



The LadyBug

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Another summer has come and gone. While I was away enjoying it, Elke and Brandyn were in charge at the clinic. I would like to extend many thanks to the ladies for the excellent job they did of running the clinic. The peace of mind they were able to provide me with was fantastic. Thank you as well to you the clients for being so accommodating with your appointment schedules. A few notes to mention for the coming months. We would like to remind you that as we get closer to Christmas, we also get closer to the end of the 12 month period for a lot of extended health coverage. Please keep this in mind if you would like to use all your coverage up. Please book your appointments sooner rather than later as we all get very busy and don't want you to miss out. As well, we are going to be implementing a new step to your paper work. As required by our regulatory body, The College of Massage Therapists of Ontario, we will be reviewing with each client their health history forms. As some clients have been with us for a long time, we want to make sure that each client's paper work has been updated in the last 12 months. On your next visit please ensure that you have an accurate record of your prescription medications and nutritional supplements so we can include that in your file. Jessica

Clinic Hours

Door open by chance
or appointment.

Jessica –
Monday 12-8 pm
Wednesday-Friday 12-8 pm

Elke –
Wednesday and Friday 10 am-8 pm

Brandyn –
Monday – Friday

Variable hours

The clinic will be closed on the following dates:

Monday October 13th – Thanksgiving
Wednesday December 24th – Christmas Eve
Thursday December 25th –
Christmas Day
Friday December 26th – Boxing Day
Thursday January 1st – New Year's Day

OOPS!

I forgot all about my massage appointment..."

We're all human and we all forget things from time to time. However, if you find that you are often unable to keep your scheduled appointment with us due to last minute events or having a lot on the go, we ask that you take this into account when booking your massage. We are happy to give you a reminder phone call or email if you find it hard to remember appointments that you have booked. If you are "on call" for work and might need to cancel at the last minute, please talk to us about this. We suggest that those on an irregular schedule call in for a massage the day before. With our growing staff, we are now more able to accommodate short notice bookings. Appointments which are tied up ahead of time only to be left empty leave our therapists without any income for that block of time as we work on a commission basis only.

We would like to remind you of our "Cancellation and Missed Appointment Policy". This is a form which all of our clients are asked to read and sign on their first visit and which is posted in the clinic.

It states:

"Full price will be charged for missed appointments. 24 hours notice is required when moving or cancelling an appointment. Full price will be charged for failing to provide 24 hours notice. If these circumstances arise due to an emergency, the fee will be waived."

We require 24 hours' notice so that your space can be offered to another client. If you miss an appointment or fail to provide 24 hours notice, billing will be directly to you. We do not bill insurance companies in these circumstances. While we prefer not to enforce this policy, we ask for your understanding and co-operation to ensure that our staff members are compensated for their valuable time.

Many thanks to our many clients who consistently keep their appointments.

Soccer Update!

As we have done in the past, this summer the LadyBug sponsored a Girls Under 10 House League soccer team. The girls had a great season again this year and they came a very close second in their age division! The girls had a great time together, learned new soccer skills and formed new friendships.

You asked...

Do I need a doctor's note in order to use my Massage Therapy insurance benefits? The answer to this question depends on your insurance company and the plan you have. In some cases, we know from experience whether or not you will need a prescription or referral from a Medical Doctor prior to receiving massage in order to be covered by extended health benefits. In most cases, however, we **do not** know if it is required because this information is confidential. Your best approach is to check with your insurer directly to inform yourself of your responsibilities. We trust that clients will take this step **before** booking an appointment, to avoid confusion in the billing process. Also, some insurers may require that you renew your prescription if you have been absent from massage for an extended period of time. Again, this is **your** responsibility. We are more than happy to provide direct billing services for our clientele, but would like to remind you that you should always be proactive in understanding your benefit package and the rights and responsibilities that go along with it.

FROM THE RETAIL CUPBOARD:



Flaxpax Therapeutic Flax Pillows

With the colder weather of fall and winter, many of us seek out heat treatments to sooth aches and pains, as well as to provide comfort and relaxation. We offer a lovely selection of microwaveable heating packs to surround your sore muscles and joints with soothing heat. Flaxpax come in a variety of sizes, and their colourful cotton covers are washable for many years of enjoyment. Keep Flaxpax in mind as a great gift idea, or treat yourself to one. When summer comes around or cool is the therapy of choice, it can be refrigerated or frozen too!

SELF CARE

Fall and winter are beautiful seasons in our part of the world. Who doesn't enjoy the sight of those colourful autumn leaves or a fresh snowfall? Unfortunately, the reality of the situation is unavoidable – raking and shovelling! While these tasks are not entirely unpleasant to all of us, even the keenest leaf-raker or snow-shoveller should practice common sense when beginning these tasks. Any new activity may result in injuries, even if you are physically fit. Approach outdoor work as you would sports - take time to do some warm up exercise and stretches to prepare your muscles. Avoid repetitive strain injuries by varying your position or technique from time to time, for example by lifting the snow shovel with your left hand for a while, then switching to the right hand. It sounds simple, but it helps! And we know we don't need to remind you to lift that load of leaves or snow by bending your knees rather than straining your back muscles, but did you know that your breathing can also help to avoid muscle strain? By inhaling as you bend and exhaling when you lift a load, you add force to the movement and allow the working muscles to contract and relax properly, whereas holding your breath when you lift keeps muscles 'locked' in an unnaturally tense position, increasing the risk of injury as well as elevating blood pressure and pressure within the abdomen. Ask us about specific stretching routines suited to the work you'll be doing this fall and winter, remedial exercise is part of our training as R.M.T.'s. Also, don't hesitate to call for a 'tune-up' when you need it!

Welcome Brandyn!

Jessica and Elke are thrilled to welcome Brandyn Fox to the LadyBug team as our newest R.M.T. A graduate of the massage therapy program at Sir Sanford Fleming College in her hometown of Peterborough, Brandyn joined the clinic staff on June 11th. With family ties in Cobourg, as well as our town's reputation as a wellness destination, Brandyn felt that this was a great place to begin her career. Her friendly disposition



and skills as a therapist are already winning her a loyal clientele. She hopes to expand her abilities by learning our popular Hot Stone therapy. We are sure her popularity will continue to grow!