Syllabus

Certificate Course in Massage Therapy for Persons with Visual Impairment
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Team involved in development of the curricula:

AIF Team- Mr. Hanumant Rawat, Ms. Aparna Dass

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Syllabus
Certificate Course in Massage Therapy for Persons with Visual Impairment

This curricula is aimed at training the Persons with Visual Impairment on Basic Massage. The candidates successfully completing the course are expected to work as Masseurs in the wellness industry. The course is expected to be delivered by the trainers who are trained in working with persons with Visual Impaired and have in depth knowledge on the basics of theory and practical aspects of Massage. The suggested batch size of the training is ten candidates per batch.

Mission
To provide quality vocational training to person with visual impairment to become certified massage therapists who can provide professional service in the wellness industry.

Course Objectives
• To enable each student to develop skills to give quality massage confidently and successfully.
• To have a training program that provides good theoretical background and sufficient practical application of skills.
• To provide career counseling and business skills to graduating candidates to become successful employees or self employed Massage Therapists/masseurs.
To enable each student to develop skills to listen, understand and respond to the client appropriately

Employment Opportunities after Successful Completion of Course

Employment as a massage therapist/ masseur in parlours, massage centre, wellness clinics and spas Self employed as independent therapist on call

Suggested Accreditation for Course

In India accreditation/certification is not well established for massage therapy and reflexology courses, and more so for the Blind. However, it will be important to explore the certification options to create a course of repute and assured quality for all.

Options for accreditation/certification –

• ISPA (International SPA Association)
• National Accreditation Board for Hospitals & Healthcare Providers (NABH)

Quality Council of India, 2nd Floor, Institution of Engineers Building, Bahadur Shah Zafar Marg,
New Delhi-110002, India,
Tel+91 11 23379321/ 23378057/23379260/23370567
This accreditation is also available for wellness centres like Spas

Eligibility Criteria

1. Visually impaired or low vision persons
2. Age- Between 18 – 40 years.
3. High school/10th pass –Flexibility is necessary related to academic qualifications. Most important eligibility is that
the candidate should show qualities and be interested to become a successful masseur.

4. Physically capable of performing massage therapy/bodywork and free of communicable diseases

5. Fully comply with student standards of conduct and all policies and procedures of the training centre

6. Agree with professional and ethical standards of practice

7. Submit two letters of recommendation that verify the applicant has a sound moral character.

**Admission Procedure** - An interview by the admission representative (personality, aptitude and attitude).

The candidate should be active and not lethargic. She should show the intent to serve and relax others. She should be responsive to instructions given and follow them; should have the keenness to learn and do the physical practice of massaging on others; she should not avoid work or only want others to attend to her; should be physically fit and not weak or with any physical ailments like backache; should have patience to learn and do the repetitive job; should be a keen listener and have the capacity to be other centric and not self centric; should have good hands; should show the capacity to become self dependent in moving around and managing

**Training Centre**

**Manpower Required**

The course requires a mix of fully sighted or low vision and to keep blind trainers.

1. Master trainer - 1

2. Guest faculty (example for anatomy; physiology; physiotherapy) – number subjective to requirement
3. Massage therapists - 2
4. Mobility trainer – 1
5. Support Staff- 1

Experienced sighted and blind trainers will provide the training. Separate trainers will give training in IT, Language skills, Mobility skills, and Health & Nutrition. Visiting trainers will also be invited to take sessions with the students.

**Infrastructure Required**

The candidates shall need to be trained in a set up with an attached parlour/practice clinic to enable candidates have practical experience at work. They will also get an opportunity to be placed in a parlour or spa for internship after successful completion of course.

**Equipment- Non recurrent, Recurrent**

Room- classroom, training room – with 5 massage tables
Facilities – restroom, storage space, audio system

**Teaching Scheme**

(Total 72 Days Working * 8 Hrs= 576 Hrs.)

Theory Hours = 216 (3 hrs*72 days)
Practical Hours = 360 (5 hrs * 72 days)
Total Hours = 576

**Evaluation System**

Theory examination, practical examination, presentations, mystery audits by clients,
Sequence of assessment- Weekly, Monthly, and at Term end
Minimum grade for successful clearance of course – Theory 40% _ Practical _70%_
**Theory**

Massage, Anatomy, Physiology  
Managing self and Client  
*(Grooming & Orientation; Communication; Hygiene)*  
Theory Total  

**Practical**

Massage Techniques  
Work Skills  
*(Grooming & Orientation; Communication; Hygiene)*  
Mystery Audit by Clients  
Presentation  
Practical Total  
Grand Total  

**Course Content**

There are 5 modules in total making a complete certificate course in massage therapy. It is mandatory to finish all 5 modules to be able to obtain the certificate.

**The 5 modules are:**

1. Basics of Massage Therapy  
2. Massage steps and procedures  
3. Massage Therapy and persons with visual impairment  
4. Professional conduct and Business awareness  
5. Personal grooming and Orientation for successful business  

**Focus of Training**

Course will focus on Basic Massages- types, techniques, benefit, rules for massage therapist, usage of massage oils, do’s and
Method of Teaching & Training

There will be a balance between lectures, demonstrations and discussions, hands on practice, project work/case studies and role-plays. Emphasis will be on explaining, demonstrating and practicing all treatments.

Lectures will explain the importance of developing a broad range of personal and professional skills to allow students to achieve their full potential and complete their programme successfully. There will be use of visiting lecturers or guest speakers who will provide further support to teaching and learning programme and encourage students to interact with persons working in the Spa industry.

All through the training there will be

- Emphasis will be on Practice as the key in memorizing reflex locations, techniques and the anatomy of the body.
- Abundance of trainer feedback at tables
- Trainers will use techniques to enable blind candidates to use their touch and sensing skills and develop these further for successful learning eg putting their hands on the student’s hands to give feedback about their touch skills or students putting their hands on the tutor’s hands while the tutors treat and describe the technique.
- Lot of chances to work together with fellow students and to work with different people so that candidate can experience the way different people respond to the therapy.
• Support and perspective in how to deal with guests

Course Duration
• Total course duration including theory, practical and personality grooming course -
• 3 Months, 48 hours per week; 6 days a week

Recommended Schedule
• 8 Hours daily (3 Hours theory; 5 hours practical) - The daily time schedule should match the timings at an actual work set up so that trainees can be better trained for the future jobs at any set up like a spa or a parlour
• 1 Hour theory related to Grooming & orientation
• 2 Hours theory about massage therapy
• 3 Hours practical about massage therapy
• 2 Hour practical about grooming & orientation

Learning Outcomes
By successfully completing this course, students will be able to:
• Summarize history of massage therapy.
• Summarize the basics of human anatomy and physiology.
• Define types of massage.
• Describe the methods of massage and demonstrate the techniques.
• Summarize ethics and good practices in massage.
• Describe caring for client in massage therapy business.
• Demonstrate personal fitness to work in the wellness industry.
Course Outline

Courses 1 – 5 will have theory and practical components. Total study hours will be 576 (Theory 216 hours and Practical 360 hours)

<table>
<thead>
<tr>
<th>Course 1- Basics of Massage Therapy</th>
<th>First month</th>
<th>Theory Time - 30 hrs (30 days- 1 month)</th>
<th>Practical time- 10 hrs (10 days)</th>
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</thead>
<tbody>
<tr>
<td>Unit 1 Introduction to Massage &amp; Massage Therapy</td>
<td>Definition History of Massage Therapy Types of Massage Benefits of massage</td>
<td>8</td>
<td></td>
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<tr>
<td>Unit 3- Anatomy and Physiology</td>
<td>Definition Organ System</td>
<td>7</td>
<td>3</td>
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<tr>
<td>Unit - 4 Massage Techniques And Strokes</td>
<td>Massage Techniques Massaging Hand Starting Massage Basic Strokes For Massage</td>
<td>8</td>
<td>4</td>
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<tr>
<td>Unit 5- Massage Oils</td>
<td>Using Massage Oil Types Of Massage Oils</td>
<td>7</td>
<td>3</td>
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<tr>
<td>Course 2 – Massage steps and procedures</td>
<td>First, second and Third month</td>
<td>65 hrs theory</td>
<td>135 practicals</td>
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<tr>
<td>Unit 6 Preparing For Massage Session</td>
<td>Ambience</td>
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<td></td>
<td>Equipment needed for giving massage</td>
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<td></td>
<td>Personal Hygiene and Presentation</td>
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<td></td>
<td>Massage Session</td>
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<td>Precaution while giving massage</td>
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<td></td>
<td>Giving tips to the client</td>
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<td>15</td>
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<tr>
<td>Unit 7- Foot and Leg Massage and Pedicure</td>
<td>Anatomy</td>
<td></td>
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<td></td>
<td>Steps and Sequence Precautions</td>
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<td>10</td>
<td>23</td>
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<tr>
<td>Unit 8-Hand Massage And Manicure</td>
<td>Anatomy, Nails</td>
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<td></td>
<td>Steps and Sequence Precautions</td>
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<tr>
<td>Unit 9- Head Massage</td>
<td>Indian Head Massage steps</td>
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<td>10</td>
<td>22</td>
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<tr>
<td>Unit 10- Face Massage And Facial</td>
<td>Steps</td>
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<td></td>
<td>Precautions</td>
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<td>10</td>
<td>23</td>
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<tr>
<td>Unit 11- Body Massage</td>
<td>Steps and Sequence</td>
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<td>11</td>
<td>30</td>
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<thead>
<tr>
<th>Course 3- Massage Therapy and Persons with Visual Impairment</th>
<th>First and Third month</th>
<th>10 hrs</th>
<th>10 hrs</th>
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</thead>
<tbody>
<tr>
<td>Unit 2- Massage Therapy and Persons with Visual Impairment</td>
<td>Training Blind for Massage Therapy - History</td>
<td>10</td>
<td>10</td>
</tr>
<tr>
<td>Unit 14- Tips for training trainees with Visual Impairment</td>
<td>Readings- successful case studies</td>
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<td></td>
<td>Tips for trainers</td>
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<td>Tips for trainees</td>
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<tr>
<td>Course 4 - Professional conduct and Business Awareness</td>
<td>Third month</td>
<td>46 hrs</td>
<td>70 hrs</td>
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<tr>
<td>Unit 12- Professional Conduct</td>
<td>Professional Ethics</td>
<td>15</td>
<td>23</td>
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<tr>
<td></td>
<td>Building Professional conduct</td>
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<td></td>
<td>Hygiene safety, time</td>
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<tr>
<td>Unit 12- Client Care</td>
<td>client care – client handling, welcoming, understanding body language of client, maintaining client confidentiality and dignity</td>
<td>16</td>
<td>24</td>
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<tr>
<td>Unit 12- Work skills</td>
<td>Work skills- attitude, work setups, work timings, peers and supervisors, work rules, work profile</td>
<td>15</td>
<td>23</td>
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<table>
<thead>
<tr>
<th>Course 5 – Personal grooming and Orientation for successful business</th>
<th>First, second and third month</th>
<th>65 hrs</th>
<th>135 hrs</th>
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<tbody>
<tr>
<td>Unit 13- Grooming,</td>
<td>Building professional appearance</td>
<td>18</td>
<td>41</td>
</tr>
<tr>
<td>Unit 13- Communication,</td>
<td>Focusing on self care- exercise and nutrition</td>
<td></td>
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</tr>
<tr>
<td>Unit 13-Mobility,</td>
<td>Practicing verbal communication skills for communicating with client Learning English</td>
<td>19</td>
<td>42</td>
</tr>
<tr>
<td>Unit 13-Technology</td>
<td>Mobility skills</td>
<td>18</td>
<td>41</td>
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<tr>
<td>Unit 13-Career planning</td>
<td>learning to use mobile, computers, music system, air conditioner etc needed in the parlour</td>
<td>5</td>
<td>10</td>
</tr>
<tr>
<td>Unit 13-Career planning</td>
<td>Career planning- writing cv</td>
<td>5</td>
<td>10</td>
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1 MODULE

Massage Therapy and Persons with Visual Impairment
1

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India has made significant growth in the wellness industry and there are a number of spas and health care centres mushrooming all over. So there is a rise in demand for professional massage therapists. This vocation has the potential to continue to be in demand as it caters to the human need to relax that will always be there.

Massage therapy is being used to treat fatigue, chronic illnesses, and injuries and it contributes to a sense of well-being. It can be done by hand or with an instrument to aid circulation, to stimulate nerves and to relax muscles. There are different types of massages like aromatherapy massage; hot stone massage, ayurvedic, reflexology shiatsu, Thai massage and so on.

Massage Therapy is a job appropriate for visually impaired people to perform from the viewpoint that they can make good use of keen touch, memory, and judgment and continue to accumulate their professional experience.

The tradition of the blind masseur is centuries old. Traditionally, a good massage therapist is someone who has a good sense of touch and can therefore feel subtleties within the human body.

Early texts indicate that blind people in China, Japan and Korea have been formally trained in therapeutic massage and acupuncture since medieval times.

Shiatsu, a Japanese form of massage, was traditionally practiced by blind people. They had the best sense of touch because they
were used to “tuning in” to their intuition in order to feel the subtle imbalances in the flow of life force within the body.

Now over 50,000 blind or visually impaired masseurs earn a living in the Asia-Pacific region.

Britain’s first massage school for the blind opened in 1895. Today there are centers that train blind and visually impaired people as professional masseurs in Australia, Ireland, USA, South Africa, India, New Zealand, Spain, Canada and other countries (Lee, 1994). The state of Israel started training blind and visually impaired people in this field in 1999.

In India massage training program for persons with visual impairment began in 2004.

You can read experiences of successful Masseurs with Visual Impairment in the attached booklet.
Conducting yourself with the trainee with VI

1. When walking with a blind person always offer your arm for the person to hold. Allowing the blind person to follow you is much easier and safer. Never push a blind person first as there might be obstacles in the way.

2. Most visually-impaired people are very aware of their surroundings. If you see one walking down the hall with a cane, it is not necessary to pin yourself against the wall. Simply step out of our path of travel. You can even say, “Hi,” to let the person know that you are there and that you acknowledge them.

3. Offering to open the door is a polite gesture no matter the circumstance. But when doing so for visually-impaired persons, it is helpful to say something like, “I have the door for you,” so that we are not reaching for an expected door handle. It’s fine to offer other assistance, too. And please do not feel shy about asking us to join you for lunch or a break, or even a brief hallway chat.

4. Don’t be afraid of using sighted words with the unsighted. For example:
   - “See you tomorrow”
   - “Look at this!”
   - “Did you see the film?”
   - “Who watched the programme on TV?”
The trainee with visual impairment will not take you literally when you ask if she saw the special programme on the TV channel. You both know she didn’t “see” it, but the person with visual impairment hears and knows the programme.

5. Always speak to the trainees with visually impairment directly taking them into confidence. Break any assumptions you may have.

Managing physical space and material

6. Always keep things in the same place. Do not move furniture or other items about without informing the visually impaired person.

7. Do not leave things where they can be bumped into or tripped over. This can cause a blind person to fall and hurt themselves, or damage the thing they have fallen onto.

Teaching trainees with visual impairment

8. For a person with visual impairment it can be very frustrating trying to build a visual image based on a conversation, discussion or a presentation. When explaining an illustration, use carefully-chosen, descriptive words to allow a visually-impaired person to envision what is being shown. A good way to ensure that your words are descriptive is to ask another person to close his or her eyes and listen to your presentation. You might find that honing this skill improves many areas of communication in your life.

9. Speak more descriptively when telling something. Say clearly rather just point to any objects for students with visual impairment, verbalize more. Eg while you hold up an oil bottle, make a gesture or write on the board, your trainee with visual impairment may not get it and just sit
waiting. Thus say everything even if takes more time. It only takes a little more effort, and soon it will be second nature.

10. For practical training of massage techniques put your hands on top of their hands or they can put their hands on top of yours (the lecturer’s) and feel the movements. Then let them repeat the technique on their own with you, the lecturer, watching and seeing if their hands are in the correct position. If not then show them the step again.

11. Let them be the practice model in class. When demonstrating a new part in the sequence let the trainee with visual impairment be the model so that they can feel how it feels to do those techniques.

12. Provide copies of all the theory information in Braille format

TIPS FOR TRAINEES WITH VISUAL IMPAIRMENT
GETTING TRAINED IN MASSAGE THERAPY

1. Train yourself in independent mobility

2. Train yourself in use of computers, computer software and internet and keep yourself updated about the world around you

3. Learn to use cell phone that also has a speech program on, called ‘talks’ which reads the telephone number and can write messages

4. Polish your skills in communication and planning

5. Polish your voice so that you sound gentle and reassuring. Massage therapist should not engage in loud conversation with clients

6. Talk about your visual impairment with confidence to reassure the client that it does not hamper your skills in massage therapy.
7. Go for the different therapies to feel how people do the techniques differently.

8. Remember a sequence by practicing it over and over again.

9. There are a wide variety of mini and micro memo recorders. You can take them for messages, notes or just use it as a memory aid – use one instead of a pen and paper.

10. A wide range of telephones are available to make using a phone easier for visually impaired people. Try large keypad phones, or learn the layout of the keypad so that numbers can be keyed in without relying on sight. Pre-programmed numbers can be set for people you call regularly. You can make using a mobile phone easier too. There are several types of software that allow a visually impaired person to use a mobile fully, including text messaging.

11. The trainees will practice the following principles while taking the training:

   • Treat one another with politeness, courtesy and respect,
   • Strive to become involved in every aspect of the institute’s life
   • Always be punctual
   • Remember to bring all necessary equipment (where applicable), books etc to the lectures and lessons, complete all course work, studies on time
   • Help keep the Institute’s environment clean and tidy so that it is a welcoming place of peace and beauty, think about own safety and that of others at all times,
   • Be responsible for / and aware of own actions at all times
• Inform the trainer of any relevant problem that may arise while doing the programme
• Maintain a professional attitude and conduct at all times
• No use of drugs and / or alcohol and tobacco nor use of foul language of any kind
• At all times, whether at the Institute or associated locations, remember that correct uniform and grooming is essential for all

12. Remember you yourself can know best how you can learn what is being taught. Along with the trainer devise ways to learn the course in the best possible manner.
Basics of Massage Therapy
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**Massage**

Massage involves acting on and rubbing the body with pressure done manually or with mechanical aids. Target tissues may include muscles, tendons, ligaments, skin, joints, other connective tissue, lymphatic vessels, or organs of the gastrointestinal system.

Massage aids in the healing process and promotes relaxation and well-being.

Massage can be applied with the hands, fingers, elbows, knees, forearm, and feet.

In professional settings massage is done with the client lying on a massage table, sitting in a massage chair, or lying on a mat on the floor. The client may be fully or partly unclothed. Parts of the body may be covered with towels or sheets.

Those who practice massage as a career are referred to as masseurs, masseuses, or, if certified, as massage therapists.

**Massage Therapy**

Massage therapy is a technique in which hands and body are used to massage soft tissues. It is the combination of human touch and moving of the muscles to improve blood circulation and muscle function, to help the body heal itself, and to produce relaxation and well-being.

Touch is most important in massage therapy. Touch gives a sense of caring, a feeling very important in healing.
therapists learn to use their sense of touch to locate areas of tension and determine the right amount of pressure to apply to the client. They learn to use the specific techniques for massage.

When muscles are overworked, waste products such as lactic acid can accumulate in the muscle. This causes soreness, stiffness, and even muscle spasm. Massage improves circulation, which increases blood flow, bringing fresh oxygen to body tissues. This helps the body to eliminate waste products, thus speeding healing and recovery.

Massage Therapy promotes general well-being and enhances self-esteem, it boosts the circulatory and immune systems to benefit blood pressure, circulation, muscle tone, digestion, and skin tone.

Massage therapy is about trust, respect, connection and healing. The massage therapist has to learn to give massage in a way that is relaxing and creates positive energy for their patients.

**History of Massage Therapy**

Massage is an intuitive healing art that has been around for thousands of years. Massage may well be the oldest and simplest form of medical care. It is our natural instinct to rub areas that hurt. We rub our belly when our stomach aches, parents rub their children when they hurt themselves and mothers rub and rock their infants when they cry. Massage therapy is based on this natural instinct.

People in most ancient cultures practiced some form of therapeutic touch or massage. Evidence from many countries suggests that prehistoric people massaged their muscles and
rubbed plants, herbs, oils, and various substances on their bodies to heal and protect. Paintings of people giving and receiving massage have been found in Egyptian tombs. The ancient Greeks and Romans used massage as a primary form of medical treatment and the Chinese had documented the benefits of massage as far back as 3,000BC. In many cultures, special healers were said to have powers of healing by touch.

The history of massage therapy stems from Asia, specifically in China and India.

India: The use of massage in India can be accounted for back to the time of the first indo-aryan settlements. Massage was often linked to social, religious or ritual customs. The classic Ayurveda texts recommend massage for healing.

Massages in India also speak of the sensuality of massage. According to Hindu Tantra the Kundalini or life force originates at the base of the spine and is part of the interaction of cosmic forces of female and male energy. This area would be soothed and stimulated with a combination of massage, yogic positions and breathing exercises.

Greece: Ancient Greek physicians commonly prescribed massage as a remedy along with tonics, fresh air and a corrective diet. Hippocrates, the father of modern medicine, recognised the benefits of massage for treating a wide range of ailments. His belief was that disease was caused naturally and so should be treated naturally.

Rome: The Romans were known to rub sore and tired muscles with warm oil after bathing and before enjoying a full body massage to stimulate the nervous system and ease the action of their joints.
China: The Chinese are thought to have initiated the first formal examinations in massage. Medical students were examined in acupuncture, massage and treatment of disease.

Europe: Henrik Ling from Sweden lived between 1776 and 1839 and is known as the father of modern western massage. He developed a system which now is known as Swedish massage. In Britain a society of trained massueses was formed in 1895.

Today, modern massage has almost turned full circle, back to the teachings and holistic approach of the Chinese and the Ancient Greeks and utilising techniques from both the east and the west.

Massage Therapy Today

These days massage isn’t just for feeling good anymore. It has lost the ancient stigma associated with blue light districts. It is a holistic therapy that reduces the heart rate, lowers blood pressure, increases blood circulation and lymph flow, relaxes muscles, improves range of motion, and increases endorphins, the body’s natural painkillers.

Therapeutic massage enhances medical treatment and helps people feel less anxious and stressed, relaxed yet more alert.
Types of Massage and Benefits

Relaxation Massage:
A smooth, flowing style that promotes general relaxation, improves circulation and range of movement, and relieves muscular tension.

Remedial Massage:
A paramedical treatment that helps to restore function to injured “soft tissues” (muscles, tendons and ligaments). Therapy may involve the use of various types of Massage, as well as a range of other physical treatments to assist recovery.

Sports Massage:
Combines different Massage techniques to enhance sports performance and recuperation. An effective component of any training program.

Aromatherapy Massage:
Combining the therapeutic properties of essential oils with specific Massage techniques to promote health and well-being.

Reflexology:
Using thumb and finger pressure on the reflex points of the feet (which correspond to all areas of the body) to assist in achieving balance within the body.

Oriental Massage Therapies:
Oriental-based systems of finger pressure Massage, such as Acupressure and Shiatsu, that treat points along the acupressure meridians, aiming to release discomfort and rebalance energy.
Benefits of massage

Massage is a holistic therapy. It has effect on both body and mind.

- Pain relief from muscle tension, headaches and arthritis
- Improved circulation, posture, flexibility and digestion
- Enhanced skin condition
- Raised self-esteem from caring treatment
- Reduced fatigue and insomnia
- Feelings of calm, peace and completeness.

Health Benefits of Massage

The following are the key effects of massage:

Massage Reduces Muscle Tension

Massage affects the muscles and other soft tissues throughout the body. It loosens contracted, shortened, hardened muscles. Massage can stimulate weak, flaccid muscles. Chronic muscle tension reduces the circulation of the blood and movement of lymph in an area.

Massage Improves Blood Circulation

The oxygen capacity of the blood can increase 10-15% after massage. By indirectly or directly stimulating nerves that supply internal organs, blood vessels of these organs dilate and allow greater blood supply to them.

Massage Induces Better Lymph Movement

Lymph is a milky white fluid that drains impurities, waste and toxins away from the tissue cells. So, it is a vital to our health. Muscular contraction by massage and exercise has a pumping effect that helps to move lymph.
Massage Results In Increased Mobility and Range of Motion of Joints

Massage provides a gentle stretching action to both the muscles and connective tissues that surround and support the muscles and many other parts of the body, which helps keep these tissues elastic.

Massage Stimulates or Soothes Nervous System.
Massage balances the nervous system by soothing or stimulating it, depending on which effect is needed by the individual at the time of the massage.

Massage Enhances Skin Condition
Massage enhances the skin condition by improving the function of the sebaceous and sweat glands, which keep the skin lubricated, clean, and cool.

Massage Results in Better Digestion and Intestinal Function
Massage increases the body’s secretions and excretions. It increases the production of gastric juices, saliva, and urine. There is also an increased excretion of nitrogen, inorganic phosphorus, and salt. As a result, the metabolic rate increases.

Massage Relieves of Acute and Chronic pain
Massage can promote recovery from the fatigue and from minor aches and pains.

Other Benefits of Massage
Massage has beneficial effects on the internal organs and the immune system.
Massage reduces swelling
Massage reduces stress and is useful for general relaxation
Massage results in overall improvement in physical health and the quality of life.

Mental and Emotional Benefits of Massage Therapy
Promotes a relaxed state of mental alertness
Helps relieve mental stress and reduce anxiety
Improves ability to monitor stress signals and respond appropriately
Enhances capacity for calm thinking and creativity
Satisfies needs for caring nurturing touch
Fosters a feeling of well-being
Creates body awareness and increases awareness of mind-body connection

Who Can Benefit From Clinical Massage Therapy?
It is now widely recognized that almost everyone can benefit from massage; from infants to the elderly, from athletes to the infirm.

People find that therapeutic massage can help with a wide range of medical conditions, including:

- Allergies
- Anxiety
- Arthritis
- Asthma and bronchitis
• Chronic and acute pain
• Circulatory problems
• Depression
• Headache, especially when due to muscle tension
• Gastrointestinal disorders (including spastic colon, colic and constipation)
• Headache
• Insomnia
• Premature infants
• Reduced range of motion
• Sinusitis
• Sports injuries (including pulled or strained muscles and sprained ligaments)
• Stress

Research has verified that:

Office workers massaged regularly were more alert, performed better and were less stressed than those who weren’t massaged.

Massage therapy decreased the effects of anxiety, tension, depression, pain, and itching in burn patients.

Abdominal surgery patients recovered more quickly after massage.

Premature infants who were massaged gained more weight and fared better than those who weren’t.

Autistic children showed less erratic behavior after massage therapy.
Anatomy and Physiology are important to the practice of beauty and massage. The massage therapist needs to have a clear understanding of the structure and functions of the human body so that she can conduct her massages skillfully and give positive results.

**Anatomy:** Anatomy is the study of the structure of the body. For example, where is the heart situated and what is its shape and weight?

**Physiology:** Physiology is the study of the functions of that structure. For example what is the purpose of the heart?

### A. Organ System

The human body is composed of the following important organ systems.

1. Skeletal System
2. Muscular System
3. Neurological or Nervous System
5. Digestive System
6. Respiratory System
7. Excretory System
8. Reproductive System
9. Endocrine System
10. Integumentary system (consists of the skin and appendages)  
Brief notes of the Skeletal System, Muscular System, Neurological or Nervous System, Vascular or Circulatory System systems as these can be most easily affected by the practice of the Massage Therapist.

**B. Skeletal System**

The whole skeletal system consists of 206 bones. The bone is the hardest structure of the body. Functions-

1. Provides the framework for the body and gives it a definite shape.
2. Helps in movement.
3. Provides protection to the vital organs- the cranium protects the brain, the rib cage protects the heart and lungs, the spinal column protects the spinal cord and the pelvic bones protect the viscera.
4. Gives the body an upright position.

**C. The Muscular System**

The skeleton is covered by muscles which are responsible for 50% of body weight. A muscle is a contractible, elastic, fibrous tissue, which produces movement of every part of the body. Muscles are attached to bones, cartilage, ligaments, skin, and sometimes to each other.

Each muscle contains its own nerve and blood supply. A muscle works by contracting and relaxing. This tension is called muscular tone.

Muscles react to exterior heat or stimulation. Muscular tissue can be stimulated by massage by hand or vibrator.
**Nervous system:** The nervous system consists of the brain, the spinal cord and the network of nerves that extend to every part of the body.

The nerves which carry impulses from the brain are called the motor nerves. The nerves which carry impulses to the brain and spinal cord are called sensory nerves. The muscles receive stimulation from nerves. The greatest concentration of stimulation is where the nerve enters the deep surface of the muscle. This is called motor point.

Contracted muscles can press on or pinch on the nerves causing tingling, numbness, or pain.

Massage therapy relaxes these contracted muscles to relieve the compression on the nerves. Sensory receptors in the skin and muscles wake up bringing new awareness to areas that have felt cut off by chronic tension patterns.

**Circulatory system:** The circulatory systems consists of heart, blood, lymph, lymph vessels, arteries, veins and capillaries. The blood carries oxygen and nutritive materials to every cell in the body. It also collects metabolic wastes and transports them to excretory organs. The lymph vessels carry lymph drained from the capillaries and material like proteins and carbon that too large to be carried by the blood.

Massage techniques enhance the quality and quantity of blood flowing through the circulatory system. With the increased flow of blood to the massaged area there is a boost to the oxygen and nutrients carried to cells and at the same time toxins are removed from the body. Massage helps to reduce swelling. It has the overall effect of lowering the blood pressure and reducing pulse rate.
Unit 3

Massage Techniques and Strokes

Massage Techniques

General massage should be given

• One and a half - two hours after a meal
• When the bladder is empty.

The client should be warm and comfortable, with the whole body relaxed.

General massage varies according to the type of case. The length of treatment and the depth of the massage will depend entirely upon the condition of the patient. The treatment is always begun by a breathing exercise such as chest lifting, repeated a few times.

The order usually followed is massage of the legs, arms, abdomen, chest, and back and the hip region.
CHAPTER 1

Parts of Hands used for Massaging

When massaging, four main areas of the hand are used each producing a different pressure.

![Hand Diagram]

Pressures put from these
Tips of the fingers- 5 Lbs
End of the fingers- 10 Lbs
Mid Palm- 15 Lbs
Heel of the Palm- 20 Lbs

A. How to use Hands to Massage

As you touch your client, be aware of each part of your hand and the degree of pressure it is exerting. Check by massaging your own thigh, and feel the difference as you use pressure with each of these areas.

When massaging someone, mould your hands to the contours of the area beneath them.
When using deeper pressure, gradually work up to the pain the client can bear and do not go beyond the client’s boundary of pain. Ask the client “How’s the pressure?” and be guided by the response.

Always start to work each area with long light strokes, and gradually move on to deeper pressure before finishing with light strokes again. Work rhythmically and without rushing, including the whole area.

Tips of the fingers should be given on eyes, neck, breast, stomach of pregnant lady, diaphragm, little finger in manicure, pulse point, inner thigh, shin bone.

End of the fingers should be given on backbone, shoulder blades, ring finger manicure, middle arms and sides of waist.

Mid Palm should be used on back of the arm, back of the thighs.

Heel of the Palm should be used on back of calf muscles, hips
CHAPTER 2
Starting Massage

Draping
Use 2 large bath sheets. It would be particularly nice if these are warmed.

First place one towel sideways over the person’s shoulders, back and upper thighs. Then place the other lengthwise over their feet, legs and up to the small of their back. That way you can uncover only the areas to be worked whilst keeping the rest of the person warmly wrapped.

Centering
Being “centered” is vital when you massage. Stand with feet shoulder width apart, knees slightly bent. Move your body weight slightly from side to side, then forwards and backwards until you can feel that your weight is balanced evenly without leaning.

Making Contact
Relax your shoulders, and let all conscious thoughts drop away. Begin to massage when you feel ready. From the moment you touch, your entire focus will be on meeting the needs of your client, and you won’t break contact until the massage is completed.

Hold your client’s head gently with your hands. Intend that you will work with the best of intention for the good of your client. Keep your breathing deep and regular, and work with relaxed hands.
These are some basic strokes which can be put together to give a massage. The pressure principle is: light, then deep, then light to finish.

1. Connecting Strokes

Long, light, flowing strokes worked over the towels, used at the beginning and end of a massage to give feelings of completeness. When you begin, stroke your client gently from shoulders to hands and back to shoulders, down the back to the base of the spine, separating at the hips, down the legs and back to the shoulders.

When you end, start at the head, stroke down the arms and back up again, down the torso, separating at the hips, down the top of the legs and off at the ends of the toes. Holding for a short while on the joints feels good.

2. Effleurage

This stroke is used to start a massage in each area. Pour a very small amount of oil on to one hand and rub your hands together to warm the oil before applying. With both hands on your partner, use smooth, long, gliding strokes to spread oil, soothe and relax.
Effleurage strokes can be light or firm. The rule of thumb is to use firm strokes towards the heart (e.g., up the legs) and very light strokes away from the heart (e.g., down the legs).

3. Fan stroking

Stroking movements are among the easiest and most calming to give and receive in massage, and you will probably return to them often to calm your client. Use fan stroking to apply oil and to link different areas of the body, and when your hands are tired or you are deciding which movement to use next. Work smoothly and rhythmically. You can vary the length of the stroke, but keep the rhythm fluid.

a. Place your hands side by side on the body, palms down, and then smoothly and gently slide upward. Keeping a straight back, lean forward on your hands, using the weight of your body to apply a steady, even pressure through the palms and heels of the hands.

b. Fan your hands out to both sides of the body, reducing the pressure, and slide them down the sides, molding them to the contours of the body. Pull your hands up toward each other, and swivel them around to begin the upward movement again. Repeat several times, covering the whole area.

*Alternative fan stroking:* Follow the sequence above, using each hand alternately to stroke the body. This slight variation creates pleasant diagonal
stretches. Starting with the right hand, stroke firmly upward and out. Then repeat the movement with the left hand so that it strokes up as the right hand glides down. Repeat several times to cover the whole area

4. Circular stroking
This is a variation of fan stroking. Both hands work on the same side, one hand completing a full circle while the other makes a half circle, thus building up a smooth and steady rhythm. Circular stroking is particularly effective on large areas, such as the back, shoulders, and abdomen. Like fan stroking, it is good for linking different areas in a full body massage. It produces a continuous flowing effect.

- Place both hands, fingers pointing away from you, on one side of the body about 6 inches (15 cm) apart
- Begin to circle your hands in a clockwise direction, starting with the left hand, and following with the right.
- As your left hand meets your right arm, lift your hand over, rejoining the body on the other side to finish the circle. Repeat several times, stroking firmly on the upward and outward movement, and gliding gently to complete the circle.

5. Petrissage - Kneading, Pulling and Wringing
Petrissage techniques are the most valuable massage strokes and are used after Effleurage. They encourage waste products
to leave muscles and aid the circulation through the veins back to the heart. These include-

a. Kneading
With the whole hand, alternately grasp and squeeze bunches of flesh, one hand releasing as the other grasps. The movement is like kneading dough and is useful on the shoulders, back, and fleshy areas such as the hips.

1. Place your hands flat on the body with your elbows apart and fingers pointing away from you. With your right hand, gently grasp some flesh and release it into your left hand.

2. Let your left hand take the flesh and then release it into your right hand. Repeat several times, counting to keep your strokes rhythmic, like waves washing over the muscles.

b. Pulling
One hand on your client’s far side, fingertips touching the floor or table. Pull up towards you using alternate hands, overlapping where the last hand was placed. Move rhythmically and slowly.

c. Wringing
Good for completing large areas such as the back or legs.

Stage 1:
Left hand on your client’s far side as for pulling. Right hand on the side nearest
to you, heel down. Push forward with your right hand & pull back with your left hand.

Stage 2:
Change direction & wring hands back to the opposite side. Move slowly over the whole area in a continuous flow.

6. Friction/knuckling/Thumb stroking
Strokes are small, deep circular pressures on tissue under the skin with balls of thumbs, fingertips or knuckles. These are used to work on tension in deeper layers of tissue, particularly tops of shoulders.

Thumb stroking: This firm movement is particularly useful on small, tense areas, such as the top of the shoulders and the neck. Change the pressure to suit your client’s needs. If the muscles are very tight, begin gently, then stroke more firmly. To vary the effect, circle your thumbs, following steps 1-3 above for circular stroking. With your hands resting on the body, stroke firmly upward and out to the side with your left thumb. Follow with the right thumb, stroking a little higher. Make the stroke smooth and repetitive, building up a steady rhythm

Knuckling: Rotate your knuckles on the shoulders, chest, palms of the hands, soles of the feet, and hips. You can work deeply without hurting. Curl your hands into loose fists and, with the middle section of your fingers against the skin, ripple your fingers around in small, circular movements.
Vary the pressure by leaning into the movement with more or less body weight. Work firmly and evenly to cover the entire tense area.

7. Circular Pressure

Deep, penetrating circles are useful for exploring the state of the muscles and for combating tension. Apply the pressure gradually, beginning to circle more deeply and firmly, then slowly release and move on to the next area. For tight, knotted muscles, place one thumb on top of the other, and lean into the body.

Using only a small amount of oil - too much will cause your thumbs to slide - place the pads of your thumbs on the skin and gradually lean into them. Press for a few seconds, then make small, penetrating, circular movements against the underlying muscle. Glide to the next area, and repeat the movement.

8. Static Pressures

Stationary pressures are extremely useful for releasing tension in the neck and shoulders, sides of the spine, buttocks, and soles of the feet. Ease into the pressure gradually and steadily, hold, and then slowly release - never poke sharply.

Treat the body with care, making sure that your fingernails do not scratch the skin. For this movement no oil is necessary. Place the pads of your thumbs on the skin and gradually lean into them. Hold for 5-9 seconds, then release slowly and glide to the next point of tension. Imagine how it feels to
receive the massage this helps your hands respond to the area you are working on

9. **Cat stroking**

This is one of the nicest strokes with which to finish massaging an area. If done slowly and rhythmically it can soon send the recipient to sleep. Use a soft, gentle touch, and keep your movements smooth. Place your left hand at the top of the area you are massaging and stroke slowly and lightly down the body, as if stroking a cat.

Lift your hand off at the bottom of the area and return it to the start while the right hand begins the downward stroke. Repeat, making the return movement as smooth as the stroking.

It is a quick way of including the legs when there is too little time for a full massage. “Walk” the hands one after another over the towels down one leg from thigh to toes, then up the other from toes to thigh. Work rhythmically and deliberately without rushing.

10. **Feathering**

Very light, long fingertip brushes used to complete an area of the body before covering with the towel.

11. **Raking**

Similar to feathering, but the tips of the fingernails are allowed to touch the skin. Should be done carefully to avoid hurting the client.
12. Holding

Many people love just being held - especially on the head, forehead, and abdomen. Simple holds are relaxing, comforting, and as calming for the person giving the massage as for the recipient. Place one hand over the other, and gently hold. Concentrate on your client’s breathing and relax, releasing very slowly after one or two minutes.

Never hurry this movement at the end of a massage: its effect will remain long after the massage finishes. If time is short, omit an earlier stroke rather than rushing this hold.

Your client may have been deeply relaxed, so don’t stop abruptly. Finish by holding on their feet and gradually releasing your hold. As you release, acknowledge in your head that the massage is finished and you are now leaving your partner’s personal space. Send them a positive thought. When they are ready to sit up, offer a drink of water or juice.

Ask what they enjoyed, what (if anything) was not so good, and make a note for next time!

Precautions

1. Stop abdominal massage at once if the client shows any signs of restlessness or discomfort.

2. In cases of heart disease and cerebral haemorrhage never give abdominal massage unless expressly ordered by a doctor (MD)

3. Any localised spot of pain or tenderness in the abdomen that is persistently complained of should be reported.
4. Never drag on the umbilicus, it can induce bleeding in some people.

5. In massaging the back, the masseur should be very careful to keep the patient warmly covered, only exposing the part actually under treatment.

Reference
http://www.rigbys.demon.co.uk/masstech.htm
http://wwwmassageoils365.com/massagetechniques.htm
Unit 4

Massage Oils

Using a Massage oils to give a massage is absolutely necessary for a perfect massage. Massages given by strong hands rub and dig into the muscle to relax the muscles.

The Massage oil lets the hands smoothly glide over the skin in order to get out the most stubborn of knots and also helps in reducing any chance of skin getting hurts due to the friction by rubs on skin. This way skin gets plenty of nourishment from the nutrients in the Massage oil and skin remains protected.

Using Massage Oil

For a full body massage, about 4 tsp (20 ml) of carrier oil are needed. In aromatherapy, few drops of essential oil are added.

The amount of oil used depends on the size of the client and the dryness of the skin.

Shake the bottle and warm a little oil between hands.

Keep the open bottle within reach in case more of it is needed during the massage. When taking more oil, keep one hand on the body while picking up the bottle.

Applying The Oil

Never pour oil directly onto the skin. Pour about a teaspoon of oil into the palm of one hand (not over the fingers - it will drip through), warm it between your palms, then stroke it onto the body. To replenish the Oil, drizzle a small amount onto the back of the hand and use other hand to stroke the oil onto the body.
Types of Massage Oils

There are several kinds of Massage oil available in all fragrance and ingredients according to ones choice. Some oils are made to warm and tingle when they are applied to the skin, thus gives enormous enjoyment of the massage. A masseuse knows everything about oil, which should be applied when, its ingredients and its effect.

There are massage oils and essential oils. Essential oils are added to massage oils when giving aromatherapy massage.

It is important to know about the different massage oils. Some oils are more likely to leave a greasy feeling after the massage, lave a stain on clothes, while other massage oils go rancid quickly and take on an unpleasant smell. Worse, some oils might irritate skin or cause allergic reactions.

Other factors to consider about massage oils are the cost and the ease of cleaning.

Below are some massage oils that can be used alone or in combination.

1. Sweet Almond Oil

Most popular massage oils among massage therapists. Extracted from almonds, sweet almond oil is pale yellow in color.

It is slightly oily and is absorbed fairly quickly, but not so quickly that one needs to keep reapplying it.

Compared with other oils, sweet almond oil is reasonably priced. It usually does not irritate skin. People with nut allergies should not use almond oil.

2. Apricot Kernel Oil

Apricot kernel oil is similar in texture and color to almond oil,
but costs slightly more. It is rich in Vitamin E, a quality that gives it a longer shelf life than the typical oil.

Like almond oil, apricot kernel oil is absorbed into the skin, so it won’t leave people feeling greasy afterwards. Apricot kernel oil is a good alternative to sweet almond oil for people with nut allergies.

3. **Jojoba Oil**

Jojoba is actually a wax extracted from the seed of the jojoba plant. Jojoba is a good option for most people prone to back acne because it is thought to have antibacterial properties.

Jojoba has a very long shelf life, so it’s a good choice if one doesn’t use it regularly.

It is very well-absorbed and is a favorite carrier oil for aromatherapy. Jojoba is usually not irritating to skin. However jojoba oil is very silky and quickly absorbed, and one may need to reapply it often or mix it with other oils. It costs more than sweet almond oil.

4. **Fractionated Coconut Oil**

Fractionated coconut oil is light, non-greasy, liquid oil. It is called fractionated coconut oil because it contains only a fraction of the whole oil.

Fractionated coconut oil costs less than many other oils (it’s comparable to sweet almond oil) and like jojoba oil, has a very long shelf life. Also it tends not to stain sheets, a problem with most massage oils.

5. **Sunflower Oil**

Sunflower oil is light, non-greasy oil that won’t leave skin
feeling oily. The oil, extracted from sunflower seeds, is rich in all components of healthy skin.

Sunflower oil can go rancid quickly, so it should be purchased in small quantities and stored in a dark cool area. Squeezing one or two capsules of pure vitamin E oil into the bottle may help to extend the shelf life. People with allergies to the sunflower plant family should avoid sunflower oil.

Other Massage Oils

• **Mustard Oil**

  Extracted from yellow mustard seeds, this oil generates heat, making it popular for use in the cold winter months. It stimulates circulation, reduces pain and swelling and soothes sore tense muscles. Mustard oil has a strong scent and may be distracting rather than relaxing for some clients. It can also irritate the skin, so it is to be used with caution.

• **Avocado Oil**

  Avocado oil is pressed from the avocado fruit. Deep green in color, avocado oil is heavier oil and is usually mixed with lighter massage oils such as sweet almond oil.

  Avocado oil is roughly double the cost of sweet almond oil. People who are sensitive to latex may be sensitive to avocado oil.

• **Cocoa Butter**

  Cocoa butter is very rich and has a distinct chocolate aroma. It is solid at room temperature and has a heavy texture, so it needs to be blended with other oils or used only for very small areas.
• **Grapeseed Oil**

In many respects, grapeseed oil makes great massage oil. It has little-to-no odor, and it has a smooth, silky texture without being greasy.

However, most grapeseed oil is extracted from grape seeds using a solvent (rather than being pressed from the seeds), which some aromatherapists say make it inferior oil for aromatherapy massage.

• **Olive Oil**

Most people are familiar with olive oil as a cooking oil, but it is occasionally used for massage. It is heavy oil with a greasy or sticky texture and recognizable aroma that many associate with cooking, so it’s usually not used on its own for massage.

• **Sesame Oil**

Sesame oil is prized in Ayurveda, the traditional medicine of India. It is used in a daily Ayurvedic self-massage called abhyanga, as well as shirodhara.

According to Ayurveda, sesame oil is especially useful for nourishing and detoxifying and for ailments associated with the vata type, such as anxiety, poor circulation, constipation, bloating, and excessive dryness. Sesame oil is a rather thick oil that may leave skin feeling oily,

• **Wheat Germ Oil**

Wheat germ oil is too thick to use on its own as a massage oil, but it can be blended with lighter oils. Wheat germ oil is rich in vitamin E.

Instead of oil, massage therapists often use specially-formulated massage gels and lotions and sometimes even talcum powder.
Aromatherapy essential oils

Aromatherapy essential oils are highly concentrated “essences” derived from various plant and fruit sources which have profound effects on the systems of the body. Undiluted essential oils are never directly applied to the skin. Normally, 10 to 20 drops of essential oil are added to every 100 ml/ 4oz of carrier oil.

There are many essential massage oils to choose from, each with specific properties that affect the body differently.

Each essential oil has different healing properties. For example, some calm while others energize. Here are some widely used essential oils and their properties:

• chamomile, lavender, geranium - calming
• ylang ylang, clary sage, rose, neroli - uplifting
• rosemary - energizing
• rosemary - cleansing
• eucalyptus, pine, tea tree - decongesting

Precautions

• Powder should not be used as an agent in massage therapy in the case of very dry skin, very hairy skin or traumatic conditions, when the skin has swollen and the powder is too gritty for comfort. Also it should not be used if the patient is allergic to its smell, which will occasionally happen.

• Too much oil should not be used in any treatment. Always be aware of peanut oil intolerance, check with the client if they are allergic to any nut oil products, which you may be using.
3
MODULE

Massage Steps and Procedures
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This curriculum is designed specifically keeping in mind the learning needs of Persons having visual impairment. The objective of this curriculum is to equip AIF’s MAST trainees with visual impairment with essentials of basic massage.

Basic massage is a specialized career option, for which the candidate needs to know the technical know-how. Also the persons need a good understanding on handling and interacting with customer well.

Now a days, there is a good demand for trained human resource in beauty and health care industry. And this course aims at preparing the visually impaired persons, especially the blind women for a specialized job in the sector.

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Team involved in development of the curricula:

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NAB India Centre, Delhi Team- Ms. Shalini Khanna, for Spearheading the Project and Ms. Juhi and Ms. Nitasha for their enthusiastic support. Course developed by Ms. Deepa Jain.
A successful massage benefits and relaxes both body and mind. Careful preparation before the massage session helps to achieve this aim. Preparation for a massage session involves creating the atmosphere or ambience and having the tools and equipment needed.

The preparation will give the masseur confidence and trust in her abilities. The clients will also know that their comfort and needs are valued and respected, and will thus instinctively feel safe in the hands of the masseur.

Thus in an atmosphere of mutual relaxation, the massage can proceed in a calm and serene manner.

A. Ambience

Rooms need to have a peaceful setting. Ensure that

- The room is adequately warm and draught free, so that the person receiving the massage feels warm at all times. Body temperature is likely to drop rapidly while lying still, especially when the person is covered in oil. The oiled skin feels the cold more readily and it’s very uncomfortable to receive a massage when one is feeling cold.
- The room has fresh atmosphere and good ventilation to prevent it becoming stuffy and airless.
- The massage area has soft, diffused lighting. The lighting needs to be low enough to be relaxing, but bright enough for the giver to see what they are doing.
• Ensure that the area surrounding the massage table/base is neatly organized so that the masseur can easily reach for the massage equipment.

• If lamps or candles are used during massage sessions, these must be placed a safe distance away from the massage bed.

• Music can be put depending on the client’s choice and the taste of the massage therapist. However some clients may prefer silence. The massage therapist should ask the clients if they like the music that’s playing or if they prefer different music.

• In case a clock is put on the wall it should not make a tick-tock noise that will disturb the clients.

B. Equipment needed for giving massage

• Linen: a clean sheet to cover the surface where massage is given.

• Fresh, clean large towels to cover the client.

• Tissues or small towels for masseur to wipe oil from her hands, or for the client’s convenience.

• Pillows, cushions, extra towels for padding - enough both for the receiver who will be lying down, & for the giver, if they’re on their knees.

• Oil and container like a small bowl, a dispenser or a flip top container.

• Candles, oil burner, fresh flowers, incense etc to create a relaxing atmosphere.

• The massage base must be firm but soft so that it is comfortable, and supportive.

• The floor’s OK with enough padding if you don’t have a
purpose designed massage table. Working on the floor is more tiring than working at a table, so it’s best to keep floor sessions to around 30 mins.

C. Personal Hygiene and Presentation

Personal hygiene and body care is of utmost importance for both the client and the masseur.

• The masseur should come to the session freshly showered, and with clean hands, and feet.

• The nails should be clean & well trimmed

• The masseur should wipe her hands after massaging the feet before proceeding with strokes on other parts of the client’s body.

• The masseur should always wash her hands thoroughly at the end of each massage session.

• The masseur needs loose, comfortable clothing while giving massage and has to take care that her clothes do not brush the client’s skin during the massage. The masseur will probably become warm, so it will be best that her dress has short sleeves or no sleeves.

• She should wear trousers or shorts rather than skirts. A pocket will be useful for putting the oil container.

• She should wear light coloured clothing while giving the massage. Warm, pastel colored uniform will be soothing to the eye and mind.

• Bare feet are best while giving massage.

• The client and the masseur should both remove any jewellery that might come in the way of massage session.

• The masseur should tie back her hair neatly.
D. Massage Session

- Privacy and quiet is essential for relaxation during the massage session.
- The massage session should not be interrupted.
- A massage can last between one and one-and-a-half hours, so masseur will have to dedicate herself totally to the client for this length of time.
- Do not have distractions like mobile phone during the session.
- Oil massage is best received without cloths on, but it’s most important that the receiver feels comfortable. At times they may prefer to wear a swimming costume or underwear.
- Cover the surface your client will be lying on with a sheet. If using oil, place a thin rubber sheet under the massage sheet, or a bath towel over the top of the sheet to avoid oil stains.
- Place a large bath towel over the length of the body when the client is lying down. This is to protect modesty and to keep her snug and warm.
- Have several pillows or thinly folded towels ready at hand to place beneath the body to ease areas of tension.
- If the massage will take place at floor level, use cushions to kneel or sit on for your own comfort.
- Have your aromatherapy materials and equipment ready for use before your client arrives.

E. Precautions while giving massage

- Ask client to remove contact lenses if worn.
• Before starting massage, ask whether client is pregnant or epileptic.

• Never massage someone with any of the following conditions without a doctor’s consent:
  – Inflammatory conditions, such as varicose veins, thrombosis, or phlebitis
  – Acute back pain, especially if the pain shoots down the arms or legs on touching
  – Infection, bruising, or acute inflammation
  – Contagious disease
  – High fever
  – Any other serious medical condition

F. Instructions to the client

Before session: The client should aim to arrive clean and avoid using strong scents. It’s best to avoid eating a large meal or drinking coffee or other caffeinated beverages. They can turn off their cell phone or pager.

During session: The client should remember to breathe naturally during massage. The breath helps to relieve muscular and emotional tension. Communicate with client- encourage give feedback about pressure or especially anything that may be uncomfortable. It’s a session for the client to enjoy.

After session: Advises the client to keep time for some relaxation after massage and enjoy the glow after the massage. Tell them to drink plenty of water to help flush any toxins that may have been stirred up. They may also like to have a warm bath to prevent muscle soreness.
Pedicure means caring of the feet. It involves cleaning and massaging the foot.

Leg and Foot massage can also be done at any time.

In a pedicure, the massage takes place after any old toenail polish has been removed, the toenails have been shaped and filed, cuticles have been pushed back, and the feet have been soaked in a warm water foot bath for a few minutes and any calluses or rough skin removed or buffed.

During massaging, essential oil or thick, rich lotion is rubbed into the feet to soften them. The foot, toes, and lower leg are massaged for approximately five to six minutes per foot. The client is asked for any foot or leg sensitivities before starting the massage pedicure, so that massage can be done gently in those areas.

Receiving a foot and leg massage is part of a pedicure and no additional cost is charged.

**Anatomy of the foot**

The foot is made up of a total of 26 bones, muscles and ligaments.

The arches in the feet are greatly flexible, and act like cushions while walking.

Parts of a foot are – Arch, Heel, Balls, Big Toe, Small Toes
Disorder of the feet
Athlete’s foot; In-growing toe nails; Infectious corns; Tired feet; Eczyma, Ringworm, fungus etc

Contraindications
Pus in nails, skin infection blisters, wound, cough, cold, fever, immediately after surgery and or plaster

Preparing for foot massage
Let the client receiving the foot massage lie fully relaxed. Foot massage feels great if the whole body is at ease.

Use towel to protect clothing or furniture getting stained by oil or lotion.

Rub oiled or creamed hands together vigorously to warm them before beginning the foot massage. Complete all six steps on one foot before moving on to the other.

Steps of Foot Massage
Step 1: Stroking
Stroking stimulates circulation and warms the foot. Hold the client’s foot in your hands. Begin a long, slow, firm, stroking motion both them thumb on the top of the foot. Start at the tips of the toes and sliding all the way up to the ankle. Then slide back to the toes with a lighter stroke. Repeat this step three to five times.
Step 2: Ankle Rotations

Ankle Rotations loosen joints and relaxes feet. Put one hand under the heel, behind the ankle, to support the foot and leg. Hold the ball of the foot with the other hand and turn the foot slowly at the ankle for three to five times in each direction.

Step 3: Toe Pulls and Squeezes

Toes are quite sensitive to the touch—Toe Pulls and Squeezes can be very calming. Hold the foot beneath the arch. With the other hand, begin with the big toe. Hold the toe with your thumb on top and index finger beneath. Starting at the base of the toe, slowly and firmly pull the toe, sliding your fingers to the top and back to the base. Now repeat, but gently squeeze and roll the toe between your thumb and index finger, working your way to the tip and back to the base. Repeat these two movements on the remaining toes. Make sure to cover the entire surface of each toe.

Step 4: Toe Slides

Hold foot behind the ankle, cupping under heel. With the index finger of the other hand, insert your finger between the toes, back and forth for three to five times.
Step 5: Arch Press

Arch Press releases tension in the inner and outer longitudinal arches. Hold foot behind the ankle, cupping under heel just as in step 4. With the heel of the other hand, push hard as you slide along the arch from the ball of the foot toward the heel and back again. Repeat five times. This part of the foot can stand a little extra pressure but do not apply too much pressure.

Step 6: Stroking and Friction

To end foot massage repeat stroking as in Step 1. Next apply friction. Hold the left and right sides of the foot with your hand and rub it vigorously as if trying to warm it. Make sure your hands and fingers have full contact with the foot. This should produce a jiggling effect in the calf. The calf should rock from side to side; if it doesn’t, slow down the friction enough to allow it to do so. Do this for about thirty seconds, then Effleurage (long strokes) to complete.

Leg Massage (also includes Foot massage)

1. **Begin by applying Massage Oil** to the palm of one hand, then rubbing hands together to evenly distribute the oil to the palms and fingers of both hands. Use both hands and begin at the knee and smooth the oil down to the client’s toes, then back up to the knee. Repeat until the oil feels evenly distributed. Make sure that the entire hand, palm and fingers are touching the client.

2. **Massage the calf using Effleurage** (long strokes) with both alternating hands. Hold the ankle with one hand.
Effleurage is performed with the other, up the front and down the back of the leg. The working hand should always finish at the ankle and the pressure should be greater going up towards the heart then softer coming back down. Alternate hands and repeat a minimum of three times.

3. **Petrissage (compression strokes) to the calf** with alternating hands. Begin compression strokes at the ankle with thumbs on the top of the calf and fingers on the back, squeezing the calf with alternating hands and moving up to the back of the knee. The massage therapist should use her whole body, rocking gently left and right. When reaching the knee, Effleurage back down to the ankle, gently pulling with both hands. By leaning back while doing this, the massage therapist can help prevent any pain in her lower back. This is done 2 - 3 times.

4. **Next do Friction massage the calf**, using circular movements with alternating hands. Hold the ankle with one hand and, using the heel of the free hand just above the foot, begin clockwise circular movements moving up to the knee. Effleurage back down to the ankle and pull gently with both hands while leaning back. Alternate hands and repeat for 2 or 3 times.

5. After massaging the calf, **massage the foot**. Foot massage starts with the heel. Reach behind the ankle and pull the foot. Holding the ankle with one hand, squeeze the heel with the thumb and forefinger of the working hand. Squeeze six times, covering the sides of the heel.

Shift to an Effleurage of the foot with massage therapist having full contact. Massage therapist grips the foot from the heel to the toes using the side edges. She can lean back as she pulls. Then she does a full hand Effleurage and
repeat. She does this three times, working only as deeply as both she and the client feel comfortable.

6. Move on to Petrissage of the foot. Squeeze the entire underside of the foot, paying special attention to the underside of the arch. Using the side edges of the thumbs all the way to the heel of the hand spread apart the top of the foot. Use an Effleurage stroke before going on to squeeze the toes.

7. Massage the toes beginning with the big toe. Squeeze from the base to the tip and make sure to cover the entire surface of each toe.

8. The next massage stroke is friction. Holding the foot from both sides rub it vigorously as if trying to warm it. Make sure that hands and fingers have full contact with the foot. This should produce a jiggling effect in the calf. The calf should rock from side to side; if it doesn’t, slow down the friction enough to allow it to do so. Do this for about thirty seconds, then Effleurage.

9. Finally, remove any unabsorbed oil from the foot and leg with a clean or cotton towel, then wrap the foot in the same towel to keep it warm as the other foot and leg is massaged.

10. Unwrap, clean and rinse the other foot, then pat dry.

11. Massage the other foot and leg as the first. Remember, this is the highlight for the client. Take time, dedicate six to seven minutes to each leg, and let the client enjoy!

Tips To Relieve Tired & Swollen Feet

• To get relief from tired and swollen feet dip them in a bucket of cold water. Can even keep feet under a cold-water tap.
• Take cold drink cans from the refrigerator and roll them over the feet. It will provide relaxing effect, kicking away bouts of tiredness or swollenness.

• Place feet on a pillow and rest for about twenty minutes. Elevated feet helps in getting relief from tired and swollen feet.

• Rubbing feet with peppermint oils and fragrant herbal oils are effective in treating swollen feet. Massaging would improve circulation, which in turn will reduces oedema.

• Rolling a tennis ball under your feet for several minutes is an effective way of exercising the feet and treating tiredness.

• Take two buckets of hot and ice-cold water respectively. Soak feet first in the bucket of hot water (as hot as can be borne) for about 10 minutes. Thereafter, quickly switch to the bucket containing ice cold water for about 30 seconds. Repeat the process several times a day.

• Mix 2 tsp of castor or jojoba, 3 drops of lavender essential oil, 1 drop each of German chamomile essential oil and geranium essential oil in a small bowl and massage gently into feet. Once done put up feet up for some time. Wash feet with a mild soap and apply nourishing cream on feet.

• Massaging with ginger essential oil is effective for reducing swelling. Apart from alleviating pain and soothing aches, it also improves circulation.

Masseur with Visual Impairment may like to know about the procedures for doing pedicure though she may not do it herself. She may only do the massage of feet and legs
Things and Tools Required for Pedicure
Low stools, sliding seat. Basin for warm water, water proof apron, Turkish towel, special toe-nail cutter, nail filer, orange stick, pedicure set, foot scraper, pumice stone, Loofah, Dettol, talcum powder, cotton, H2O2, shampoo or liquid soap, soda bicarb, lotion for massage, nail polish, ammonia (optional)

Procedure
PEDICURE
1. If the nails are soft, then cut before soaking in lukewarm water, hydrogen peroxide shampoo and ammonia (optional)
2. If the nails are hard then soak the feet in lukewarm water, hydrogen peroxide shampoo and ammonia and then cut and file nails
3. Soaking should be done for 10 minutes
4. SOLE TREATMENT – take out one foot and use scalped or blunt knife for removing skin from soles. Then use scraper underneath and pumice stone on top of foot. Put the foot in another basin of clean water and repeat with the other foot.
5. NAIL TREATMENT- Apply cream on the nails. Push back cuticles by cuticle pusher and scraper; clean nail wall with side wall cleaner; and remove under the nails with half moon.
6. MASSAGE- Spread the cream on toes, feet, legs up to knees and massage using different strokes for different parts. After massage clean the feet with wet towel. Take care to remove cream from under nails and between toes.
7. **NAIL POLISH**- Choose the desired shade of polish and apply base coat, then 2-3 coats of nail polish and then top coat. Let the nail polish dry in between the coats. Never paint the nails under a fan.

**Cracked Heel Treatment**

Things required- Hair drier, pumice stone, warm water, other things as in pedicure

Procedure- soak the feet in warm soapy water for 10 minutes and pat them dry

Apply and fill them up with cream or petroleum jelly or homemade butter liberally on cracks

Make the client wear cotton socks and use the drier on heels for 5-10 minutes. Wait for 10 minutes to cool the feet.

Rub with pumice stone and rub gently to remove dead skin.

Give foot massage according to pedicure techniques and apply nail polish.
Manicure means taking care of hands, nails and fingers.

A hand massage during a manicure is a must. It is relaxing for the individual receiving the massage, encourages blood circulation and also moisturizes the hand and arm.

The hands, wrists, and arms can hold much tension and pain, especially if a person operates a lot with their hands like Keying on the computer keyboard. Within a span of five to ten minutes a hand massage can relax a person and relieve pain in the body.

The Arms and Hand massage can be done with people of all ages and conditions—children, teens, and adults can be done with or without lotion.

Anatomy of Arm and Hand

Parts of the Hand and arm

Fingers, Thumb, Palm, Back of hand, Wrist, Fore arm, Elbow, Arm

In Common terms ‘arm’ is entire upper limb from shoulder to wrist. However the part between the shoulder and the elbow is the upper limb of the arm. The segment between the elbow and wrist is the ‘forearm’.

‘Hand’ is the part with fingers and thumb located at the end of an arm or forelimb. Hands are the most important organs for doing all kinds of work (such as holding a large object or picking up a small pebble). The fingertips contain some of
the densest areas of nerve endings on the body thus making them richest in sensing touch. The sense of touch is closely associated with hands.

**Hand Massage Procedure**

1. Hold the client’s hand in your hand. Place a dab of hand lotion on the back of the client’s hand and spread it to the fingers and wrist.

2. Hold the client’s hand firmly. Bend the hand slowly with a forward and backward movement to limber the wrist. Repeat three times.

3. Grasp each finger. Gently bend each finger, one at a time, to limber the top of the hand and finger joints. As the fingers and thumb are bent, slide your thumb down toward the fingertips.

4. With the client’s elbow resting on the table, hold the hand upright. Massage the palm of the hand with the cushions of your thumbs, using circular movements in alternate directions. This movement will completely relax the client’s hand.

5. Rest the client’s arm on the table. Grasp each finger at the base, and rotate it gently in large circles, ending with a gentle squeeze of the fingertips. Repeat three times.

6. Hold the client’s hand. Massage the wrist, then top of the hand with a circular movement. Slide back and with both hands wring the wrist in opposite direction three times. Repeat three times.

7. Finish massage by tapering each finger. Beginning at the base of each finger, rotate, pause, and squeeze with gentle pressure. Then, pull lightly with pressure until the tip is reached. Repeat three times.

8. Repeat steps one through seven on the other hand.
Arm Massage Procedure

1. Do Complete hand massage.
2. Place client’s arm on the table, palm turned downward. Massage the arm from wrist to elbow, using a slow, circular motion in alternate directions. Repeat three times. Turn client’s palm upward and repeat the same movements three times.
3. Firmly massage the under part of the arm to the elbow, using the fingers of each hand in alternate crosswise directions. Repeat three times.
4. Massage the top of the arm from the wrist to the elbow. Apply thumbs in opposite directions with a squeezing motion. Repeat three times.
5. Cup elbow joint in your hand. Massage the elbow with a circular motion. Repeat three times.
6. Stroke the arm firmly in opposite directions, from the elbow to wrist. Finally, stroke each finger, ending with a gentle squeeze of the fingertips.
7. Repeat steps one through six on the other arm.

The Masseur with Visual Impairment may like to know about nail and the procedures for doing manicure though she may not do it herself. She may only do the massage of the arm and hand.

Knowing the Nails

The technical terms used for nail is “OYN”. Nail is composed of keratin, which is a protein substance made of horny tissues. The horny plate contains no blood vessels, no nerves.

Nail Structure: The nail consists of five parts
1. **Nail Body:** This is the visible portion of the nail and is attached to the nail bed.

2. **Nail Root:** This is at the base of the nail and is imbedded underneath the skin. It is also called the matrix.

3. **Free Edge:** This is the end portion of the nail which reaches over the finger tips.

**The growth of the nail:** The growth of the nail is influenced by nutrition and health. The nail grows forward starting over the matrix and extends over tips of the fingers. The average rate of growth in the normal adult is about one eighth of an inch/3 mm per month. The growth is faster in summers than in winters.

**Nail malformations:** If the nail is separated from the nail bed through injuries or disease, it becomes discolored or malformed. The nails are replaced only as long as matrix remains in good condition.

Brittle nails tend to have low water content. The water content will affect the flexibility of the nails. Nail varnishes and oils will prevent loss of water and encourage flexibility.

**Nail disorders:** White spots on the nails, blue nails, dry cuticles and fungus, fragile nails are the common nails disorders.

**Contradictions In Manicure**

1. There should be no pus on nails.
2. There should be no skin infection.
3. No cuts, burns and blisters.
4. No cold, cough and fever.

**Things required for manicure:** Any liquid shampoo or soap, hydrogen peroxide, ammonia, few drops of Dettol, manicure set, cotton balls, Turkish towels or set of 2-3 towels, acetone,
pumice stone, scrubber or Loofah, soaking tub and trolley, lotion for massage, nail polish.

Procedure for manicure:

1. **Removal of old nail polish:** Dip a small piece of cotton in remover and put on nail and press with thumb and rotate clockwise and anticlockwise and pull with pleasure.

2. **Cut and file nails:** Filing should always be done from corner to center – with swooping movements. Oval shape is best on hands but one should discuss the shape with the client. Leave some margin for filing.

3. **Soaking the hands:** Dip the hands in warm water containing half cup shampoo, a few drops of Dettol and hydrogen peroxide (H2 O2). If the hands are dirty put 2-3 drops ammonia. If allergic to H2 O2, then add lemon drops instead.

4. **Nail treatment:** After soaking for 10 minutes, take one hand out and pat dry towel. Then do nail treatment. Apply cream on all the nails. Take 2 pieces of cotton. Hold one in your palm and one in fingers. With the cotton in between fingers, behold the client’s fingers with your hand and push back cuticles with cuticle pusher. Clean nail walls with nail wall cleaner. Then remove dirt from nails with under nail dirt remover. Then use half moon to clean the flesh behind free edge of the nail. Wash hands with clean water.

5. **Hand massage:** Massage is done from the tip to the fingers to elbows, starting from little fingers. After massage wipe hands with wet towel and pat dry. Take out cream thoroughly from under nails. Refer to details given above.
6. **Nail polish**: Apply the selected shade of nail polish. Always shake the bottle well. Roll in your palms. Do not apply nail polish under the fan. If the client does not want nail polish then buff the nails. Base coat is a must, then nail polish 2 coats, then top coat. It should take 25-30 minutes.
Indian Head Massage

Indian Head Massage includes massage of the neck, shoulders and arms. It can help in the release of stress, the relief of headaches, eye strain and other physical ailments that can affect the upper part of the body. It also encourages greater alertness and concentration.

Champissage or Indian head massage can be done with or without using massage oil on the skin of the patient. Using massage oils however helps the masseur to better glide their hands as she conducts the various massage strokes and techniques.

This massage is done with client sitting comfortably in a chair. The sitting position allows the masseur to have a full view and access of the head, face, shoulder, neck and upper arms on all angles.

An Indian Head Massage takes 40 mins.

Anatomy of the Head

The human head contains 22 bones (cranium bones and facial bones), muscles, blood vessels, nerves, glands.

The cranium is made of 8 bones and protects the brain.

The face is made of 14 bones.

Parts of Head- Scalp, Forehead, temple, hair (hairline), eyes, eyebrows, ears, nose, mouth, cheek, jaw, tongue
Steps

1. Setting up

The place should be quiet, with no distractions. Soft music can be played to create a relaxed atmosphere. Tell the client that they should tell immediately if anything is painful or the pressure is too strong.

Make the client take a seat comfortably. Stand behind client and place your hands lightly on their shoulders as you start the massage.

2. Shoulder massage

Gently begin squeezing the muscle, starting close to the neck and moving outward to the shoulder. Return to the neck and repeat 3 times, allowing the pressure to increase each pass.

Bring the hands back up next to the neck with the thumbs extended, and begin making small circles with the thumbs on either side of the backbone just below the collar line. Continue with the circles up the back of the neck until you reach the hair line. Lower the hands back down and repeat 2 more times.

Now place the forearms at the sides of the neck and roll them outwards toward the shoulder by rotating at the wrists. Lift the forearms and bring them near neck and repeat 2 more times.

3. Neck massage

Stand at one side of client. Place your back hand at the base of her neck and your front hand on her forehead. This is done with very light pressure and is only used to keep the head from falling forward. With the back hand,
spread the thumb from the fingers and begin to glide up the back of the neck gently and firmly.

On reaching the hair line, remain there for a moment with light pressure on the back of the head. Lower the back hand and repeat from the base of the neck. You can even add some circling to the upward stroke if there seems to be a lot of tension present. Repeat this about 5 times.

When the back hand reaches the hairline for the last time, let it remain there. Slowly allow the head to tilt forward without strain or effort.

Next gently lift the head back to vertical and continue backwards, again without forcing, simply allowing the head to move within its own range of motion. Repeat this 3 times, front and back

4. **Scalp Massage**

Stand behind the client. Loosen the hair if tied. Put your hands with fingers spread to the sides of the head and fingers pointing up.

Use a light pressure and slowly move the hands up with a shampooing like motion. Keep the heel of the hands in contact with the scalp as well as the fingers.

Once you reach the top of the head, allow the fingers to rise off while maintaining a gentle traction from the heels of the hands. Now lower the hands down and move the hands around to a different area of the head.

Repeat the above, covering the entire scalp.

Now bring one hand to the forehead for stability as you place the heel of the other hand in contact with back of
the head. Rub the scalp strongly with the hand on the back. Carry on rubbing as much of the scalp as you can reach. Switch hands and repeat on the other side.

Now briskly rub the scalp all over with just the finger tips of both hands. Continue this for about a minute.

5. **Forehead massage**

Stroke the fingers through the hair from the top of the forehead back. Step closer and let the final strokes draw their head back slightly and then lay the fingers over the forehead. From the centre draw the fingers down and along the brow line to each temple.

With the index and middle fingers make small circles over the temples, then bring the hands back to the forehead and repeat 3 times

6. **Finishing strokes**

Finish with smooth strokes beginning at the forehead and slowly working your way to the back of the head.

Carry on for about a minute, allowing the pressure to become lighter towards the end, until finally your hands float off the head.
Unit 4

Face Massage and Facial

Regular facial massages work to tighten and lift the facial muscles, giving the skin a more youthful appearance. That is why it has been called an anti-aging treatment.

Anatomy of the Face

The face is a central sense organ for smell, taste, hearing and vision. It gives appearance, identity and expression.

It includes the hair, forehead, eyebrow, eyelashes, eyes, nose, ears, cheeks, mouth, lips, philtrum (area between nose and upper lip), temple, teeth, skin, and chin.

FACIAL AND FACE MASSAGE: Difference

a. Facial is a complete process of cleaning, massaging and beautifying the face involving many steps. The Blind trainees are supposed to learn only Face massage part of the facial and might not be independently able to handle the other parts of a facial due to visual limitations.

Details in Chapter 2.

b. Face massage- Deals only with massage techniques and is the focus area of the training

- removes tension, promotes relaxation and restores energy to the face and body by increasing circulation
- keeps the skin looking young, smoother, firmer and more radiant
- lessens fine lines and wrinkles
- tightens facial muscles and reduces impurities and toxins
Instructions

• To begin a facial massage, clean the face thoroughly and remove any makeup.

• Tell the client to remove the upper garment and give her a loose gown to wear. Ask her to remove her jewelry and keep it with her. Remove contact lenses if wearing.

• Tie a head band and drape a towel below the shoulder.

• Steam face before starting a facial massage to remove bacteria and open up the pores so that the skin can get the most benefit from a facial massage. Then apply a small amount of massage lotion, moisturizer, or massage oil to the face which will be absorbed into the skin during the massage. Oil provides a slippery surface for the massage so that the fingers do not pull or stretch the skin.

• A typical face massage session is about 20 minutes. Massage that lasts too long or too often may actually stretch or lengthen the facial muscles. Special care must be taken as well for people with sensitive skin. Sensitive skin is more easily damaged or irritated so the therapist must be careful not to exert too much pressure during the massage.

• When massaging the face, it is important to use a gentle touch and to always work in upward, circular motions, as this will work against gravity. Do it with a slow and steady rhythm. For right pressure use index, middle and ring fingers. Avoid applying lot of pressure on the face as this may bruise or swell the skin.
- The forehead and nose are targeted to reduce the appearance of horizontal lines. The nostrils are massaged to open pores and prevent blemishes. The mouth and cheeks are rubbed to help prevent wrinkles and sagging of the facial muscles. The area around the eyes is massaged to reduce the appearance of wrinkles and heavy bags under the eyes. The chin and neck are targeted to promote muscle tone and prevent sagging skin and double chin. Finally, the ears are gently massaged and pulled because they have pressure points that stimulate other areas of the body.

- When done regularly, facial massage will keep skin looking tight and youthful.

- Do not apply any make up for the next 3-4 hours after massage.

**Face Massaging Steps**

*Forehead or the temple:* Begin in the middle of the forehead making small circular movements out towards the temples. Gently move across the temple, with the index and middle finger in circles with the sign of number eight. It should be done just like one may number the temple with several small 8’s. Cover the forehead area from the eyebrow to the hairline. Repeat it in slow and firm motion for at least 5-10 times.

*Eyes:* From the temples, move the index fingers over the brow and circle eye sockets. The pressure should be very light. Repeat twice. While massaging the area around the eyes, work out from the outer temple inward the bridge of the nose as this will help the facial muscles around the eyes suspend from the temple towards the nose. By stretching the skin in the opposite direction the skin will have less risks of any kind of skin damage. To get rid of work stress, gently place finger in
the hollow of the eye, next to nose and press in gently, releasing the pressure after every 5 seconds. Repeat the step for 5 times for instant relief.

**Nose:** Slide fingers down each side of the nose to the tip and up again. Repeat 5 times. End at the top of the mouth. For the nose begin stroking the area from inner hollow of the eye, massage downward, along the sides of the nose. Do it with the help of index finger and repeat it for 5 times.

**Cheeks:** start circular motions from the chin and move upwards across the cheeks to the temples. After reaching the temples, massage in circular motions three times. Repeat the entire sequence for 5 times. Stretch the cheek bone skin in an outward motion, start from the chin and move it outwards towards the earlobe.

**Mouth/Around the lips:** Use index and middle fingers and start at the chin, gently massage in a circular and upward motion around the mouth and lips. Bring the massage motion to the top of the mouth, under the nostrils. Repeat 5 times. Use index and middle fingers to make circular and upward motion around the mouth and lips. Start from the chin and gently move upwards to the area under the nostrils. Repeat the massaging technique for 5 times.

**Chin:** By starting from the ear lobe where the right jaw meets grasp the skin between your index and middle fingers and move them the length of the jaw in a form of scissor motion. Massage back to the starting point in a circular motion. Repeat the entire sequence for 5 times.

**Neck:** Beginning at the back of the neck, massage upwards to the head with small circular motions. Repeat 5 times. Come around to the front of the neck and gently stroke upwards from the collarbone to the base of the chin. Repeat 3 times.
Contraindication

Hypersensitive skin, acne, Seborrhea, rashes, inflamed skin, infection, high blood pressure, asthma, diabetes, cold cough and fever. No vibratory should be given in last stage of pregnancy and for heart patient.

The Masseur with Visual Impairment may like to know about facial and the procedures for doing facial though she may not do all the steps of the facial. She may only do the massage of the face.
CHAPTER 2

Facial
(Only for the Knowledge of the Blind Trainees)

Steps Involved

1. Cleansing- Clean the face and neck with cleansing lotion for dry skin and normal skin. Wipe off with moist cotton (3-4 minutes)

Massage

2. Vibratory Massage: This is given with cream on the face for 2-3 minutes. Direct vibration can be given on ‘C’ zone and indirect massage on ‘T’ zone. No vibratory on eyes and temples. (The T-Zone is the area of the face that is the most prone area where the acne occurs. T-zone consists of your forehead, nose and chin. These are common places for excess oil, acne and blackheads for people who fall in the oily or combination skin type.) C-Zone includes the part of cheeks — which is usually dry and sensitive. Y-Zone is usually the normal area on the neck and upper part of chest.

3. Black Head Remover: Clean the nourishing cream from the client’s face. Take sterilized Black Head Remover and press wherever black heads are visible or the areas prone to black heads.

4. Ozone: let the face become completely dry. Then give ozone for 2-3 minutes. Never give on metal, pulse points, pressure points and neck.
5. **Cold compression:** Dip the cotton in water, squeeze out the water and cover face with it. Keep for 5 minutes. Then slowly roll the cotton with one hand and tap the cold skin with the other hand.

6. **Mask or Face pack:** Apply any good mask to tighten the pores. After removing mask apply clove pack for prevention of any allergy. Always apply mask with cotton or brush.

7. **Ultrasonic:** It is a modern gadget which gives deep moisture to the skin. The vapour is lukewarm. In this gadget distilled water is used. It is given for 40 seconds on face with eyes closed.

8. **Oxillation:** It is called Lucas pulverizer. It gives deep moisture to the skin and refreshes it. This vapour is chilled. It helps close the pores completely. Plain water is used with some herbal extract like rose water for 40 seconds. After this, remove the hair band.

9. **Protection or Sun Block Covering Cream:** This is used for normal to dry skin. Never send the client without sun blocker.

**Material and Tools Required for Facial**

Mattress for the facial table, mackintosh for table, 2 sheets for table and client, Turkish towels, hair bands, gowns, facial tray or trolley containing creams, packs, sterilized Black head remover, vibrator, ozone, ultrasonic, magnifying glass
A. Advantages of Body Massage

- Anti-aging, avoids sagging, Anti-wrinkle
- Toning up the muscles, Keeps the body fit, keeps in shape
- Good for joint pains
- Good for obesity by melting cellulite
- Toxins are drained out
- Gives relaxation

B. Methods:

Body Massage can be done in three different ways
1. Start from Hands
2. Start from Feet
3. Start from Back

C. Summary of Anatomy of the Human Body

The human body is made up of a head, neck, torso, two arms and two legs. The average height of an adult human is about 5 to 6 feet tall.

The human body is made to stand erect, walk on two feet, use the arms to carry and lift, and has thumbs to allow grasping ability.

The adult body is made up of: 100 trillion cells, 206 bones, 600 muscles, and 22 internal organs.
AREAS

1. Neck and Shoulder Massage

The neck and shoulder region of the human body have more tension than any other area. Headaches and upper-body stiffness are caused by bad posture or sleeping position affecting the neck. Massaging the neck can loosen the muscles and reduce tension and stiffness. Use these steps for learning neck massage techniques.

Steps for Seated Neck Massage

1. Seat the person on a chair with his or her front side facing the chair’s back

2. Place each hand on the person’s shoulders. Your hands will bend over the top of his or her shoulder, but keep your thumbs on his or her back

3. Move your thumbs in a circular motion on the person’s shoulders. Apply gentle pressure.

4. Move from the centre of the person’s shoulders (near the spine) toward the outside.

   Both hands should be moving together in opposite direction from the centre of the shoulder.

5. Move up and down his or her shoulder blades with your thumbs. Check from client if the pressure you’re applying is ok.
6. Squeeze shoulder top with fingers in a steady soothing rhythm.

7. Place each thumb on either side of the back of the person’s neck

8. Rub the bottom of the neck where it meets the shoulders with your thumbs. Slowly work up the neck toward the base of the skull

Steps for Prone Neck Massage (client lying down)

1. Make the client lie on his or her back on the massage table

2. Pour massage oil or lotion in your palm. Rub your hands together. The amount of oil or lotion should not be larger than the size of a quarter

3. Place your hands on the person’s shoulders. This time your fingers should reach behind the person’s shoulders and your thumbs should be visible from the front

4. Use your fingers to knead client’s neck. Press down with both little fingers, and then follow it by your ring finger, middle finger and forefinger. Do this quickly so it feels like a fluid motion.

5. Place your thumbs on either side of the person’s neck. Press down fairly hard. Move down his or her neck to the shoulders until you reach the edges. Perform this action at least 3 times. Apply more pressure each time.

6. Hold the person’s neck with both hands at the base of the skull. Pull up slowly.

   Your thumbs and fingers should be grasping the back of the neck. Your wrist should be under the person’s jaw to use as support.
**Tips**

If you feel bumps or knots in the neck or shoulders, work them out by slowly kneading them with 1 or 2 fingers until you can no longer feel the bump.

**Warnings**

- Be very gentle when wrapping your hands around the neck. Do not press down on his or her throat.
- Never try to crack the neck or back.

**2. Back Massage**

A back massage is very beneficial. It helps the body relax, takes away stress and increases awareness.

Equipment needed for a back massage are:

- A warm and quiet environment.
- A firm and comfortable surface, such as a bed, floor mat or massage table.
- Massage oil.
- A set of towels to lie on and cover the body with.
- A couple of cushions and pillows.

**Tips**

- Do not use too much massage oil, as the lesser the oil the greater the friction and the deeper the pressure.
- When using the finger and the thumb to apply pressure, make sure you provide support with the other thumb and fingers.
- Use slower movements while massaging.
Step 1 - Effleurage (Smooth rhythmic stroking): Using the Whole Hand

Before you begin the massage, warm the oil in your hands and apply a small amount with the whole hand using smooth rhythmic strokes. It is important to use the whole surface of both hands. Use firm movements to stroke upwards, i.e. from the lower back right up to the neck, using gentle pressure circle around and slowly move to the lower back region. Follow this procedure for 5 to 10 minutes.

Step 2 - Effleurage: Using the Heal of the Hand

In this technique there is a smaller area of contact because of which the pressure is deeper. Start at the lower back using both the hands and working in circles. Using the same circular movement, move outward first and then upward. Return to the center gradually and then progress to the upper back. This procedure should be followed for 5 minutes.

Step 3 - Effleurage: Using Reinforced Fingers

Like the previous technique, this one too concentrates on a smaller area of contact. Stand on the right hand side of the area that you are working on. Place one hand on top of another and push with the flats of your hand away from the centerline, and then glide back towards the spine. Begin this procedure at the lower back and work up to the upper back. Follow this procedure for 5 minutes.

Step 4 - Stripping: Using the Reinforced Thumb

Use deep continuous pressure up to the full length of the muscles that are located at either side of the spine. As you move to the neck, lessen the pressure a little. Move slowly feeling for sensitive spots and knots. Glide from the lower to the upper back. Continue this three times each side, alternating it with
a couple of minutes of effleurage (Smooth rhythmic stroking) and then repeat the stripping.

**Step 5 - Friction: Using the Reinforced Middle Finger**
In this technique firm deep movements need to be applied on each side of the spine. Begin the massage at the lower side of the spine and move upward. 5 frictions need to be applied on each spot with a few more in case of a sore spot.

**Step 6 - Effleurage: Using Forearms**
Begin the massage by applying firm downwards pressure and then move the arm that is closest to the head up to just below the shoulder blade. Follow the procedure with 6 strokes taking into consideration the possibility of lower back pain.

**Step 7 - Trigger Point Release: Using sustained pressure of the Reinforced Thumb**
For this massage you need to depend on the patient’s pain. To begin with place your thumb on tender knots or spots that your patient has told you about. Press down on those points; increasing the pressure gradually till the pain reaches 6 or 7 on a scale of 1 to 10. Hold the pressure till the pain lowers to about 4 on a 1 to 10 scale. Repeat the steps. Muscle and back pain may miraculously disappear using this technique.

**Step 8 - Using Effleurage to finish the massage routine**
Apply effleurage with supported fingers, heel of the hand and full hand. Using these techniques will increase the good that you have done with the trigger and stripping point release. After this is done, leave the patient quiet for a few minutes.

### 3. Chest Massage
As you work around the body, change your position so that you are comfortable. Involve your whole body—whether standing
or sitting, use the floor as a lever to help you and let your body move in the same rhythm as the strokes you are creating.

**Massage Steps:**

1. Using the fingertips, work in between the upper ribs, stroking from the center of the chest outward. Repeat three or four times, moving down to the next rib with each repeat.

2. Using small overlapping circles, massage down over the breastbone and sweep down over the ribcage and back up the sides of the body.

3. Starting at the bottom of the ribcage, use a pulling motion up each side of the body. Repeat on the other side.

4. To finish, place both hands on upper chest, pointing outward and toward the shoulders, and pressing a little, glide hands firmly out and off the shoulders.

**4. Abdomen Massage**

The abdomen is the softest, least-protected area of the body and is, therefore, an area of great vulnerability for many people. Always work very gently and rhythmically in this area, only increasing the pressure once the receiver feels secure and relaxed.

**Massage Steps:**

1. Oil in large circles working around the navel in a clockwise direction, using both hands.

2. Continue circling the abdomen and begin to work a little more firmly using the fingertips to make small circles.

3. Place one hand either side of the body, on each hip, and wring up the body in a forward and backward motion.
Then stroke up over the ribcage, over the breastbone and off at the shoulders.

Massage Tip:
Some people may not like you to touch their abdomen. When you reach this point in the sequence, you might like to first check with your partner that they feel comfortable with you massaging the stomach area.

5. Hips Massage
Folding or rolling the Hips inside
Rubbing
Kneading
Knuckling
MODULE 4
Personal Grooming and Orientation for Successful Business
Personal Grooming and Orientation for Successful Business
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Introduction to Massage & Massage Therapy

Massage is a partnership between the giver and the receiver. It is not something one person “Does to” another, but a shared experience of communicating without words. Trust, empathy, respect and much more, are all communicated through the hands.
Building professional appearance

A massage Therapist’s overall appearance is important to their business, to making a good impression on their clients, and on other professionals.

Choosing Appropriate attire

Massage therapists should wear clothing that’s comfortable and professional looking while giving massage therapy. The clothing chosen to wear must be professional looking, yet comfortable as the massage therapist will be on their feet for long stretches at a time.

A massage therapist will need to remain standing for a long time, bend and move around while giving a massage. The following points should be considered when choosing what to wear for work -

• Wear something that will help in moving comfortably. Clothes like skirt should not be worn.

• Wear something that will cover the body fully. The therapist cannot wear type of clothing that are loose or may pop open when they get into certain position when giving massage.

• Clothes need to be soft to touch, in case these happen to touch the client.
• The dress has to reflect a professional work wear. These have to clean, tidy and presentable. There should not be any oil stains on clothes Most times the salons and wellness clinics will have their own uniform code.

• Medical scrubs are a good option as a dress when giving massage as these are comfortable, lightweight and cool, and loose. If not doing massages, but going to a professional meeting then they should dress up in business or business casual attire, depending on the situation.

• As a Massage Therapist stands most of the time when giving a massage, the shoes worn by a massage therapist should be comfortable like a good tennis shoe, a medical uniform shoe, or soft, thick-soled sandals or crocs, soft, thick socks.

• Avoid leather sandals as these may give off a bad odor when feet are sweaty. Wearing heels or flip flops that may hamper movement or be uncomfortable should be avoided.

Keeping oneself Groomed and presentable

The massage therapists must

• Be conscious that their body does not have any body odour or bad breath

• Keep their fingernails clean and filed short and are without any nail paint (when the palm is facing up, the whites of the nails should not be visible)

• Keep hair neat, clean and tied back (hair should not fall on the collar or face)

• Look pleasing and presentable (Though no make-up is necessary but she should take care of eyebrows, upper lips and underarms)

• Keep face skin clean and palms soft
• Not wear any perfume or cologne or strong-smelling lotion or deodorant as it may be allergic or disliked by client
• Not chew gum or suck sweets when giving a massage
• Not smoke cigarette while at work

It is important to remember, that the massage therapist works to relax the client and to help him/her to feel better. When giving a massage, it is all about the client and not about the massage therapist.

**Building Skills for Sustainable Work**

1. **Focusing on Self-Care**

Massage is physically demanding and being a massage therapist often means being on one’s feet all day, leaning over a table. Repetitive-motion problems and fatigue from standing for extended lengths of time are most common.

**Stretch and Exercise**

• While a massage therapist primarily uses her arms, yet she also depends on her legs for counterweight, her back for strength, and her torso for core balance and posture. Commonly a mistake that massage therapists does is to not take care of self as much as she should and put herself at risk of injury to self. These risks can be limited by the use of good techniques, exercise, and, in many cases, by the therapists themselves receiving a massage on a regular basis.

• The massage therapist should begin giving a massage after doing some stretch exercises. Maintaining proper stretching and strength exercise routines will avoid early burnout and fatigue in the business.
Use good techniques for good body balance and posture while giving a massage

- Normally, a primary complaint of massage therapists is that her arms, wrists and fingers hurt. Massage therapists may tend to use improper body mechanics and postures because they haven’t learnt how they should use their bodies for leveraged strength and balance.
- The massage therapist can relieve her arms of early fatigue and avoid any undue stress to her body by using proper flow of movements, by combining full body movements during a massage, learning proper body mechanics and posture, and massage techniques.

Rest and giving proper spacing between massages

- While giving a massage, the therapist is constantly using the muscles in her upper body. She may develop cramps in her legs or sore feet from standing, a stiff back, and tired arms and wrists. It’s important to have proper spacing between sessions and rest these parts of one’s body during one’s off time. Soaking in a warm tub or even getting a massage can help ease the pain.

Follow healthy hygienic practices

- Massage therapists have skin-to-skin contact with their clients and are in constant contact with people around them. Thus they are at greater risk for infectious diseases, such as cold and flu. A massage therapist can prevent these diseases by following hygiene practices and taking care of oneself, eating a nutritious diet high in vitamin C, exercising regularly, and getting enough sleep. She should also wash her hands or use a sanitizing gel between customers
2. Practicing Verbal communication skills

Verbal communication skills are just as important to the success of a massage practice as hands-on massage skills. Ill-judged, clumsy, inappropriate, or confusing comments can undo all the good work of the massage session, or derail a previously good client relationship.

Massage therapist need to learn how to form phrases - choosing the words to use, and how to say them - and practice delivering them until they becomes second nature - just like hands-on massage skills are learnt and practiced.

The massage therapist should form and practice all of the key phrases or “mini-speeches” that may be used regularly during our client interactions – this will help in building client relationships. The practice of these client communication skills should continue until they become second nature. These skills are usually required at particularly stressful or pressured moments, for example, when a client is unsatisfied with a therapy session. These situations may cause massage therapists to lose confidence.

Massage Therapist needs effective and assertive communication during these interactions to develop and maintain a respectful, harmonious relationship with the clients and to maintain strong, clear professional boundaries. She needs to ensure that their tone of voice, facial expressions, and body language are congruent with the words they are speaking.

Following are some most common scenarios where excellent communication skills are needed:

Client handling situations

• Phone call from a prospective new client
• Client arrives late or has chronic lateness issues
• Client cancels - cancellation fee due
• Telling a client the cost of treatment/advising of fee increases
• Client dissatisfied with treatment

Client queries
• “What are knots in muscles?”
• “What are those grinding/creaking noises?”
• “Why do my joints click?”
• “Why do my shoulders/neck feel so stiff/sore/burning?”
• “How often should I come for a massage?”

Informal social situations
• What to say when asked “What do you do?” (Tip: the answer isn’t “I’m a massage therapist.”) Practice 30-second to two-minute description of what the work of a massage therapist is
• What to respond when someone gives a negative remark to the massage work
• What to say when someone start telling about their ailments and asking for advice

The massage therapist can learn to form sentences, phrases, and short speeches for dealing with above scenarios. She can get together with another therapist, or a friend, and practice delivering the communications with confidence and conviction. As with all skills, regular practice will improve client communication skills also.

3. Learning English

For further their professional growth the massage therapist would like to polish their skills in communicating in English.
Many of the massage terms are better known in English terms. The massage therapist may need to attend to international clients too. Thus it will important that the massage therapist feels comfortable in understanding and talking in English language.

Orientation

1. Mobility Skills

The visually impaired massage therapist needs to know the space she is working in and the places where she would need to or want to go. Orientation and mobility training (O & M) will help a massage therapist with visual impairment to become confident in conducting her work and navigate her work space efficiently, effectively, and safely. She will thus not feel restricted by unpredictability of the work place or loose motivation to work because of lack of mobility.

She will need training in:

- Sensory awareness: to gain information about the work space through hearing, smell, touch and proprioception (body’s ability to sense movement within joints and joint position)
- Spatial concepts: to realize that objects exist even if not heard or felt
- Searching skills: to locate items or places efficiently
- Independent movement and walking
- To use another person to aid in travel
- Protective techniques: specific skills which provide added protection in unfamiliar areas
- To use of various cane techniques to clear one’s path or to locate objects along the way
Sensory awareness

A massage therapist with visual impairment must learn to use her other senses more effectively. Systematic instruction is needed to develop the other senses for use in travel and finding things in the environment. She must learn to use the sounds and smells and textures she experiences as landmarks to let her know where she is in her work place. She needs to learn about the workplace and learn to examine client through touch. The trainee needs to learn to localize and combine all sensory clues for orientation, straight line travel, and safety.

Spatial concepts

Massage therapist with visual impairment need to train to develop sense of distance, size and directional to make their performance at job better and easier.

Joints and muscles give one feedback about where the body parts are positioned – whether one is slumping or standing up straight, if the fingers are curled or extended, where their bodies are in space, and in relation to things in the environment.

Independent movement

Massage therapist with visual impairments have to learn routes in familiar environments. She needs to learn to use landmarks and clues to help her know where she is along a particular route. She needs to achieve independent movement to as great a degree as possible. She needs to learn how to access public transportation to get across town to a job. She would get control and be able to make choices when she is can go where she wants to go on her own.

2. Use of technology

The job of a massage therapist demands keeping in communication with different people and allowing them to
get in touch with oneself. It is essential for a massage therapist with visual impairment to learn the use of

- gadgets like music system, air conditioner, telephone, etc
- the use of cell phones including reading and sending message, saving data
- use of computers

**Career Planning**

- Working out a career plan
- Making and updating CV and writing job application letters
- Researching the job market

As a massage therapist one needs to put in time to master the skills and gain the trust of client who then can become regular clients. However the massage therapist needs to continue keep herself updated with new techniques and skills in massage therapy to broaden her knowledge of the field and to build her profile.

She needs to be patient to sustain her work in a particular place so that she masters herself completely before she starts thinking of a change. Change can be either in her work profile or her work place.

She needs to learn to draft her CV and write application letters for the same.
5
MODULE
Work Place Readiness
Module 5

Work Place Readiness
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Unit 12
Workplace Readiness

This book
Mock clients
More Practical based
To make it a habit, maintain this environment from day 1
This book to be followed throughout the training and not a separate module
CHAPTER 1
Guidelines for Professional Ethics

Following code of conduct is desirable from a massage therapist in relation to employer, client and co-workers

1. Be Courteous and give friendly services to the client.
2. Treat them honestly and fairly.
3. Be fair and show respect for feelings and rights of others.
4. Build up a good reputation so that you can be an example of good conduct and behavior in your workplace e.g parlour.
5. Be loyal to your training centre and workplace, manager, and co-workers
6. Cooperate with the trainers, managers, fellow students and co-workers.
7. Practice sanitation and sterilization at all times.
8. Comply with training centre and workplace rules and regulations.
9. Believe in the profession of massage therapy.
10. Cultivate charm, confidence and pleasing personality.
11. Restrain from any statement which is untrue or lowers the dignity of this profession.
1. **Attend to Hygiene and safety**

The massage therapist must carry out massage with due care and diligence. She should remember that her primary responsibility is for the health and safety of the client. She should follow the following points

- Always wash their hands before beginning a treatment. The client should know that her hands have been washed.

- Remove all jewelry when giving a massage so that the client is not accidentally scratched or distracted by the sound.

- Do not wear watch while massaging. To keep track of time, a clock can be put on the wall that has silent movement so that the tick-tock noise may not cause any irritability to the clients.

- The table, sheets, towels, room and equipment must be clean and hygienic.

- The table must be safe and sturdy so that the client is not hurt, even accidentally.

- Must know how to give the necessary first aid eg for cuts or sores.
- Must know the contraindications eg fever when massage should not be given

2. **Maintain time**

The massage therapist must be punctual with appointments
The work must be completed on time and be of an acceptable standard

3. **Have a Professional Attitude**

- The masseur should only recommend treatments which are relevant and appropriate to the client and where necessary refer clients to a specialist.
- The masseur should only perform therapies in which one is qualified and not make false claims.
- The masseur must not take advantage of the ignorance or inexperience of others. False claims must not be made as to the effects of massage.
- Though regular massage gives good results over a sustained period and the professional masseur also has a financial interest in having regular clients, yet the masseur must at all times be honest. The positive benefits of regular massage should be pointed out, however, the client must not be pressurized.
Client Care

The Client comes first: The masseur has to develop a pleasing personality and win trust of the client. She should be confident in her work that comes with thorough knowledge and training she takes in the profession. She needs to train in handling the client, welcoming and making the client comfortable before, during and after the massage therapy, handling problem situations and avoiding non professional communication. She has to learn to be polite, attentive and respect the client.

I. General Guidelines for Client handling

• Never argue with the client
• Be polite and humble
• Satisfy the client
• Service the client with a smile
• Do not be partial to any client
• Never demoralize the client with irresponsible comments
• Be patient
• Ask for the precise job that the client wants to be done
• Do not charge if the client is fighting

II. Welcoming and making the client comfortable

• Greet the client and introduce one self
• Offer the client a seat and a drink/ water if suitable to the workplace.
• Explain the procedures clearly that the client can expect from the massage therapy
• Ask what the client is looking for from the massage therapy
• Listen to the client attentively to understand her requirements,
• Explain the procedures followed during massage therapy to address any concerns of the client
• Show the client the place of keeping her clothes and assist in any other detail that the client may need eg location of the restroom, or need for a towel or bathrobe
• Relax the client by checking how she is liking the massage strokes and pressures- “A massage therapist will be working with a client for 45 minutes to one hour in a normal session. She should be able to talk with the client before, during and after the session as it is her job to calm and relax the client while being a good listener”
• Give your undivided attention to the client for the duration of the appointment

III.Understand the body language of the client
• During a massage session, massage therapist should be attuned to how her client is reacting to pressure. Massage mistakes include errors in pressure, or not checking in with the client about his or her comfort.
• If she is applying more pressure than is comfortable to the client, the client will tighten their muscles, restrict their breathing, and will be uncomfortable. When the client’s body is tensed, the massage therapist is only creating more stress - not relieving it. If the pressure is too light, the
massage may be relaxing, but will not positively impact the muscles that the client wanted addressed.

- The massage therapist should always check with the client about pressure to make sure that the massage techniques are effective.

**IV. Maintain Client confidentiality and dignity**

The dignity of the client must be preserved. The client should not be intimidated or scared.

- Cover with a towel those parts of the client that are not being massaged
- Not to pursue with any massage or removal of clothes that the client finds uncomfortable
- Maintain the client’s personal privacy at all times
- Not to leave the client unattended, since lying alone without clothes on a massage table is a position of insecurity and vulnerability
- Not under any circumstances discuss any client with others. The masseur must preserve the absolute secrecy of all she knows about his client because of the confidence entrusted in her

**V. Dealing with problem clients**

a. **Lack of cleanliness or hygiene in client**

In case the therapist feels the client is really unclean, you must ask the client politely to wash oneself first.

If the client’s feet and/or hands have sores, fungus or other diseases, the massage therapist should never feel compelled to accept her as a client. Since other clients also need to be
protected hygienically she may need to refuse service to the person. She can let the client know of the problem and advice her to seek medical attention and return when the problem has been corrected.

b. Emotional clients

Massage can be an intensely emotional experience for some clients and they break down crying when they are touched in an intimate way. Therapists must prepare themselves for this possibility, and know how guidance needed to respond accordingly.

c. Intolerance for massages

Although rare, there is a slight possibility of the clients pain becoming worse after massage and then the client may sue the therapist for the damage incurred, as well as pain and suffering compensation. The massage therapist must protect themselves by going over the clients’ medical histories with them before beginning the massage, keeping an update with any changes in their health between appointments, and being aware of how massages can affect their particular condition.
CHAPTER-4

Some do’s and don’t’s for Therapists

I. Receiving massages on oneself

One very important thing for therapists to remember is to routinely receive massage themselves. This way they can stay tuned with the client experience - how does it feel to be on the table, what massage techniques work, and which aren’t as effective!

By receiving regular massages, the massage therapist can maintain a focus on the customer perspective of the massage experience

II. What the massage therapist should not do

I. Should not answer the telephone or chat with others when giving massage to a client

II. Should not unload their personal problems on the client. Developing a rapport is important and they should be good listeners but they should keep their own problems to themselves.

III. Not become emotionally involved with the client. They should be good listener but should keep a professional distance

IV. Should not discuss or put down other salons/clinics

V. Not call clients at home (unless to confirm an appointment), discuss their personal lives, or accept personal gifts
CHAPTER-5

Personality Traits for a good Therapist

1. Soft skills

Massage therapists need:
• to be of a caring and sensitive nature
• to have good listening and communication skills
• to have stamina and concentration
• to be comfortable touching people’s bodies
• to have knowledge of human biology and anatomy
• to have maturity and responsibility
• to stay enthusiastic in her work
• to stay in touch with the current trends and skills in the massage field through new learning opportunities like seminars and workshops

2. Adjustment with different work settings

Massage therapists could work in a variety of settings
• beauty salons
• as part of health spas or fitness centre
• In a healthcare environment, like a hospice or holistic medical centre or larger health care facility, hospitals, nursing homes.
• sports medicine facilities, airports, and shopping malls
• from their own business location
• from home
• travel to different locations to treat clients

These settings can be both private and public. It is common for full-time massage therapists to divide their time among several different settings, depending on the clients and locations scheduled.

**Massage therapist needs to be attuned to different kind of work demands**

When visiting different locations you may have to deal with conditions that are less conducive to massage, like offices or other work spaces. Eg. when visiting a client’s office, a massage therapist may not have amenities of spacious, clean and tidy spaces with music and candles, you must not feel disturbed and try to focus on massage benefits.

### 3. Adjusting to work timings

The work time will include the physical work of massage, time needed in between sessions, time for travel, for setting up equipment, and for completing business functions, such as billing etc.

The hours of work are likely to include evenings and weekends in order to fit in with the needs of the clients. In all about 8-10 hours per day may be put in job setup.

When self employed the work hours may vary according to the individual’s choice and clients’ demand.

### 4. Team work with peers and supervisors

Depending on their work set up the massage therapist will need to work as a team with peers and supervisors. She will need to work in harmony with the co-workers and take critical
feedback constructively. She will need to be proactive in taking responsibilities just like other workers.

5. Work Rules

Each workplace will have their own set of work rules for all workers. The new massage therapist must make herself acquainted with these and discipline herself accordingly to follow these for a successful career.

6. Understanding the Work Profile

Along with the massage sessions with the clients, the massage therapist may also be expected to

a. Maintain records

b. To Know, maintain and organize work space and ambience – E.g. maintaining quiet, not engaging in loud conversation

c. Doing safety checks for equipment

d. Disposing waste appropriately

e. Understanding and explaining cost of a treatment to the client

f. Guiding the client e.g. to the washroom, changing room, handing towels etc the client may ask for, guiding the client to the massage room and to the payment counter

7. Learning to handle emergencies

Any person needs to know what to do in danger situations like fire, earthquake. Similarly in the work setting the massage therapist should be knowledgeable towards this not only in respect of themselves but also with respect to the client who may be with her at such a time.
Suggested Readings
Suggested Readings
Acknowledgements

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This curriculum is designed specifically keeping in mind the learning needs of Persons having visual impairment. The objective of this curriculum is to equip AIF’s MAST trainees with visual impairment with essentials of basic massage.

Basic massage is a specialized career option, for which the candidate needs to know the technical know-how. Also the persons need a good understanding on handling and interacting with customer well.

Now a days, there is a good demand for trained human resource in beauty and health care industry. And this course aims at preparing the visually impaired persons, especially the blind women for a specialized job in the sector.

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Section 1 has some experiences of successful Masseurs with Visual Impairment from different countries around the world that reveal how they are performing at best in this vocation. Section 2 has experiences of some clients of having got massage done by masseurs with visual impairment.
SECTION 1

Healing hands

(Eslinah Magemgenene, a blind massage therapist’s, interview with Joy-Anne Goodenough, a client)

Joy-Anne Goodenough: Where do you come from Eslinah?

Eslinah Magemgenene: I can say for sure I am a Capetonian – I was born here and have lived in Cape Town my whole life.

JAG: Were you born blind?

EM: No. I lost my sight on 28 December 1992, 3 weeks after the birth of my second child. The cause was Glaucoma.

JAG: How did you come to terms with the loss of your sight? Did it take a long time before you reached a point of acceptance?

EM: To accept my blindness was not an easy thing. It helped me to meet other people with various disabilities. I joined the League of the Friends of the Blind in Grassy Park and they helped me with practical things; to learn Braille, to manage my life around the house, to cook as a blind person. This also helped me to accept my blindness.

JAG: Many people would wallow in self pity or think they cannot live a full life if they have a handicap but you have not done that. What gave you the inner strength to build a new future for yourself?

EM: I was born a strong and brave person. I have been through lots of drama and trauma in my life and that also made me strong. It’s not easy, but the fact remains, I have to move on. I am a little scared but I am not too scared. I can face the challenges of life.
**JAG:** What led you to massage and where did you train?

**EM:** When I was young I used to ‘massage’ my parents – we called it rubbing. I have creative hands and I learn quickly. I can do lots of things with my hands, like knitting. My hands, I can say, are blessed.

I got the opportunity to learn massage through a lady from the Western Cape Blind Association who had read about blind people learning to massage in a newspaper article. A group of 5 of us was selected – they watched us doing pottery and chose us because of how we used our hands. We studied at the School of Holistic Aromatherapy in Observatory. We studied aromatic plants, concentration and blending of aromatherapy oils as well as anatomy and physiology.

I passed Aromatherapy with 86% and Anatomy and Physiology with 88%. After that I began to work in 2001.

**JAG:** Have you had any negative experiences with clients?

**EM:** Not often. Sometimes a person comes in who is full of negative energy and I have to block myself from taking that in because I don’t want to pass it on to my other clients. I try to give them peace and love through my massage and to protect myself. Those people I can feel need love.

**JAG:** Having had many massages in my life time, I truly found my massage with you to be a genuinely healing experience on a number of levels. Do you think you were born with “healing hands” or are they something you’ve developed over time?

**EM:** Both. I think I have a gift of healing – I am a healer. I love my work and I feel that I am helping another human being. I heal with touch and I also can heal from listening and talking to some of my clients if they have come from a hard situation. They can hear about my life and it helps them.
There is so much sadness out there. People need to be touched. They can come in here blocked up and it can help them open up by sharing.

**JAG:** What does massage therapy give to you as the therapist?

**EM:** When I have a lot of work, I am filled with energy. When I don’t have enough work my energy level drops. I get inner strength the more I work. I love to be busy!

**Massage Therapist Overcomes Long Odds: "You Have to Play the Hand that is Dealt to You"** *By Michael Tisdale*

When working on a client, do you ever close your eyes to focus on your palpation? If you don’t, you might want to try it one day. In fact, you might want to try doing an entire session blindfolded, which is sort of like what I do all the time: I have been legally blind since birth and have lost most of my sight in the past few years.

Although we may not like it, sometimes there are things you can’t do anything about. My blindness is one of those things. In my 52 years, I have developed "work arounds" for things that sighted people may take for granted. Have you ever thought about how you would squeeze toothpaste onto your toothbrush without being able to see when you had enough, or if it is even coming out of the tube? Try it. The results can be quite funny sometimes. Then there is that guy issue of aiming - you know what I mean. It is a different world but you have to adapt; you have to play the hand that is dealt to you. I decided that I would not fold that hand.

Just as I couldn’t do anything about being born blind, I couldn’t do anything about the fact that at 50 years old I found myself at a crossroads. Sometimes I wonder how I could have wasted almost 25 years of my life working in a corporate environment.
I had made good money and was good at my job, yet I hadn't made a positive difference in any person's life. At 50, that was not a pleasant thought. I needed to do something, but being visually impaired really limited my choices.

One night, I thought of my friend, Charlotte. I'm not sure what made me think of her but I believe it was a sign of things to come. Charlotte has been a massage therapist for 10 years and every time she worked on me, I was amazed at what she did with her hands. I wanted to work the same kind of miracles as she; I wanted to make that kind of difference in people's lives. I wanted to become a massage therapist.

Finding a school was challenging. Most training programs are geared toward the sighted therapist. As luck would have it, I found a school that was willing to work with me. The teachers used me as the "demo" so that I could feel the techniques, and they used any means necessary to ensure I learned the subjects. I was able to get my books in Word and PDF formats so I could study at home using computer screen-reading software, and I was given oral exams. Still, I couldn't see diagrams or visual aids. I couldn't see where the instructor was pointing when she said, "right here." I couldn't see what the instructor was talking about when she showed the video of the dissected cadaver. (OK, maybe I was not too disappointed in not being able to see that particular visual aid!)

Was school harder for me than for sighted people? I don't know. I had to learn the same information at the same rate and had to pass the same tests. The courses were intense, the information amazingly complicated. Modern technology certainly helped, though, and I thank W. B. Saunders and Lippincott, Williams & Wilkins, for publishing textbooks accessible to visually impaired students. Through it all, I began to love what I was
doing, and I ultimately finished with the second highest grades in my class - a testament to the teachers and my fellow students. I believe there are massage therapy schools that require students to do complete sessions blindfolded to help them use their other senses; this is a great practice.

But school was just the first challenge. As you might have guessed, the national certification test was a challenge, too. I had heard horror stories about the exam from online discussion groups for visually impaired bodyworkers. One Florida therapist requested someone to read the computer screen for her during the exam, which was provided. Unfortunately, on test day she was told that the person could only read the screen, not enter the answers into the computer for her. How stupid is that? Another therapist told me that her reader was allowed to enter the answers; however, the reader had a lot of difficulty reading the material.

My first experience with the testing company was not too different. I had to speak with an accommodations specialist, which was a joke. I had been approved for a reader but when I asked if the reader could also enter my answers, I was told that the reader was not a scribe, and that I had not been approved for a scribe. Again, how stupid is that? The situation was eventually resolved, but not before getting the runaround and having to write a letter to the national board requesting assistance.

I spent three weeks studying every day for at least eight hours to prepare for the exam. I used three study guides and every textbook from school. I studied until I thought my brain would pop. On the day of the test I knew I had a good reader/scribe. She was intelligent, warm and helpful at getting me registered and into the testing room. Then BAM! I didn't have a clue about the answer to the first question. I thought I knew
it all. I immediately went into shell shock when BAM! I didn't know the second question. I had to sit back and take a few deep breaths. I thought I was in serious trouble. Why are they asking me who won the World Series in 1948? OK, maybe that wasn’t the question, but it might as well have been. But I passed, much to my surprise.

After passing the state-licensing exam, I became a nationally certified, licensed massage therapist. I started a practice with a good friend and classmate, and we make a good team. She is good at helping me with visual assessments of clients. We have different specialties and complement each other’s work, which is good for us and the business - not much different than sighted partners who work to make each other successful.

There are challenges trying to deal with blindness in any profession. We have those in massage therapy as well. There are surely things that I cannot do that would make me a better therapist. I can’t, for example, observe a client walking down the hall to determine a structural issue that needs to be examined, but I can tell when one hip is higher than the other, if the femur is externally rotated, which direction the feet are pointing, where there might be hypermobility in a joint or hypercontraction in a muscle, or whether there is fourth-layer fibrosis in the lamina groove. These things I can do with my hands and my mind.

My clients do not find my blindness problematic. In fact, I think some are more comfortable with me since they know I can’t see them.

I do have to be careful when I first approach the client to make sure I know where they are on the table so that my initial contact is in the right place. Yes, experience is the best teacher, and we should all learn from our mistakes. There are many great blind
massage therapists in the country (all over the world, in fact) who have learned how to cope, and sometimes even consider their blindness an advantage. I know I do at times.

There are things people can do to help the visually impaired. First and foremost, treat them with respect. I can't tell you how many times people will ask my wife things like, "What does he want to order?" or "Is he going to need any shirts to go with those pants?" like I am not even there, or I can't comprehend the language. Just because we are blind doesn't mean we are stupid. (Don't get me wrong, there are some stupid blind people just like there are stupid sighted people!) If you see someone with a cane or a guide dog in a public place, ask if you can help them find where they are going. Canes and guide dogs are great mobility aids, but they don't know a doctor's office from a ladies restroom. Did I mention my visit to the ladies room when I was at a conference one time? Figured it out because I couldn't find any urinals, only stalls. Glad there was nobody in there - I think. That was before the universal symbols that can be felt to determine which restroom it is.

I also want to encourage massage therapists to volunteer to help visually impaired therapists they meet at seminars or conferences. It is great to have someone who can help with visual aids and demonstrations. And if you are teaching a seminar with a visually impaired therapist in attendance, see if that person would like to be the client for demonstrations. Sometimes we need help, sometimes we don't, but it never hurts to ask.

I love my profession and most people in the profession. I only wish I had figured out what I wanted to do when I grew up before I grew up. I would not have wasted so many years in the corporate environment where you are truly just a number.
and where the company doesn't appreciate anything you do no matter how much of your life you dedicate to it. In massage therapy, I have a positive impact on real people; I truly help others. This is what massage therapy is all about.

From despair to success in reflexology!

Smiling constantly, professional blind masseur Lee Sheng Chow paints a picture of serenity – something most would not expect from an aspiring engineering student who lost his sight at 21. “I suffered from Behçet’s syndrome that caused internal bleeding of my retinas,” he says. “My eyesight deteriorated, starting from 1976 and by 1985, I couldn’t see at all.”

The pioneer of PB Service Centre, which is Malaysia’s first massage centre by the blind, Lee’s foray into the profession was, in a way, accidental. “After struggling with depression, I decided to make up for lost time and started picking up various skills, even venturing into IT and handicraft. I also learnt massage,” says Lee.

His jack-of-all-trades act continued until he became a qualified insurance agent. However, Lee’s stint as an insurance agent was short-lived, thanks to a bad encounter. “I was talking to a person but he walked away without my knowledge while I was explaining a policy and I was left talking to thin air,” he recalls. “That experience hurt me. I agree with Helen Keller’s saying, ‘If the world understood us ... we wouldn’t be handicapped’.”

Not the type who wallows in self-pity, Lee decided to take being a masseur seriously.

“I realised that massage requires a lot of skills, and is both an art and a science,” he enthuses.

After training at the Gurney Training Centre (GTC), Lee started his own business. Today, his centre boasts a staff of 38 masseurs.
“I believe that everything is pre-ordained and there is a reason for my blindness,” muses the devout Christian. “In a way, you can say I created a market. I have worked with more than 1,000 blind masseurs.” The rapid expansion of his centre is partly due to Lee’s successful foray in the stock market.

“I invested during the recession from 1985 to 1987,” he says. “I cashed out when the market was robust in 1992 and made up to 10 times the profit.” Despite being a successful entrepreneur, Lee has not forgotten his roots and still helps out as an examiner at the GTC, on top of conducting massage classes.

As president of the Certified Blind Masseurs Association, Lee even organises training stints for blind masseurs in Beijing and Guangzhou, China. He could have furthered his studies when both HELP University College and the London School of Economics and Political Science offered him scholarships to study Law and Psychology respectively.

“I declined as I was just too deeply involved in the massage business,” he says. Undoubtedly, Lee’s finest hour was representing the nation at the Paralympic Games. He was in Seoul in 1988, in Barcelona (1992), Atlanta (1996) and Sydney (2000), placing fourth three times in the shot put and fifth for the discus throw. His national record of more than 12m in the shot put has been unbeaten since 1983.

“I tried to make the national team for Athens and Beijing but tore my muscles on both occasions and had to back out,” he admits regretfully. Regardless, Lee is definitely an example to all and is the best proof that Olympic dreams do come true.
SECTION 2

Experiences of clients massage from Blind massage therapist

Client 1

I had a massage here yesterday on the recommendation of the Lonely Planet guide. However the guide failed to mention how basic their set-up is. Their prices are in line with other massages which are really in every other shop along this road. But do not think this is a relaxing experience. Not only was another person shown into the room that I was having my massage but there are no curtains. My masseur also answered her mobile phone and was chatting on it for at least 5 minutes. This is an excellent concept but they really need to bring their facilities in line with their competitors and learn what is on offer around them.

Client 2

The night before we left for our holiday I slipped on wet tiles at home, injuring my neck and back. Mr Chea Leap, who has been blind since childhood, ushered me into a basic, yet private room, for a wonderful Shiatsu massage. The massages were so good I returned every day for the next five days. By the time I left, I had regained full movement in my neck and the pain in my back had dissipated.

The clinic is located right next to the night market. It has more treatment rooms and is air-conditioned. Treatments are done fully clothed unless you opt for an oil massage.
Unlike other blind massage clinics that have cropped up Mr Leap and his colleagues have been professionally trained in Shiatsu, ANMA and foot reflexology. What’s more, the other clinics are managed by middle-men, meaning your money does not go directly to the masseuses.

Despite his disability, Mr Leap is fluent in English and manages the clinics himself – not to mention his great passion and ability for treating clients. The clinic also welcomes donations of talking watches and clocks to help masseuses keep time.

If you are planning on having a genuine therapeutic massage during this should be your only destination!

**Client 3**

We went to another location after having a thrilling experience at a clinic run by a Blind masseur. Boy were we surprised when we saw how different it was! We went down the little back alley to get to it. Two of the masseurs were sitting outside and came in to get us situated. I was with my mom, who already felt pretty uncomfortable at the set up, which did not look very hygienic. I was willing to give the benefit of the doubt though, so we lay down. The towel which was covering the head rest was absolutely putrid. I kept trying to move my face to be able to get some fresh air, though again I was trying to be kind as my masseuse was working away. Then my mom’s masseuse began belching loudly all over her, which in combination with the towel made me feel a little nauseous. I heard her continually ask him to stop doing her head because it was hurting her. He was pushing her hair clip into her skull and not responding to her requests for him to not do her head. This all took place in the span of 5 minutes, at which point I decided I needed to get her and me out of there. I asked to pay
for 15 minutes and we left. I am not sure how anybody could relax in an environment like this...!

**Client 4**

The three of us went to the after hearing rave reviews. Well, I must say this was not what we had expected. While we fully appreciate the situation and difficulties of blind persons, I really think they need some more assistance and training on hygiene maintenance and professionalism. Don’t get me wrong - it’s definitely not nice to have to criticize, but you will have to be very tolerant in order to help them. When we went there it was around 7pm. The (blind) man who greeted us at the door offered us three sets of clothes to get changed. These clothes were by no means clean. We got changed anyway in order not to cause any inconvenience to them. He then picked up some apparently used towels from the pile and laid them around the holes of our beds. We still put up with this. The man who greeted us turned out to be the one who did massage for me. While I have no negative comments on his skills, I could not help feeling extremely uneasy throughout the one-hour of massage - he was apparently having a bad cold, and had to sneeze, cough and spit every now and then. The lady who was doing massage for my friend was suffering from similar illness and had to do the same too. Throughout this uneasy one hour, they did not stop talking, either between each other, or on the mobile phone and to the kids who kept running in and out.

Yes, I know they are poor and may not afford seeing a doctor and clean everything thoroughly, but I do think they could at least get a reusable face mask (when they are sick) and concentrate when performing massage on customers.
I really feel bad to have to write the above. I have no ill intention whatsoever, but would strongly advise if you are going to visit this place please bring along your own face towel and a face mask. A set of loose pajama may also be helpful if you don't want to wear theirs.