



Incident Report – Client: Kath Bailey

Date of Appointment: 30/09/2025

Date of Follow-up Call: 01/10/2025

Therapist: Nicole MacEachen

Summary of Incident

During a massage treatment with Kath Bailey, the client slid off the massage table while preparing to turn over.

Details of Incident

- Kath began treatment lying face down, during which a full posterior massage was completed.
- At the point of turning, the pillow under her ankles was removed for repositioning. As the towel was lifted for her to prepare, Kath moved onto her hands and knees.
- I noticed that the table was high and required lowering if she were to step off. As I stated this, Kath had already moved her right leg off the table. Her foot did not make contact with the ground, and she slid from the table.
- I was located on the opposite side of the table and was unable to prevent her slide. My massage table is **not** typically kept at a high position and was approximately standard stool height.

Immediate Response

- Kath sustained a small cut on her right elbow.
- I assisted her to sit on the edge of the table to rest and assessed how she was feeling.
- I asked whether she wished to continue the session; Kath confirmed she did.
- Multiple apologies were given, and I checked in frequently during the remainder of treatment. She consistently advised she was feeling fine.
- I then spent the remaining 30 minutes treating anterior legs/hips, pectorals, and neck. There were no further visual or palpable signs of discomfort from Kath.
- A further 15 minutes was spent with Kath getting dressed, rescheduling, and making payment. Where again no signs of being unwell.
- The session continued for approximately 45 more minutes before Kath left the office.

Endurance Remedial Massage

Nikki MacEachen

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Follow-up Courtesy Call

- I contacted Kath the following day. She reported feeling shaken but otherwise okay.
- She noted soreness in her right arm (where the graze is) and in her hip. She advised hip soreness is common for her after massage.
- Kath shared that it is easier for her to get up onto her hands and knees instead of rolling; this will be noted for future reference.
- I sincerely apologized again. However, Kath has decided to take a break from treatment for the time being.
- I offered her a full refund for the appointment, which she declined. Instead, I advised her next session will be provided free of charge when she chooses to reschedule.
- I encouraged her to communicate any pain during future treatments so I can adjust accordingly, as I was unaware of the extent of her discomfort.
- Kath mentioned she had been out with a friend that morning and planned to rest in the afternoon. There were no indications she required medical attention during the call.

Outcome

- Client accepted apologies.
- Client chose to pause sessions temporarily.
- Next treatment will be free of charge upon rescheduling.

Completed by: Nicole MacEachen

Date: 01/10/2025