLICIES AND PROCEDURES

- Client's sessions are 1 hour. Students will massage 6 clients per clinic. (Variations may apply for advanced massage and students will be advised accordingly). If there are not enough clients, students will observe other students under supervision.
- Be mindful of noise at all times as not to disturb other students and clients treatments.
- It is inappropriate for students to gather at entry/Reception or in lounge area when clients are present.
- Students are encouraged to remain in their workspace or courtyard area.
- No tea, coffee or food is allowed at any time in lounge areas or in massage areas when clients are present.
- Students must not advise clients that they can rebook with them personally as this is against School policy.
- Students are advised that it is inappropriate to proposition other students and/or clients at the School's student clinic to become their clients or to give out their phone number or other details.
- Trigger Pt/Myo Psoas technique is not to be used on clients at clinics (this applies to Cert IV & post-graduate students)

### STUDENT ARRIVAL TIME AND SET UP

- Students must arrive on time. Penalties apply when you are more than 10 minutes late for a booked and confirmed clinic and payable on the day before commencement (refer to above Late Arrival information). Students arriving late may **not be allowed to participate** in the clinic. The discretion will be with the Clinic Supervisor.
- Students will not be allowed to enter the School buildings before 8.30am.
- Students are to set up own equipment as directed by Supervisor including mat on floor.
- Assist in setting up clinic as directed by Clinic Supervisor.
- Be ready for Supervisors brief which will commence 30 minutes prior to commencement of clients.
- OH&S requirements must be observed at all times. 2 people to carry screens/equipment, all items under massage table.

### SUPERVISOR STUDENT BRIEF PRIOR TO COMMENCEMENT

- Case history Sheets will be handed out to students.
- **Hand in clinic Sheet 7 to be signed/returned at de-brief.** Be responsible to collect sheets prior to departure.
- Gowns are given out during the brief if required. It is the client's choice if they wish to wear the gown or not.

**CLIENT TREATMENT PROCEDURE**

- Students are to write their name on Case History/Treatment Plan sheets.
- Students to greet client and introduce themselves in reception area using client's name.
- Give client clear direction to table location, allowing client to walk in front.
- Complete Case History/Assessment/Treatment Plan relevant to your current training – **ascertain clients needs.**
- If a client answers “yes” to the questions below on the Case History Sheet the student must notify Supervisor **prior** to commencing treatment.

***Are you pregnant? 2. Have you had recent surgery? 3. Are you in pain at this present time? 4. Do you have an acute injury or condition that we should know about?***

- At the bottom of case history sheet, client must sign giving **consent** to participate in clinic. Students must not commence without this consent being signed.
- **Clearly communicate** to client your intention to leave the room/area, give clear instructions for client to undress leaving on underpants, and use gown (their choice), to lay on table either in supine or prone position and to cover themselves with the sheet or towel provided.
- **Prior to re-entry** students must knock, where applicable using client's name, ask if they are ready. Wait for client's okay prior to re-entry (if there is no door student must wait for okay prior to entry).

**Important considerations for your massage treatment**

- Ensure your client is warm and adequately draped covering all areas not being massaged **at all times.**
- Ensure client's needs for modesty and personal safety are met.
- Your initial hands-on touch with a client needs to be slow and mindful.
- Focus on your client and the intention of the treatment to ensure effectiveness, be aware of your breathing.
- Students are to use techniques pertaining to the course they are in. Students must not give advice other than information directly related to their current level of training.
- Having listened to your client carefully ensure you are focused on what the client has requested to ensure you meet their treatment needs. (Not following this suggestion may discourage your client to rebook).
- Stay focused and aware of session timing to ensure adequate time is left for education and reassessment.

**TREATMENT COMPLETION PROCEDURE**

- Begin completion of session 10 minutes prior to closing and reassess with client making recommendations for ongoing treatment.
- Antibacterial wipes must be used on client's feet prior to client getting off table.
- Give clear instructions, leave the room/area to allow client to dress. Prior to re-entry, knock, wait for okay.
- Encourage client to rebook. Advise clients re the importance of ongoing therapeutic support and bookings can be weekly, fortnightly or a monthly maintenance program.
- Tactfully and politely finish treatment quickly allowing time to set up for next client.
- Escort client back to reception to complete feedback sheet in privacy and rebook for next clinic.
- Be ready for next client - wipe massage table with anti-bacterial wipe, change equipment, tidy up.
- **Feedback Sheets:** At the end of each session clients fill out feedback sheets. These sheets are not sited by students. This provides clients with the confidence to express honestly how the session was. The Supervisor will discuss any concerns with you personally and privately if needed.

**CLINIC DEBRIEF**

- Move quickly and be ready for the clinic debrief.
- Hand in Case History/Treatment Plan sheets. Ensure your name is written on each sheet.
- Return gowns - used gowns in washing basket, clean gowns kept separate.
- Using sugar soap, clean equipment ie chairs, trolley, door handles, light switches and other as delegated by the Supervisor.
- As in a real practice environment students are required to ensure their workspace and the clinic is left clean and tidy including kitchen and bathroom areas and return screens, close windows, turn off heaters/fans.
- Ensure your Sheet 7 is signed by Supervisor and returned to you **prior to departure from clinic.**
- Clinic Supervisor will discuss the clinic and give feedback/suggestions on set-up, treatment plans and other issues as they are required.