



**Smart Living –
Home-based Healthcare Massage Service
Registration Form**

Official Use

Received Date: _____

Confirmed Registration

Date: _____

Customer Ref.: _____

Registration No: _____

Service Area Code: _____

Total service fee: _____

Information Checked:

Yes No

Has successful referral
in Home/Care service
of Smart Living

Yes No

Submitted Address

Proof: Yes No

Updated referral status/

Referred Helper/date:

1. _____

2. _____

3. _____

Date of successful
referral: _____

Date of follow-up: _____

Remarks: _____

To: _____ Fax: _____
(Name of Smart Living - Regional Service Centre)

Customer's Information

Full Name :(English) Mr / Ms _____ (Chinese) _____
(as shown on your Hong Kong Identity Card)

Contact Telephone No.: (Day) _____ (Night) _____

Fax No.: _____ **Email Address:** _____

Service Address (1): _____

Service Address (2): _____

Name of the contact person: _____ **Tel No.:** _____
(if different from the customer)

Please tick to show your acceptance to receive information from Smart Living and the Employees Retraining Board.
(You may notify the ERB at 182 182 any time to unsubscribe from this information.)

Service Information

Service Date: _____ **Service Time:** _____

Head to Shoulders Massage: _____ (mins) x _____ female customer(s)

_____ (mins) x _____ male customer(s)

Foot Reflexology: _____ (mins) x _____ female customer(s)

_____ (mins) x _____ male customer(s)

Full-body Massage: _____ (mins) x _____ female customer(s)

_____ (mins) x _____ male customer(s)

Total Service charge: _____

Recommended Service Charge per hour:	
Foot Reflexology:	\$110 - \$130
Head to Shoulders Massage:	\$120 - \$150
Full-body Massage:	\$180 - \$210

Remarks:

How did you hear about this referral service?

TV Radio Newspaper Leaflet Referral Previous Customer ERB Website
 Telehone Labour Department Others: _____

Customer's Declaration:

I hereby declare that I have read and agreed to the Important Notes for Smart Living – Home-based Healthcare Massage Service and the Notes for Customers, and the personal data provided here is complete and true.

Customer's Signature: _____ **Date:** _____

Important Notes for Smart Living – Home-based Healthcare Massage Service

A. Notes:

1. Address proof (water/electricity/town gas bill or bank statement of recent 3 months with name and address identical to those filled in this form) is required for each service address for the first time registration except those who have got successful referral of home / care service from the Smart Living.
2. For registered customers, service request by phone is also accepted.
3. You may choose to have more than one service address. However, address proof is required for each service address.
4. Your service requirements must not violate the anti-discrimination ordinances. Please do not specify any requirements on the age of the masseur or discriminatory terms. Otherwise, we shall not accept your registration.
5. If you have any change in your contact details, or service requirement, or if you wish to cancel your order, please notify the Smart Living - Regional Service Centre immediately.
6. Please observe the Personal Data (Privacy) Ordinance in collecting the personal data from job seekers. For details of the Ordinance, please contact the Privacy Commissioner's Office at 2827 2827.
7. The ERB reserves the right to accept the registration.

B. Disclaimer:

I confirm and agree the following:

1. I understand that all Smart Living masseurs serve in the capacity of self-employed. The ERB and the RSCs will not get involved in the transaction between the masseurs and customers, therefore, the ERB, the RSCs and their staff shall refute any liability to the service arrangements and money transaction made between the masseurs and customers.
2. As the occupier of the service address, any others in the service address and I myself are responsible for ensuring the masseur/masseuse's personal safety whilst providing the service, including but not limited to: (1) safety of the masseur's person and property; (2) safety and suitability of the premises to carry out massage services, so as to avoid accidents.
3. I will respect the masseur's professional conduct, and will not make any unreasonable demands.

C. Statement of Purposes

1. Purpose of Collection

The personal data provided by you or by means of the Registration Form will be used by the ERB and/or the Smart Living - Regional Service Centres only for job referral service, statistical or survey purposes. The provision of your personal data is voluntary. However, if you do not provide sufficient information, we may not be able to introduce masseurs to you.

2. Classes of Transferees

For the above purposes, the personal data provided by you or by means of the Registration Form may be disclosed to masseurs, other Smart Living – Regional Service Centres, and the research company appointed by ERB.

3. Access to Personal Data

You have a right of access and correction in respect of your personal data as provided for in Sections 18 and 22 and Principle 6 of Schedule 1 of the Personal Data (Privacy) Ordinance. Your right access includes the right to obtain a copy of record of your personal data. Enquiries concerning your personal data collected by means of Registration Form including the making of access and corrections should be made to the relevant Smart Living - Regional Service Centre(s).

D. Form Submission and Enquiry

Please send the completed Registration Form to your nearest Smart Living - Regional Service Centre as listed below:

Region	Smart Living - Regional Service Centres	Tel. No.	Fax. No.
HK Island and Islands (except Tung Chung)	Methodist Centre	2866 3256	2520 6198
	Caritas - Hong Kong	2887 8796	2887 7032
Kowloon West (Yau Tsim Mong, Sham Shui Po, Kowloon City, etc.)	The Hong Kong Federation of Trade Unions	2714 7875	2713 1352
	The Federation of Hong Kong and Kowloon Labour Unions	2397 7070	2397 0933
Kowloon East (Kwun Tong, Wong Tai Sin, Sai Kung, etc.)	Hong Kong College of Technology	3194 6613	3194 6375
	Christian Action	2716 8767	2383 4254
New Territories West 1 (Kwai Tsing, Tsuen Wan and Tung Chung)	Hong Kong Young Women's Christian Association	2371 0909	2745 5385
New Territories West 2 (Yuen Long, Tuen Mun)	Yan Oi Tong Limited	2451 7577	2404 7670
	The Federation of Hong Kong and Kowloon Labour Unions	2618 9113	2457 5791
New Territories East (Sha Tin, Tai Po and North)	The Hong Kong Confederation of Trade Unions	2651 9707	2650 7110
	New Territories Association Retraining Centre Limited	2650 2824	2669 0100

(Please read through these notes and disclaimer before receiving the massage service.)

NOTES

1. **Proof of ID:** All Smart Living masseurs serve in the capacity of self-employed. Each of them is issued with a “Smart Helper Card” of valid date by the Employees Retraining Board for identification.
2. **Facilities and Equipment Required for the Service:**

		Furniture	Towel required (per customer)	Others
Foot reflexology	<ul style="list-style-type: none"> • Suitable room or place • Moisturising cream • Disinfectant 	<ul style="list-style-type: none"> • Suitable footstool or low stool 	<ul style="list-style-type: none"> • big x 1 • medium x 3 	<ul style="list-style-type: none"> • Supply of hot and cold water and drainage facilities • Basin, bucket (to collect waste water and towels) and rubbish bin
Head to shoulders massage		<ul style="list-style-type: none"> • Suitable sofa or chair 	<ul style="list-style-type: none"> • medium x 1 	
Full-body massage*		<ul style="list-style-type: none"> • Suitable bed 	<ul style="list-style-type: none"> • big x 2 • medium x 2 	

* Masseurs of same gender as the customers will be referred. Should more than 1 customer be served and they are of different genders, customers can choose the gender of the masseurs. For full-body massage, masseurs of same gender as the customers must be referred.

3. **Service Charges:** You are only required to pay the established fee; no tips nor surcharges are required.
4. **Before Massage:** Check whether you are suited for the service.
 - 4.1 Massage is not recommended for the following people:
Children aged 12 or below, pregnant women, people who suffer from extreme fatigue or extreme weakness, extreme distress or agitation, heart disease, malignant tumours, fractured bones, internal bleeding, bleeding wounds, skin disease (such as eczema, psoriasis, herpes, abscesses etc.), damaged skin, scalds or fire burns, bone tuberculosis, pyogenic arthritis, thrombocytopenic purpura, haemophilia, etc.
 - 4.2 Massage is also not recommended if you are too full, too hungry, after drunk or after strenuous activity.
 - 4.3 Foot reflexology should not be carried out within 30 minutes before eating, or within 1 hour after eating, otherwise it could give rise to feelings of nausea, vomiting, indigestion etc.
5. **During Massage:**
 - 5.1 Inform the masseur instantly to stop the service should you feel unwell during the massage.
 - 5.2 The right massage pressure depends on individuals. Please communicate with the masseur so that massage pressure can be adjusted to your acceptable level.
 - 5.3 Please do not smoke or drink alcohol whilst receiving massage.
 - 5.4 Unless otherwise authorised by Smart Living - Regional Service Centres (the RSCs), video recording of the massage services is not permitted.
 - 5.5 For home-based customers with pets, please restrain your pets to avoid any disturbance to the service or accidents.

6. **After Massage:** Natural reactions that may occur:

6.1 Head to Shoulders Massage and Full-body Massage

If, after head to shoulders massage, a slight ache is felt, this is generally a normal reaction. The reasons may be (i) some muscles could be strained or fatigued; or (ii) for first-time customers, the muscles are not accustomed to receiving massage; or (iii) stiffness of certain muscles which require the masseur to apply more pressure at specific acupuncture points to aid muscle relaxation etc. Degree of achiness after massage varies with individuals, generally it lasts for 1 or 2 days. When you keep on receiving massage on a regular base, your muscles will relax and get used to it, the aching sensation will be gone.

6.2 Foot Reflexology

After undergoing foot reflexology, you may feel tired and/or your urine colour may become darker in colour; these are normal reactions as foot reflexology, helps discharge toxins from the body. Therefore, within 30 minutes after receiving massage you are recommended to drink 1 to 2 cups of warm water to facilitate the removal of toxins. You are also recommended to keep your feet warm after massage, and do not get them in contact with cold water. It is a normal reaction for customers who have undergone foot reflexology to feel a slight ache in the soles of their feet, and usually it will not cause aches in other parts of the body.

Remarks: If the body continues to feel unwell or has other unusual reactions, you should seek medical advice as soon as possible.