HAND & STONE®
MASSAGE AND FACIAL SPA

GEMSTONE
MAT THERAPY

SERVICE & SCRIPTING GUIDE

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Gemstone Mat Therapy

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What is Gemstone Mat Therapy

Gem Mat therapies produce deep relaxation while delivering electromagnetic light spectrum easing conditions such as arthritis, back pain, muscle spasms and strain. The negative ions boost mood and energy levels like those used in Himalayan Salt services along with the various gemstones used to battle fatigue and stress. The mat delivers multiple therapies at the same time, so you can optimize your experience.

- Heat therapy relaxes.
- The heated gemstones therapy loosens your muscles and joints.
- The far-infrared therapy penetrates your tissue.
- Negative ion therapy relaxes your mind.
- The photon light therapy and PEMF wave therapy cleanses the body of waste and electrical interferences.
- The benefits don't end after each session. If you combine your therapies with massage, acupuncture, and chiropractic sessions, you may find your health benefits amplified. The mat is a central point that ties all the therapies together.

Service Overview

If there is a room designated for the enhancement it is advised that the mat stays turned on and lite for anyone walking past to view the ambience of it glowing, the heating element in the mat takes time to warm up so it is important to have the space prepared at least 15 minutes prior to use.

Linen set up should be done while the client is in the room, it only takes a few moments, and the beautiful lighting will stimulate the senses from the very start, it can be considered the start of the service before they get on the table.

When To Offer Gemstone Mat Therapy

This enhancement is ideal for the client who is looking to take extra relaxation time before or after a service. It can also offer as a traditional enhancement to any service. The best time to offer this service as a standalone option is when service providers are unavailable yet there is a treatment room open. Although the mat can be set up by appointment, time consideration must be given for the Gemstone Mat to warm up appropriately.

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The 5 Natural Therapies

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What Are the 5 Natural Therapies?

1. Far-Infrared is an invisible light on the electromagnetic spectrum that naturally comes from the sun. FIR warms the body from the inside out, penetrating 4-6 inches into the body's tissues. You may experience the relief of pain associated with arthritis, back pain, muscle spasms, strains, aches, and other pains. FIR can even make your practitioner's job easier by helping loosen up and relax the customer before, during or after their treatment.

Key Words:

- Invisible light
- Warms the body
- Pain relief

2. Negative ions Known as nature's air purifiers; The heated gemstones help to amplify the effects of the negative ions which can help boost mood and energy levels. Negative ion benefits are like those found in Himalayan Salt currently being used in Hand and Stone menus.

Key Words:

- Nature's Air Purifier
- Boosts mood & energy levels

3. Red Light (Photon) light therapy uses visible red light at a wavelength of 660 nanometers to promote wellness through stimulating cellular activity. This activates the production of adenosine triphosphate (ATP) which is essential for cellular regeneration which can improve motor function and nerve regeneration.

Key Words:

- Stimulates cellular activity
- Improves motor function
- Nerve regeneration

4. PEMF Approved by the FDA to manage joint pain, bone repair, and signs of depression, pulsed electromagnetic field (PEMF) therapy focuses an electromagnetic field on pained areas of the body. HealthyLine's PEMF system is based on Earth's natural 7.8 Hz frequency, which is most compatible with our bodies' natural biorhythms. PEMF radiates 2 feet in circumference, which means it can be a shared experience.

Key Words:

- Manages:
    - Joint pain
    - Bone repair
    - Signs of depression

5. Natural Gemstones Certified by the Gemological Institute of America, sustainably mined, each gemstone contains specialized health and wellness benefits.

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Chakras

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What Is Chakra?

Chakras are an ancient spiritual belief centered on the idea of energy in the body. The word "chakra" is a Sanskrit word that translates to "wheel" or "cycle", and there are seven chakra points that run along the spine. Each chakra is believed to influence certain aspects of the mind, body, and soul, but in general the chakras are believed to regulate the flow of energy within you. When any of the chakras are imbalanced or blocked, it can affect the entire flow of energy in the body, manifesting itself in a vast range of negative results.

So, how can you rebalance your chakras to become your true self again? One of the easiest ways to heal your chakras is with our Rainbow Chakra Mats, each of which features seven gemstones which pair with and rebalance the seven chakra points.

Introducing The Chakra Gemstones:

Amethyst

- Emits a strong and steady flow of far infrared and negative ions.
- Promotes better wellness and overall quality of life.
- Comes in a crushed form that conforms well to the body.

Sodalite

- Helps to calm the mind and body.
- Assists in relieving symptoms of insomnia.
- Eliminates feelings of self-doubt.

Blue Lace Agate

- Amplifies the effects of meditation.
- Cleanses your surroundings of negative energies.
- Helps to control feelings of distress and settles emotions.

Green Aventurine

- Excellent for grounding oneself with nature
- Stimulates energy levels to battle fatigue.
- Stabilizes the mind and body during stressful situations.

Yellow Aventurine

- Helps remove toxins to increase the flow of natural body energy.
- Enhances the mind's ability to focus and strengthen intentions.
- Protects against electromagnetic pollution

Carnelian

- Generates motivation for success and progress.
- Boosts fertility and stimulates sexuality.
- Improves vitamin and mineral absorption of the body.

Red Jasper

- Helps remove toxins to increase the flow of natural body energy.
- Enhances the mind's ability to focus and strengthen intentions.
- Protects against electromagnetic pollution

Service Protocol & Scripting

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Contraindications

Clients with the following conditions are not candidates for this service.

- Pregnancy
- Heart disease
- Hypertension
- Pacemaker

Supplies:

- Crystal mat
- Protective Cover
- Top & Bottom Sheet
- Rolled Towel (for neck if needed)
- Blanket
- Bolster
- *Rolling cart when needed to transport from room to room.*
- *Use of the Controller for Set Up (user guide separate)*

Set Up: Layering the Table

Please have the following supplies ready when the client enters the room for service.

1. The massage table is stripped to the flannel table cover. No heating pad turned on.
2. The Crystal mat is laid on the table and powered on. Have a rolled blanket placed at the foot of table, with laminated counter card resting on blanket.
    - *Only when the client comes into the room do we set up linen for the service: This keeps the ambience of relaxation present. It also can increase anticipation.*
3. Crystal mat vinyl water proof protector
4. Top sheet
5. Bottom sheet
6. Bolster
7. Blanket *if requested*.
8. Rolled bath sized towel under head & neck.

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Sequence of Service

1. Begin by providing the client with the Gemstone Mat Therapy consent form which includes a contraindications check.

   SA/SP: *"Susan, before we take you back to your treatment room, I have a brief consent form for you to complete before we begin your Gemstone Mat Therapy session. Please take note of the list of contraindications and let us know if any apply."*

2. Upon entering the treatment room, review the time for service with verbal confirmation, empower your guest and review Attention Button protocol.

   SA/SP: *"Susan, I have you scheduled for the 50 minutes Gemstone Mat Therapy session. Is that correct?"*

   Client: Yes!

   SA/SP: *"Wonderful! Before we begin the process of getting your room ready for your session, I would like to give you a few tips so we can make the most of your experience.*
   • All of our rooms are built with your comfort in mind.
   • They have adjustable lighting, music, heated tables and floor fans.
   • Please do not hesitate to ask Sherry to adjust any of these before and even during your service and be sure to let her know if the pressure is just right.
   • If for any reason you should need me during your service, there is an Attention Button located under the table. Just press the button and I will be notified at the front desk, and I will immediately come to the room to assist you. I will show you where it is.
   • One more thing…since today is all about you, you will want to place your phone on silent, so no one disturbs you.

3. Ask the client to take a seat in the chair as you begin the ritual of setting up table while the client is in the room.

   SA/SP: *"Susan, I am going to begin the ritual of setting up the table for your session. I am going to lay a sheet directly onto the mat, followed by a second sheet. Once the ritual is over, I am going to leave the room in which you will then undress to your comfort level and lay in between the sheets I've laid out. "*

4. Be sure the table is lowered for easy access getting on table.

5. Before leaving the room, remind them you will return once the session is over or if giving a massage start the service.

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SA/SP: *"This is your quiet time, and I will not return until the service time is over, however if you need something please use the Attention Button and someone will be right in. We will always knock before re-entering."*

6. When the service time is over, knock before re-entering the room, raise lights slightly (enough for client to see to get off the table) and in a soft voice tell client their session is over.

   **It will be common for some individuals to be sound asleep, and you might have to gently touch client's forearm as you repeat that the service has ended.*

   SA/SP: *"Your service is complete. Be extremely careful when rising, you may want to roll to your onside and then sit up. I have placed a warm towel on the counter for you to freshen up with and I will meet you right outside the door with a cup of water. "*

   It is extremely important you walk your client to the front desk or next service due to the deep relaxation that could incur.

7. Walk your client to the front desk, remind them to drink water and thank them for coming in. as Finished with a traditional client hand off for next service recommendations.

   SA/SP: *"Thank you for coming in today. I hope you enjoyed your session today. Be sure to drink plenty of water for the rest of today. This is Jane. She will be able to help you check out and tell you how you can come back on a regular basis."*

   SA/SP leave the guest to check out with SA at the front desk OR SA comes around the counter to finish the process with their guest.

   SA: *Hi Susan, you look so refreshed! I wanted to share with you how you can make the most out of the benefits from Gemstone Mat Therapy. It is recommended to return regularly to continue maximizing the benefits of the 5 natural therapies. We recommend coming back for another session in 1-2 weeks but if you want to come earlier, feel free as this will be the best way to achieve your wellness goal. We have a great option for you to purchase a series of 5 Gemstone Therapy services to use at your leisure."*

Customer Service Best Practices

- Strive to continue the serene ambience of the service by always using a soft voice.
- Remember to keep track of the time to ensure that we don't forget our client.
- Be mindful when opening and closing the service room door.
- Water should always be available after the service.
- The client should always be escorted to the front desk for the hand-off section of the service.

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Tips for clients

Stay Hydrated, Stay Healthy:
Our products are heat therapy devices designed to make you perspire more which is said to improve your health and enable detoxification. Because of this, you need to make sure that you drink enough water. You want to replace all the fluids your body discharged during your therapy session on top of the normal amount of water you drink each day. Staying hydrated will maximize your health benefits.

Otherwise, you may experience headaches due to dehydration. If you are experiencing headaches, it is most likely because you are dehydrated. The longer the session, the more water you will want to drink. If you don't maintain your hydration levels, you will may experience headaches which could also cause lower energy levels, dizziness, and dry skin.

Clean Up

1. Remove all linen and place in the breakroom dirty linen bin.
2. Wipe down mat protective cover with tea tree solution be sure it is dry and place in storage cabinet.
3. Fold blanket in rolled position on lower end of the mat with counter card.
4. Restart unit if needed so that it is constantly on throughout the day for all clients to take note of the tranquility space which is available. (If applicable)

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Safety Guidelines

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Safety Guidelines:

It is important to properly use any device to ensure its functionality for many years to come. It is also important to understand how to keep yourself safe while using the device. Please take time to properly familiarize yourself with the information on this page before using your InfraMat Pro. It is the owner's responsibility that all individuals who may use the mat are aware of the correct procedures.

1. Please always follow Safety Precautions when using your heating pad (mat).

2. Use your mat on flat surfaces. Soft and flexible models can be used on any reasonably flat surface, while firm models should be used on flat surfaces only. A bed, floor, or massage table makes for an ideal spot. Belts, vests, pillows, and other special units are easy to operate and can be used in various positions. See relevant product pages for each unit for proper operation.

3. When using your mat on a table or chair, we recommend placing a bath towel between the backside of the mat and the surface of the bed/chair as the backside of the mat may slightly heat up.

4. Cover the mat to always protect it from moisture and stains, as well as to protect your body from direct contact with hot gemstones, or to alleviate some heat if the surface is too hot for you. Feel free to use a cover, towel, or blanket. Using a cover also helps gemstones to heat up faster.

5. When you cover your mat, always cover the entire surface. Do not partially cover your mat in any way. Partial coverage can cause the heat sensors to malfunction.

6. Never leave any objects on any part of the mat's surface while the mat is heating, especially the controller. This can lead to uneven surface heating and possible damage to the mat or heat damage to the object that is placed on the mat.

7. Do not attempt to take apart or open the mat or controller for any reason. If an issue arises, please contact our customer service team right away.

8. We recommend you always use a surge protector. The wattage of the surge protector should be twice as high as that of the mat.

8. Never use pins or other metallic fasteners to hold a mat in place.

10. Do not handle the plug with wet hands.

11. Keep the controller ventilated to prevent it from overheating. Do not put the controller on soft or plush surfaces that may cover the vents. If the device overheats due to missus, turn off the heat and place the controller on a table or other firm surface.

12. If you have any preexisting conditions that may be cause for concern, or if you have heart disease, hypertension, or any other serious medical condition you should consult with a doctor before using this or any other medical device.

13. We suggest starting the first few sessions at 104°F (40°C) for 30-minute sessions, a few times a week.

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14. Gradually adjust the temperature/time settings until you find a comfortable level. Just pay attention to how you feel at different temperature settings.

15. We recommend avoiding heat therapy if you have vascular disease, deep vein thrombosis, or multiple sclerosis.

16. You can use your mat multiple times a day with low and medium settings. However, you should limit heat treatment at maximum temperature to 30-60 minutes sessions per day to prevent dehydration and hyperthermia.

17. Stay hydrated. It is important to drink plenty of water before and after using the mat. If you use the mat at higher temperatures and do not drink enough water, it may lead to the body's water balance disturbance.

18. Those who are pregnant, nursing, or have a pacemaker should not be exposed to the increased heat from the mat.

19. PEMF therapy is not suitable for those who are pregnant or individuals with pacemakers.

20. Always unplug and power down the mat completely before folding it to put away.

21. Never unplug the mat by pulling on the cord. Turn off the controller; drag by the plug the power cord out of the socket; firmly hold the plastic connector on the device, and firmly but carefully pull from side to side the controller plug connected to the device until it completely comes out of the connector on the device.

22. Only fold the mat in its predetermined positions.

23. Do not immerse in water.

24. Do not use an electrical outlet that has become loose or does not engage the power plug tightly.

25. Do not remove product labels.

26. Do not use this mat with liniment, salve, or ointment preparations that contain heat-producing ingredients as it may result in skin burns.

27. Do not leave your mat unattended while it is powered on, especially if children are present.

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