

Job of Emma Lani Massage Therapy

Employment Offer and Job Description

About ELMT

Emma Lani Massage Therapy (ELMT) is a medical and sports massage therapy practice based in Whiting, Indiana. Founded in North Carolina in 2017 and relocated to Indiana in 2020, ELMT focuses on results-driven bodywork specializing in chronic pain and preventative care.

Our techniques include neuromuscular therapy, myofascial release, lymphatic drainage, prenatal massage, stretching and range of motion, cupping, and deep tissue work. We are looking for licensed massage therapists who are interested in joining our team and providing similar services.

The owner, Emma, has been a massage therapist for 10 years and is committed to helping you grow as a therapist and gain expertise with independent practices and small business operations.

This position will start as part-time, with room to grow into full-time hours for those interested in staying long-term.

Therapist Expectations

- Licensed and in good standing with the Indiana state board
- Current personal liability insurance, with ELMT added as additionally insured before beginning work
- Willing to learn and apply targeted-area session work (for example, 60-minute sessions focused only on neck and shoulders, upper body only, or lower body only).
- Write SOAP notes for each session.
- Able to accomplish tasks without direct oversight
- Light cleaning and laundry duties (paid). See Cleaning and Laundry Responsibilities below.
- Occasional promotional or chair massage events
- Rebooking and checking out clients after services
- Sessions are 30 minutes, 60 minutes, 90 minutes, and 2 hours (2-hour sessions are optional). We do not cut client sessions short. Cleaning and turnover happen during the scheduled 30-minute turnover window between clients, not during session time.
- No perfume on clothing. No smell of cigarette smoke or marijuana on clothing. See Conduct Standards below.
- Training provided during onboarding

Cleaning and Laundry Responsibilities

Light cleaning includes but is not limited to:

- Sweeping, dusting, and mopping the front room office and bathroom as needed

- Cleaning all equipment used during massage services
- Cleaning all areas where clients interact with the space
- Wiping down door handles and sink handles, which collect lotion residue and require regular cleaning
- During winter months: Occasional snow removal and salting of the front steps and walkway for client and staff safety during inclement weather
- Other reasonable cleaning tasks as they arise to maintain a clean and professional workspace

Laundry duties include:

- Folding, and putting away all linens used during massage sessions

Conduct Standards

ELMT is a scent-neutral practice. Clients and therapists are sensitive to fragrance, smoke, and other odors. The following standards apply:

- No perfume, cologne, or scented body products on clothing or skin while at work
- If a therapist arrives at work with the smell of cigarette smoke or marijuana on their clothing, they will be asked to go home and change before beginning their shift. This applies to all smoke smells regardless of source.
- ELMT does not drug test, and what employees do on personal time is their own business. However, employees may not arrive at work or perform work while intoxicated or impaired. Reporting to work with observable signs of intoxication or impairment, including but not limited to slurred speech, impaired coordination, inability to perform job duties safely, or the smell of alcohol on the breath, is grounds for immediate termination.

What ELMT Offers

- Business coaching for those who want to become independent practitioners in the future
- Reimbursement of state licensing fees, professional membership, and insurance costs (see Reimbursement Terms below)
- Paid continuing education conference or class attendance (see Reimbursement Terms below)
- Travel time reimbursement for mobile therapists
- Additional income opportunities for social media marketing assistance
- Predictable scheduling
- Regular performance reviews
- 30-minute turnover time between every client (paid)
- Discretionary year-end bonuses based on business performance and individual contribution (see Bonuses below)
- ELMT is not driven by subscriptions, retail sales, or service upsells. You will not be required to sell merchandise or packages, and your commission is not tied to upselling.

What ELMT Does Not Offer

ELMT is a scent-neutral practice and does not offer aromatherapy. We do not offer spa services such as body wraps, chemical-based hot or cold treatments, or CBD products.

ELMT is not a fit for reflexology, reiki, or energy work. While we have no objection to these philosophies, our practice does not promote or perform these techniques.

Our clients expect heavier pressure and clinical bodywork. Therapists looking primarily for spa work or gentle Swedish sessions may not be a good fit for this practice.

Employment Classification

This position is a W-2 employee position. ELMT pays the employer share of payroll taxes and withholds the following from each paycheck on your behalf:

- Federal income tax (withheld per your W-4 elections)
- Indiana state income tax (3%)
- Social Security (6.2% employee share)
- Medicare (1.45% employee share)
- Indiana state unemployment insurance

ELMT also pays the employer-side portion of these taxes, workers' compensation insurance, and federal unemployment tax (FUTA) on your behalf.

Employment is at-will under Indiana law, meaning either the employee or ELMT may end the employment relationship at any time, with or without cause. ELMT asks for 2 weeks notice for voluntary departure in order to manage existing clients and booking effectively.

Hours and Scheduling

Available Hours

In-office hours available:

- Sunday Through Friday: 8am-8pm
- Saturdays are not available
- These windows may expand in the future as the practice grows

Mobile hours: between 7am and 10 pm

Scheduling Approach

Therapists agree to a set of standing availability windows (for example, Mondays from 12:00 PM to 7:00 PM). Clients book within those windows through the online scheduling system.

Therapists have full control over and access to their schedule. You may block off any unbooked time on your work schedule at your discretion without prior approval. However 7 days of notice is requested.

If you need to block off time that already has clients booked, please notify Emma at least 7 days in advance so we can coordinate rescheduling. In emergencies or illness, notify Emma as soon as reasonably possible.

ELMT does not require formal time-off requests or approval. Notification is the standard.

Good Faith Use of Schedule Flexibility

This flexible scheduling policy is built on mutual trust. Therapists are expected to use it in good faith and in a way that does not harm the practice or its clients. Examples of good faith use include blocking off time for medical appointments, family events, rest, vacation, or other personal needs, with reasonable notice. Time off for 2 weeks or longer does require approval or a medical slip.

Examples of misuse that may prompt a policy change include: repeatedly canceling on already-booked clients without genuine cause, blocking off time in patterns that suggest the therapist is unavailable for the agreed standing windows, or using flexibility in ways that consistently leave clients underserved.

If the policy is abused or significantly overused, ELMT reserves the right to revise the scheduling approach, including moving to a more structured time-off request process. Any such change will be communicated in writing in advance and applied fairly across all therapists.

Guaranteed Days Off

The following days are guaranteed off for all therapists:

- Halloween
- Thanksgiving Day
- Christmas Eve and Christmas Day
- New Year's Eve and New Year's Day

Compensation

In-Office Pay

In-office compensation is split between commission for hands-on service hours and hourly pay for non-service work. These rates do not stack — at any given moment you are earning either commission or hourly, not both.

- **Hands-On Commission:** \$30 per service hour. This applies during all client-facing massage time.
- **Hands-On Promotional Chair Event:** equal to commission rate.
- **Mobile Massage & Chair Massage Events (Paid):** \$50 per hands-on hour

- **Non-Hands On Hourly:** \$9 per hour. This applies during turnover time, SOAP note writing, laundry, cleaning, and other non-service work performed during scheduled shifts.

Note on hourly pay:

- Most massage employers in this industry do not pay anything for non-service work. The \$9/hr rate is provided as a safety net so you are compensated for time spent on supporting tasks even when clients are not on the table. Pay per hour does not stack during hands-on hours.
- Income calculations may be reported differently on payroll software due to their internal calculations and settings but the end resulting sum will match the offer.
- Driving reimbursement is calculated into the mobile massage hourly pay.

Mobile Pay

Mobile work currently covers the area from St. John, Indiana to Whiting, Indiana. Mobile session pay is inclusive of associated travel, provided total compensation meets or exceeds the applicable minimum wage and travel calculations for all hours worked including travel.

If a therapist holds an Illinois Massage License mobile massage opportunities in Illinois are also available.

Mileage Reimbursement (In the event of extended distance)

- Mileage applies to the use of your personal vehicle for work travel outside the standard range
- Reimbursed at the current IRS standard business mileage rate
- Mileage starts at the first client of the day and does not include driving home from the last client of the day,
 - Standard Travel Exception: If your first client is more than the standard travel range from your starting location or ELMT's office, mileage will be calculated for the difference.
- Includes driving between clients during a workday
- Mileage ends if any non-business stops are made, with the exception of gas or business-related stops

Proof of mileage must be submitted within one week of each trip and may be provided through:

- A Google Maps trip record, or
- A written statement including: beginning and ending addresses, odometer beginning and end reading, miles driven, appointment or business purpose, and date and time

Cancellation and No-Show Pay

ELMT's client cancellation policy is:

- Cancellations more than 48 hours before the appointment: no fee
- Cancellations within 48 hours of the appointment: 50% of session price
- Cancellations within 24 hours, including no-shows: 100% of session price

Therapist pay when clients cancel:

- If a client cancels within 24 hours of the appointment, the therapist is paid their regular commission rate as if the session occurred
- This applies even if Emma waives the cancellation fee for the client (for example, in cases of illness). The therapist is paid by ELMT in those cases.
- If another client takes the cancelled spot, the therapist receives normal pay for that replacement session only. Pay is not doubled.
- Cancellations made more than 24 hours in advance are not paid sessions

Tips

- 100% of tips go directly to the therapist who performed the service
- ELMT does not deduct credit card processing fees from tips
- Tips processed through ELMT's payment system are reported on your W-2 as required by IRS regulations. Employees are responsible for their cash tips.

Bonuses

ELMT may, at the sole discretion of the owner, provide year-end or performance-based bonuses based on factors including but not limited to business performance, individual contribution, and tenure. Any such bonus is not guaranteed, is not part of regular compensation, and may be modified or discontinued at any time.

Reimbursement Terms

ELMT reimburses certain professional expenses retroactively, after a qualifying period of employment. Reimbursements are paid in arrears as a thank-you for ongoing service, not as advance payment for future expenses.

Qualifying Period

After completing either:

- One full year of employment, or
- 200 hours of paid work,

whichever comes first, the therapist becomes eligible for the following annual reimbursements:

Reimbursable Expenses (Annual)

- Indiana state license renewal fees
- AMTA, ABMP, or equivalent professional membership and liability insurance

- One continuing education class or conference admission per year, up to \$500. Travel, lodging, and meals are not covered. This benefit may be revisited in the future.

Documentation Required for Reimbursement

All reimbursements require supporting documentation submitted to ELMT before payment is issued:

- License renewal: receipt or proof of payment from the Indiana Professional Licensing Agency
- Professional membership and insurance: receipt or proof of purchase from AMTA, ABMP, or equivalent provider
- Continuing education: receipt or proof of payment AND a certificate of completion or equivalent proof of attendance

Documentation should be submitted within 30 days of the expense. ELMT will process eligible reimbursements within 30 days of receiving complete documentation.

Clawback Provision

The clawback provision applies only to the cash reimbursements described in this section: license renewal fees, professional membership and insurance, and continuing education expenses. It does not apply to training, mentorship, hourly wages, commission, or any other form of compensation.

Note: For hires that include significant specialized clinical training, a separate Specialized Training Agreement may be required at ELMT's discretion. That agreement, if applicable, has its own terms and clawback schedule independent of this section.

If a therapist's employment ends within six (6) months of receiving a reimbursement, a prorated portion of that reimbursement amount may be deducted from their final paycheck or invoiced for repayment, in accordance with Indiana wage deduction law.

The clawback applies in the following situations:

- Voluntary resignation by the therapist
- Termination by ELMT for cause (defined below)

The clawback does not apply in the following situations:

- Layoff or position elimination
- Termination by ELMT without cause
- Departure due to circumstances beyond the therapist's reasonable control (such as serious illness or family emergency)

Definition of Termination for Cause

Termination for cause includes, but is not limited to:

- Material violation of ELMT policies, including the Conduct Standards
- Theft, dishonesty, or fraud
- Misrepresentation of credentials, licensure, or insurance status

- Failure to maintain a current and valid Indiana massage therapy license
- Failure to maintain current personal liability insurance
- Repeated performance failures after written warning and reasonable opportunity to correct
- Violation of the Client Relationships and Departure Protocol provisions
- Reporting to work intoxicated or impaired, as described in the Conduct Standards
- Any conduct that exposes ELMT, its clients, or other employees to harm or significant liability

Tools and Supplies

ELMT supplies all specialized tools required for work. If you are doing mobile massage and do not have a portable massage table of your own, please notify Emma. All ELMT-provided tools remain the property of ELMT and must be returned upon departure from the company.

Tools Provided by ELMT

- Cupping set (choice of mushroom or dome style)
- Sheet sets (one set per scheduled session per day)
- Blanket (one per day, plus an additional blanket for client comfort)
- Lotion or cream in a one-gallon container with pump
- Extension cord
- MP3 player and speaker
- Clipboard and paper binder for intake paperwork and promotional materials

Supplies Reimbursable by ELMT

The following supplies may be expensed to ELMT for reimbursement. Please confirm with Emma before purchasing, as ELMT often has these on hand:

- Clorox wipes or equivalent for sanitizing
- Personal safety and sanitary gear: gloves, masks, baggies, trash bags, aprons
- Sheet washing supplies (Charlie's Soap is provided at the ELMT location)

Personal Supplies Not Covered

The following are the therapist's responsibility:

- Carrying cart for transporting a portable massage table
- Travel bag for supplies
- Alternative lotions or creams outside of the options provided

Client Relationships and Departure Protocol

ELMT believes that clients should be free to choose their therapist, including following a therapist who leaves the practice if that is their wish. The purpose of this section is not to prevent clients from making that choice, but to ensure that transitions are honest, transparent, and do not harm the practice.

Client Ownership

All clients booked through ELMT are clients of ELMT, regardless of which therapist performs the service. The following are confidential business property of ELMT and may not be copied, retained, or used for any purpose outside of ELMT duties:

- Client contact information (names, phone numbers, email addresses, physical addresses)
- Scheduling history and booking records
- Intake forms and health history
- SOAP notes and session records
- Any client list, database, or compilation of client information generated through ELMT

Upon departure, all such information must be returned or confirmed deleted, and may not be retained in any form.

Non-Solicitation During Employment and for 12 Months After

During employment and for twelve (12) months following the end of employment, the therapist agrees not to:

- Actively solicit ELMT clients to leave the practice
- Provide personal contact information to ELMT clients for the purpose of continuing massage services outside of ELMT, except as authorized under the Departure Protocol below
- Use ELMT client lists or contact information obtained during employment for any purpose
- Misrepresent the reason for departure or the status of the practice to clients

This clause does not prevent the therapist from:

- Continuing to practice massage therapy in any location
- Advertising their services publicly
- Serving clients who find them through their own marketing, word of mouth not originating from ELMT, or other sources independent of ELMT
- Serving clients who, on their own initiative and without solicitation, seek them out after departure

Notice of Departure

The therapist agrees to provide at least two (2) weeks' written notice before voluntarily ending employment. This notice period allows ELMT to coordinate client transitions, adjust scheduling, and communicate with affected clients.

Departure Protocol

When a therapist leaves ELMT, the following process applies:

- The therapist will not announce their departure to clients directly
- ELMT will handle communication with affected clients
- ELMT will offer affected clients the option to rebook with another ELMT therapist as a first option
- If a client specifically asks to follow the departing therapist, ELMT may share the therapist's new contact information with the client. ELMT retains discretion in cases where the therapist is leaving due to misconduct, termination for cause, or other circumstances where sharing contact information would not be appropriate.
- The departing therapist may not initiate contact with ELMT clients for 12 months following departure
- Clients who voluntarily and without solicitation seek out the departing therapist on their own are not in violation of this agreement

The spirit of this protocol is to allow clients who wish to follow their therapist to do so, while keeping ELMT informed so that client rosters, contact protocols, and business resources can be managed accordingly. Therapists are expected to be honest with ELMT about which clients are leaving with them. Dishonestly taking clients that have not chosen to follow the therapist, or claiming clients who have not made that choice, is a violation of this agreement.

Acknowledgment

This document outlines the general terms of employment offer. ELMT reserves the right to modify policies, pay structures, and benefits with reasonable notice to employees. Any changes affecting compensation will be provided in writing in advance of taking effect.

Therapist Signature: _____ Date: _____

Emma Lani, Owner: _____ Date: _____