

RICA OH MY

Employee Guide & Training Manual

A comprehensive guide for training team members in your yoni wellness business. Set expectations, teach your standards, and ensure every person who represents your brand delivers an exceptional experience.

Table of Contents

- | | |
|---------------------------------|------------------------------|
| 01 Welcome & Company Overview | 07 Service Training |
| 02 Our Mission & Values | 08 Safety & Sanitation |
| 03 Roles & Responsibilities | 09 Scheduling & Compensation |
| 04 Workplace Policies | 10 Communication & Conduct |
| 05 Dress Code & Presentation | 11 Training Checklist |
| 06 Client Interaction Standards | 12 Acknowledgment |

SECTION 01 Welcome & Company Overview

Welcome to the team. You are now part of a business built on intention, healing, and service to women's wellness. This guide contains everything you need to represent our brand with confidence, professionalism, and heart.

About Our Business

Business Name

[Your Business Name]

What We Do

We provide yoni steaming services and wellness experiences for women seeking self-care, healing, and reconnection with their bodies. Our space is a sanctuary designed to honor every woman who walks through our doors.

Who We Serve

Women of all ages and backgrounds who are seeking wellness, relaxation, menstrual support, postpartum care, or a sacred space to reconnect with themselves.

Owner / Founder

[Your Name]

OUR PROMISE TO YOU

We are committed to supporting your growth, providing clear expectations, and creating a work environment that feels as nurturing as the experience we provide our clients. You are valued here.

SECTION 02 Our Mission & Values

Mission Statement

[Insert your mission statement here. Example: "To provide a sacred, healing space where women can reconnect with their bodies, honor their wellness, and experience the ancient practice of yoni steaming in a safe, nurturing, and professional environment."]

Core Values

These values guide every decision we make and every interaction we have with clients and each other:

- ✦ **Sacred Space:** We honor the sacredness of our work and treat every client's body, story, and experience with deep respect
 - ✦ **Safety First:** We prioritize the physical and emotional safety of our clients above all else
 - ✦ **Warmth & Authenticity:** We show up as our genuine selves and create a welcoming environment free of judgment
 - ✦ **Consistency:** We deliver the same high-quality experience every single time, regardless of the day or circumstance
 - ✦ **Professionalism:** We maintain high standards in our appearance, punctuality, communication, and service delivery
 - ✦ **Confidentiality:** What happens in our space stays in our space. Client privacy is non-negotiable
 - ✦ **Growth:** We are committed to learning, improving, and evolving in our craft
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SECTION 03 Roles & Responsibilities

Clarity in responsibilities creates confidence and accountability. Below are the typical roles in a yoni wellness practice.

ROLE	PRIMARY RESPONSIBILITIES
Owner / Manager	Business operations, hiring, training, scheduling, marketing, vendor relationships, financial oversight, client escalations
Yoni Steam Practitioner	Client consultations, herbal preparation, session delivery, aftercare education, cleaning between sessions, client follow-up
Front Desk / Reception	Client greeting, scheduling, payments, phone/email inquiries, intake form collection, retail sales, space tidiness
Assistant / Trainee	Shadow sessions, cleaning duties, supply restocking, laundry, general support tasks as assigned during training period

NOTE FOR SOLO PRACTITIONERS

If you're currently a team of one, you fill all these roles. This guide still applies: use it to train your first hire, and to hold yourself to a consistent standard across all functions.

SECTION 04

Workplace Policies

Clear policies prevent misunderstandings and create a fair, respectful work environment for everyone.

Attendance & Punctuality

Arrive at least 15 minutes before your first scheduled client to prepare the space. If you will be late or absent, notify the owner/manager as far in advance as possible (minimum 2 hours for non-emergencies). Repeated unexcused absences or lateness will result in a performance review.

Confidentiality

All client information (health history, personal details, session discussions) is strictly confidential. Do not discuss client information with anyone outside the business, including friends, family, or on social media. Violation of client confidentiality is grounds for immediate termination.

Social Media

Do not post photos, videos, or any identifying information about clients without their signed Photo Release form on file. If posting about the business, keep content positive, professional, and aligned with our brand voice. When in doubt, ask before posting.

Personal Phone Use

Personal phones should be on silent during business hours and stored out of sight. Phones may be checked during breaks only. Never use your phone in front of a client or during a session.

Substance Policy

No employee may work under the influence of alcohol, marijuana, or any substance that impairs judgment or motor function. This is a wellness environment; clients must feel safe and cared for at all times.

Conflict Resolution

If a disagreement or issue arises with a coworker or client, bring it to the owner/manager privately and promptly. We address concerns directly and respectfully. Gossip, passive-aggression, and unresolved tension have no place in a healing space.

SECTION 05 Dress Code & Personal Presentation

Your appearance is part of the client experience. You represent a wellness brand, so your presentation should feel clean, put-together, and aligned with the energy of our space.

Guidelines

- ✦ **Clothing:** Clean, modest, and comfortable. Solid neutral or earth tones preferred. Avoid logos, graphic tees, ripped clothing, or anything overly casual
- ✦ **Footwear:** Clean, closed-toe shoes or neat sandals. Comfortable for standing and moving throughout the day
- ✦ **Hair:** Clean, neat, and pulled back if working near clients or steam. Professional and well-maintained
- ✦ **Nails:** Clean, trimmed, and well-kept. Natural or neutral nail colors preferred
- ✦ **Fragrance:** Avoid strong perfumes, colognes, or heavily scented lotions. Many clients are scent-sensitive. Light, natural scents only
- ✦ **Jewelry:** Minimal and understated. Remove anything that could interfere with services or create noise
- ✦ **Hygiene:** Freshly showered, deodorant applied, teeth brushed. You work in close proximity to clients

THINK OF IT THIS WAY

If a client walked into a luxury spa and saw you, would they feel immediately at ease and in good hands? That's the standard.

SECTION 06 Client Interaction Standards

How you make a client feel is just as important as the service itself. These standards ensure every woman who visits us feels seen, safe, and cared for.

The Golden Rules

- ✦ **Use their name.** People feel valued when you remember and use their first name
- ✦ **Make eye contact.** Be fully present when speaking with clients. Put everything else aside
- ✦ **Listen more than you speak.** Especially during consultations. Let them share without interrupting
- ✦ **Never rush.** Even if you're running behind, the client in front of you should never feel hurried
- ✦ **Ask permission.** Before touching, adjusting, or entering the treatment room. Always knock first
- ✦ **Hold space without judgment.** Clients may share personal, sensitive, or emotional information. Respond with compassion, not opinions
- ✦ **Respect boundaries.** If a client seems quiet or closed, honor that. Not everyone wants conversation
- ✦ **End on warmth.** Every client should leave feeling better than when they arrived

Common Scenarios & Responses

SCENARIO

Client is nervous (first time)

She's fidgeting, asking lots of questions, seems unsure.

"It's completely normal to feel that way. I'm going to walk you through everything step by step. You're in control the entire time, and you can stop whenever you'd like."

SCENARIO

Client becomes emotional during session

She starts crying or seems overwhelmed.

"You're safe here. Take all the time you need. This is your space to release whatever needs to come through." Offer tissues and water quietly. Do not ask probing questions.

SCENARIO

Client asks a medical question

"Will this cure my [condition]?" or "Should I steam instead of taking my medication?"

SCENARIO

Client complains about something

Room too cold, didn't like the music, felt rushed.

"Thank you for telling me. I want your experience to be perfect. Let me [fix the issue] right now." Always

"That's a great question for your healthcare provider. Yoni steaming is a wellness practice, not a medical treatment. I always recommend working alongside your doctor."

acknowledge, never get defensive. Report to the owner if needed.

THE #1 RULE

We are not therapists, doctors, or counselors. We hold space and provide wellness services. If a client shares something that concerns you (self-harm, abuse, severe mental health crisis), gently suggest professional resources and inform the owner immediately.

SECTION 07 Service Training

Before you serve your first client independently, you must complete hands-on training in every aspect of the yoni steam service. No exceptions.

Training Phases

PHASE	FOCUS	DURATION	REQUIREMENT TO PASS
Phase 1: Observe	Shadow the owner/lead practitioner through full client sessions	3-5 sessions	Can verbally walk through the full session flow
Phase 2: Assist	Handle setup, cleaning, herbal prep while lead practitioner manages client	3-5 sessions	Completes all prep and cleaning to standard independently
Phase 3: Practice	Deliver full sessions with owner present for supervision	3-5 sessions	Smooth, confident delivery; positive owner assessment
Phase 4: Solo	Independent client sessions with post-session check-in	Ongoing	Consistent positive client feedback

Skills You Must Master

- ✦ **Herbal knowledge:** Know every blend we offer, its ingredients, its purpose, and any allergen concerns
- ✦ **Steam preparation:** Proper water temperature, herb measurement, steeping time, and temperature testing
- ✦ **Safety screening:** Able to review an intake form and identify all contraindications
- ✦ **Client communication:** Consultation flow, session explanation, aftercare education
- ✦ **Sanitation:** Full between-client cleaning procedure executed perfectly every time
- ✦ **Emergency response:** Know every scenario in the emergency SOP and can respond immediately
- ✦ **Payment processing:** Comfortable with POS system, booking platform, and retail transactions

SECTION 08 Safety & Sanitation Standards

Safety is non-negotiable. Every team member must follow our sanitation and safety protocols without exception. Cutting corners on cleaning or safety procedures is grounds for immediate corrective action.

Key Safety Protocols

- 1 **Always test steam temperature** before seating any client. Use your inner wrist 6 inches above the opening. If it feels hot to you, it's too hot for the client. Wait and test again.
- 2 **Review every client's intake form** before their session. Never skip the contraindications check, even for returning clients.
- 3 **Never leave a client unattended** during their first session. Check in at 5 minutes and at the midpoint.
- 4 **Sanitize between every client.** Follow the full cleaning SOP. No shortcuts, no "quick wipes."
- 5 **Wash your hands** before and after every client interaction, every steam preparation, and every cleaning session.
- 6 **Know where the first aid kit and fire extinguisher are located.** Check them monthly.
- 7 **Report any safety concerns** to the owner immediately. Broken equipment, low supplies, slippery floors, anything.
- 8 **If in doubt, don't proceed.** If something feels unsafe or you're unsure about a contraindication, stop and ask the owner before continuing.

THE RULE WE LIVE BY

Would you feel completely safe and comfortable receiving this treatment from yourself right now, in this room, at this temperature, with this level of cleanliness? If the answer is anything other than an immediate "yes," stop and fix whatever isn't right.

SECTION 09 Scheduling & Compensation

Transparent communication about schedules and pay creates a healthy, trusting work relationship.

Scheduling

Schedules are published [weekly / bi-weekly] by [day]. If you need time off, submit your request at least [2 weeks] in advance. Shift swaps must be approved by the owner. You are responsible for covering your shift if you cannot work.

Compensation Structure

[Customize this section with your specific pay structure. Options include:]

- ✦ Hourly rate: \$___/hour
- ✦ Commission-based: ___% of each service performed
- ✦ Hybrid: Base hourly rate + commission on services
- ✦ Tips: [Kept by individual / Pooled / Not accepted]

Pay Schedule

Pay is issued [weekly / bi-weekly / monthly] on [day] via [direct deposit / check / cash]. Pay stubs or payment summaries are provided for your records.

Contractor vs. Employee

[Specify whether team members are hired as W-2 employees or 1099 independent contractors. This affects taxes, benefits, and legal obligations. Consult with your accountant or attorney to determine the correct classification for your state.]

SECTION 10 Communication & Professional Conduct

How we communicate with each other sets the tone for our entire work environment. We aim for clarity, respect, and directness.

Communication Expectations

- ✦ **Preferred channels:** [Text / group chat / email / in-person] for scheduling, updates, and non-urgent matters
- ✦ **Urgent matters:** Call the owner directly. Do not wait for a text response if something is time-sensitive
- ✦ **Response time:** Respond to work messages within [4-8 hours] during business hours
- ✦ **Tone:** Professional, warm, and clear. We communicate the same way with each other that we do with clients
- ✦ **Feedback:** We give and receive feedback openly. If something isn't working, we address it directly and kindly

Grounds for Corrective Action or Termination

- ✦ Breach of client confidentiality
- ✦ Working under the influence of substances
- ✦ Repeated no-shows or unexcused absences
- ✦ Unsafe practices that endanger clients
- ✦ Failure to follow sanitation protocols
- ✦ Theft or dishonesty
- ✦ Disrespectful or hostile behavior toward clients or team members
- ✦ Unauthorized sharing of client images or information on social media

OUR APPROACH

We believe in coaching first. For most issues, we will have a private conversation, clarify expectations, and create a plan for improvement. Immediate termination is reserved for serious violations that compromise client safety or trust.

SECTION II New Team Member Training Checklist

Complete each item during the training period. Both the trainer and trainee should initial and date each item upon completion.

- ☐ Read and understand the full Employee Guide
Initials: _____ Date: _____
- ☐ Tour of the space: all zones, supply locations, emergency exits, and equipment
Initials: _____ Date: _____
- ☐ Review mission, values, and brand voice
Initials: _____ Date: _____
- ☐ Learn all herbal blends: ingredients, purpose, allergen concerns
Initials: _____ Date: _____
- ☐ Practice herbal steam preparation (observed, minimum 3 times)
Initials: _____ Date: _____
- ☐ Demonstrate proper temperature testing procedure
Initials: _____ Date: _____
- ☐ Complete full between-client cleaning procedure independently
Initials: _____ Date: _____
- ☐ Shadow minimum 3 full client sessions
Initials: _____ Date: _____
- ☐ Assist with minimum 3 full client sessions
Initials: _____ Date: _____
- ☐ Deliver minimum 3 supervised practice sessions
Initials: _____ Date: _____
- ☐ Demonstrate proper intake form review and contraindication screening
Initials: _____ Date: _____
- ☐ Practice client greeting, consultation, and aftercare delivery
Initials: _____ Date: _____
- ☐ Learn POS system, booking platform, and payment processing

Initials: _____ Date: _____

- ☐ Review emergency response procedures and locate all safety equipment

Initials: _____ Date: _____

- ☐ Complete opening and closing procedures independently

Initials: _____ Date: _____

- ☐ Receive positive assessment from owner/trainer for solo readiness

Initials: _____ Date: _____

SECTION 12 Employee Acknowledgment

Acknowledgment of Receipt & Understanding

By signing below, I acknowledge that I have received, read, and understand the Employee Guide & Training Manual for [Your Business Name]. I agree to adhere to all policies, procedures, and standards outlined in this document. I understand that violation of these policies may result in corrective action up to and including termination.

I understand that this guide may be updated periodically and that I am responsible for reviewing any changes communicated to me.

EMPLOYEE NAME (PRINTED)

POSITION / ROLE

EMPLOYEE SIGNATURE

DATE

OWNER / MANAGER SIGNATURE

DATE

This Employee Guide & Training Manual is provided as part of the Rica Oh My Yoni Wellness Business Launch Program. Customize all policies, compensation details, and procedures to match your specific business, local labor laws, and operational needs. Consult with an employment attorney or HR professional to ensure compliance with your state's requirements.

"Your vision deserves a plan, and your purpose deserves a platform." 🌱