

Self Centered Body & Wellness Policies & Care Standards — At a Glance

Effective April 1

This summary outlines the professional standards and expectations that support safe, focused, and effective care at Self Centered Body & Wellness.

Our Approach

All sessions are provided within a **trauma-informed, clinically grounded framework**. Services are therapeutic and non-sexual in nature and follow North Carolina licensure standards and, when applicable, VA Community Care Network requirements.

Massage therapy supports wellness and function but does not replace medical care or mental health treatment.

Appointments & Time

- Appointments are reserved exclusively for you and prepared for in advance.
 - Sessions begin and end at the scheduled time.
 - Late arrivals may result in a shortened session; full session fees still apply.
 - Repeated late arrivals may result in a review of your ability to continue care.
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Cancellations & No-Shows

- A **24-hour notice** is required to cancel or reschedule.
 - Late cancellations and no-shows disrupt clinical care and limit access for others.
 - Repeated missed appointments may result in discontinuation of services.
 - VA-authorized services follow VA-specific policies outlined in the VA Client Addendum.
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Scope of Practice & Boundaries

- Services are provided within the legal scope of massage therapy in North Carolina.
 - Only areas being treated will be undraped; sensitive areas are never touched.
 - While emotional responses may arise during bodywork, sessions are **not intended for ongoing emotional processing or counseling**.
 - Inappropriate behavior results in immediate termination of the session.
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Safety & Health Disclosure

Clients are responsible for disclosing:

- medical conditions and diagnoses
- medications and supplements
- recent surgeries, injuries, or procedures
- symptoms such as fever, infection, swelling, or numbness

Treatment may be modified or declined if it is not clinically appropriate or safe.

Communication

- Between-session communication is limited to scheduling and administrative needs.
 - Clinical concerns are addressed during scheduled appointments.
 - Medical emergencies should be directed to your healthcare provider or emergency services.
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Treatment Responsibility

Massage therapy is most effective when care is collaborative.

- Progress may be gradual.
 - Consistency and follow-through matter.
 - Home care recommendations support outcomes.
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Respectful Environment

Self Centered Body & Wellness maintains a professional, respectful environment for all clients. Services may be discontinued if policies or boundaries are not upheld.

Acknowledgment

By booking, you acknowledge review of the Policies & Care Standards.
