



Massage Therapy: Ethics for today's practice

Course Description

From personal and professional interactions with clients to business management and advertising practices, ethical dilemmas can arise in all aspects of massage therapy practice. This course is intended to familiarize the practitioner with the ethical concepts surrounding the practice of massage therapy and to establish a foundation for ethical decision making.

Learning Objectives

At the conclusion of this course, participants will be able to:

- Define the concepts of professional accountability and scope of practice.
- Identify the elements of informed consent.
- Describe the steps that should be taken during a new client intake interview.
- Identify the types of ethical dilemmas that can arise in day-to-day business management and promotion.
- Describe the interpersonal and power dynamics involved in the therapeutic relationship and how they can give rise to intentional or unintentional ethical violations.
- Describe the importance of boundaries in the therapeutic relationship and how they can be established and protected.
- Identify strategies for avoiding sexual misconduct in the massage therapist/client relationship.
- Identify miscellaneous types of misconduct that can interfere with the therapeutic relationship.

Course Outline

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Understanding Professional Accountability

Defining Scope of Practice

Maintaining Client Safety

Patient Autonomy, Informed Consent, and Right to Refuse

- Elements of Informed Consent
- Consent for Multiple Treatments
- Notification versus Consent

Conducting the Intake Interview and Obtaining Documentation

- Considerations When Working With New Clients

Ethics in Business Management and Promotion

Maintaining Appropriate Documentation and Records to Avoid Medical Errors

The Importance of Maintaining Confidentiality

The Role of Interpersonal Dynamics and Power in the Therapeutic Relationship

Establishing Boundaries in the Therapeutic Relationship

- Self-Disclosure of Personal Information
- Ethical Considerations in Dual or Multiple Role Relationships
- Terminating the Therapeutic Relationship

Sexual Misconduct

- Strategies for Maintaining Safety for You and Your Client

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Overview of the Principles of Professional Ethics

Ethics are the guiding principles of right and wrong that we all strive to live by on a daily basis (Velasquez, Andre, Thomas Shanks, & Meyer, n.d.). Our personal ethics are formed through a variety of factors including our family dynamics, our education, and the society and culture in which we live. Professional codes of ethics, on the other hand, are specific standards of conduct that members of a profession must abide by as they conduct business and practice their craft. These guidelines are established by professional organizations, certifying bodies, and licensing authorities to protect the public as well as the reputation and quality of the profession itself.

This course is based on the ethical standards set forth by the American Massage Therapy Association (American Massage Therapy Association, n.d.) and the National Certification Board for Therapeutic Massage and Bodywork (National Certification Board for Therapeutic Massage and Bodywork, n.d.). Various local, state, and national authorities and professional associations may have differing or additional guidelines, so you should review the ethical guidelines that apply specifically to you and your practice. Failing to follow ethical guidelines, rather intentionally or unintentionally, can be career-ending and result in severe civil and criminal penalties depending on the behavior. In addition to basic ethical principles, massage therapists must also adhere to standards of practice with regard to their business practices, maintaining confidentiality, and certain types of prohibited behaviors.

The relationship between a massage therapist and a client is fiduciary in nature. This means that the practitioner has a duty to always act in the best interests of the client. Because of his or her position of authority as a licensed professional, it is the massage therapist that bears the ultimate responsibility for ensuring the safety, security, and well-being of the client.

Ethical treatment requires that the practitioner treat all clients with dignity, respect their clients' wishes, and secure their clients' well-being. This concept of beneficence has both a positive and negative requirement. First, the practitioner must actively further the client's best interests by maximizing benefits. The second requirement is that the practitioner must refrain from doing anything that may be damaging to the client's interests. In certain situations, the dual nature of the practitioner's obligation can come into conflict resulting in some difficult choices.

Ideally, the massage therapist/client relationship should be a partnership based on sound and informed health care decisions that promote healthy behaviors and increased well-being on the part of the client. If you ever feel that your actions or motives are interfering with the therapeutic process or are serving your own interests rather than the client's, you have a moral and ethical duty to seek professional guidance or to refer the client to another practitioner.

Understanding Professional Accountability

State boards and professional organizations, such as the American Massage Therapy Association, protect the public by establishing licensing and continuing education requirements for practitioners. By meeting certification and continuing education standards, you are showing your clients and colleagues that you are holding yourself accountable for practicing in accordance with the best practices of the profession.

Defining Scope of Practice

Scope of practice refers to the types of services that your licensure allows you to perform as well as your area of competence based on your education, training, and experience. Providing services for which you are not adequately trained is potentially dangerous for your clients and can subject you to legal jeopardy. Ethical standards dictate that you describe yourself in person and in advertising in a manner that is consistent with your scope of practice. This means avoiding hyperbolic language when describing your experience. For example, attending a three-hour workshop on a particular discipline or modality would hardly qualify you as an expert. Operating within your scope of practice also means being willing to admit when a subject is outside of your expertise so that you can refer the client to reputable resources or a more qualified practitioner (Massage Magazine, 2017).

Maintaining Client Safety

Ensuring client safety begins by abiding by industry and state-mandated standards of health and hygiene. This includes making sure that drapes, towels, tables, and other surfaces and equipment are properly disinfected and that you follow universal precautions to limit the spread of communicable diseases. Practitioners must also ensure that they know how to use all equipment and supplies correctly (Massage Therapy Schools Information, n.d.).

As a massage practitioner, you must use your skills, training, and experience to ensure that massage therapy is safe and appropriate for the client by assessing the client's condition. As a licensed professional, you are the one who is ultimately legally responsible for any injuries sustained by the client during the course of their treatment. There may be circumstances where a client or the client's doctor may pressure you to provide services; however, you should not comply simply to appease the client if you have any doubts as to the safety of the procedure.

If you have concerns about the appropriateness of a procedure or the client's health, you should suggest that they speak with a trusted medical professional. You should avoid speculating regarding a diagnosis or the type of treatment that they should receive since this could be construed as practicing medicine without a license and open you up to legal jeopardy. If your client has suffered an injury or has a potentially dangerous health condition, you should refer the client to an appropriate health care provider and document the referral and rationale in the client's chart. You should avoid discussing the client's condition with other health care professionals unless you have express permission from the client to do so.

It is important to remember that offering opinions and providing advice can start you down slippery slope. Advice and opinions, even when offered in the context of a casual conversation during treatment, can easily stray into areas outside your scope of practice. If you feel that certain advice and opinions are warranted, be sure to clarify whether they are offered in your professional capacity or if they are personal in nature.

Patient Autonomy, Informed Consent, and Right to Refuse

Clients have a right to have their treatment options explained to them in a manner that they can understand and to participate fully in making decisions regarding their care. This concept of patient autonomy is applied in the massage therapist/client relationship through informed consent. As a massage therapist, you are required to have your clients sign a statement acknowledging the terms of the proposed treatment along with any potential risks. Beyond the ethical duty to provide informed consent, all 50 states have laws requiring massage practitioners to provide clients with details regarding treatments and procedures.

Elements of Informed Consent

In the practice of massage therapy, the typical notice of informed consent contains the

following (American Massage Therapy Association, n.d.):

- a statement outlining the benefits and limitations of massage in managing stress, pain, and other conditions;
- a statement that the massage therapist is not a physician and cannot diagnose or prescribe medications for medical conditions;
- a statement that massage therapy is not meant to replace treatment that the client may be receiving from their primary care physician;
- a statement that clients should consult their primary care physician before changing their diet, exercise, or health regimen; and
- a statement that the client has a right to refuse a proposed treatment or to terminate treatment without fear of reprisal.

Informed consent goes beyond simply providing the client with written information regarding their treatment. The information must also be comprehensible to the average client. This includes avoiding medical terminology and complex sentence structures that may be misunderstood. When possible, the information should be provided to the client several days before the procedure so that they have a chance to review it and formulate questions. It is also important that the consent be specific to the individual patient, the patient's condition, and the proposed treatment.

Consent for Multiple Treatments

It is important to note that repeated treatments or procedures for a particular diagnosis do not require separate informed consents. The initial informed consent should make it clear to the client that he or she will be receiving multiple episodes of treatment. If the patient has a significant change in their condition or diagnosis such that a new treatment plan is required, you should obtain a new informed consent based on the updated plan of care.

Notification versus Consent

Every patient receiving health-related services must receive certain notices regarding the terms of their participation, such as how their information will be used as part of ongoing quality improvement efforts. These notices are not the same as informed consent relating to the specific treatment that the client will receive.

Conducting the Intake Interview and Obtaining Documentation

It is essential that you obtain certain information from a client before beginning any type of treatment. For example, your intake procedure should include the following (Allen, 2015):

- You should obtain the client's contact information, the reason for their visit, medical history, and insurance information.
- You should have the patient review and sign the required administrative forms, including a client's bill of rights, medical records release, statement of confidentiality, informed consent for proposed treatment, fee schedule and payment terms, complaint procedure, and notice of right to refuse or terminate treatment.

Considerations When Working With New Clients

When working with a new client, it is good ethical and business practice to assume that the client is unfamiliar with massage therapy and to implement office practices and procedures to put the client at ease. For example, office personnel should introduce themselves along with their roles, and the customer should be advised of where they can find bathrooms and other facilities. Many massage therapists provide patients with a package of information that includes office policies, an outline of what they should expect during the session, and answers to frequently asked questions.

During the session, you should let the client know what is going to happen during each step of the treatment, especially when moving from one part of the body to another or when working on a particularly sensitive area of the body.

- Solicit feedback from the client to assess their tolerance for certain techniques.
- Before performing tapotement, inform the client of the process and obtain permission.
- Avoid sudden movements or changes in technique that may startle the client.
- Make sure the client understands that they may experience some tenderness and soreness following their treatment.
- Before ending the session, ask the client if there is an area that needs additional attention.
- Ask the client if there are any changes that they would like to see during their next session.

At the end of each session, it is important to discuss treatment goals with your client and to assess the level of progress toward those goals. The following are examples of issues that should be addressed and noted in the client's chart:

- You should note the length of each massage session.
- You should note the recommended session interval and frequency.

- If the client states that they feel light-headed, nauseated, or bruised, monitor them until the feeling passes and note their vital signs in their chart.
- Note anything that the client should or should not do between their sessions to advance toward their treatment goal or to prevent unwanted side effects.
- Document the anticipated treatment results and when they should be achieved.
- If you recommend rehydration following a session, consider providing clients with a bottle of water as they leave your office.

Ethics in Business Management and Promotion

Maintaining high standards of ethical behavior not only applies to your personal and professional interactions with clients, but it also applies to the everyday activities of running a business, such as your promotional materials, financial dealings, and record keeping.

Examples of ethical practices that will help protect the reputation of your practice include (Tuchman, n.d.):

- paying all appropriate local, state, and federal taxes;
- being transparent about billing and fee practices;
- putting the health, safety, and welfare of the client before your own;
- maintaining accurate financial records and following generally accepted accounting practices;
- maintaining client confidentiality;
- being respectful and collaborative when working with other professionals; and
- being willing to make referrals when it is in the best interest of the client.

The way you promote and market your services reflects on your business as well as the profession as a whole. Most state licensing boards, as well as professional associations, have established guidelines regarding the content of promotional materials, including the following:

- All advertising should contain your license number, place of business, and phone number.
- Guilt and fear should never be used as a way to get people to use your services.

- Promotional materials should not include any wording or images that could be construed as offensive or sexual in nature.
- All advertising should be truthful and avoid any unrealistic, sensational, or misleading claims or promises.

Maintaining Appropriate Documentation and Records to Avoid Medical Errors

Clear, accurate, and complete medical records are critical to ensuring continuity of care for your client, avoiding potentially dangerous medical errors, and can play a role in determining the outcome of legal proceedings. The following are guidelines to keep in mind when documenting your clients' treatment (Rose, n.d.):

- You should only include factual information, actions, and observations in the chart.
- All forms and chart entries should be free of errors, easy to read, and relevant to your practice and the client's treatment.
- All chart entries should be timely as well as dated and initialed by the person making the entry.
- The client chart should contain a comprehensive medical history as well as the client's symptoms and reasons for seeking treatment.
- All chart entries should be legible and only use abbreviations that are accepted and understood throughout the health care field.
- Mistakes in entries should be crossed through using a single line and noted as an error. The correct information should then be entered and noted as a correction or addendum.
- All records should be retained in the manner and for the length of time prescribed by law.
- All professional recommendations should be documented in the client's chart along with the rationale.
- Any adverse reactions to treatment should be noted as well as what steps were taken to alleviate the problem and to avoid similar situations in the future.

The Importance of Maintaining Confidentiality

Just like doctors, nurses, and other health care professionals, massage therapists are required to keep information about their clients confidential (Cutler, 2011). This includes keeping all records secure and, in your possession, and only sharing them with other health care providers or facilities when necessary for treatment and with the client's

permission. Information should only be shared with other entities when required by court order, law, or other appropriate circumstance.

The duty of confidentiality extends to all staff members, so specific policies should be implemented to ensure that original records are retained and that copies are provided in an appropriate manner.

- The client should sign a date an authorization form before records are released.
- The original copy of the release should always remain in the client's records .
- Only the information specifically requested and necessary should be copied.
- The client's file should be documented with the name of the party requesting the information, the type of information requested, and when and where the information was sent.

The Role of Interpersonal Dynamics and Power in the Therapeutic Relationship

Interpersonal dynamics exist in any relationship, including the one between the massage therapist and client. An important component of this dynamic is the inherent power differential that exists between you and your client. As a licensed professional with education, skills, experience, and credentialing, your clients will look to you as a voice of authority. This power imbalance, especially when coupled with the strong emotional responses triggered by the close physical and social interactions of massage sessions, can open the door for potential abuse ranging from small improprieties to serious misconduct (Onofrio, 2017).

The familiarity of the therapist/client relationship can lead practitioners to let down their guard regarding the types of behavior that are or are not appropriate in the context of a professional relationship. For example, soliciting donations for your church, selling items for a school fundraiser at your office, sharing information about a client with a spouse, or accepting free merchandise or services are all ways in which a massage therapist may subtly exploit their authority. Even if the client is happy to oblige, the behavior is still inappropriate and can ultimately obscure the therapeutic goals of the relationship (Onofrio, 2017).

Massage practitioners should also be aware that transference and countertransference can occur within the therapeutic relationship that can result in inappropriate impulses and behaviors. Transference occurs when the session stirs up feelings in the client based on their past experiences and relationships, and those feelings are projected onto the current situation. Countertransference is when those feelings are on the part of the practitioner. This projection of emotions by one or both parties can be either negative or positive and conscious or unconscious, but it is always a distortion of the relationship (Onofrio, 2017).

One danger of transference and countertransference is that they can stir up feelings of sexual attraction and unrealistic expectations on the part of both parties. Warning signs that transference or countertransference may be encroaching into the therapist/client relationship include feeling dissatisfied with your interactions with a client, overacting to certain situations, finding yourself scolding or lecturing the client, or feeling uncomfortable or unsure of yourself when alone with the client during the session (Onofrio, 2017).

Establishing Boundaries in the Therapeutic Relationship

One way in which you can protect yourself and your client from inappropriate behavior is by establishing boundaries to define the types of behaviors that are appropriate within the context of the therapeutic relationship.

Self-Disclosure of Personal Information

Social boundaries are often the most difficult to establish. For example, we often share information about our personal and professional lives on social media. If you live in a small town, you may run into clients at the doctor's office or other situations where disclosing information may be uncomfortable. Before disclosing personal information in person or online, you should consider how and if it will benefit your client and whether disclosure will interfere with the therapeutic relationship (Vallet, 2011).

Ethical Considerations in Dual or Multiple Role Relationships

A dual relationship is one in which you and your client have a relationship in more than one context. For example, you may have a professional therapist/client relationship while also having a social, familial, or business relationship. While a dual relationship is not necessarily a boundary violation, it can open the door to inappropriate behavior and exploitation. A prohibited dual relationship is one which might impair objectivity, interfere with the effectiveness of the therapeutic relationship, permit exploitation, or create an actual or potential conflict of interest. Examples include treating a client with whom you had a prior sexual relationship, treating family members, or entering into business or financial transactions with clients.

Terminating the Therapeutic Relationship

If the relationship between you and your client has reached the point where it is no longer productive or is emotionally damaging, it may be necessary to terminate the relationship. Before doing so, it is advisable to contact trusted colleagues or professional associations to determine if there are alternatives to terminating the relationship and the best way to present the issue to the client. If possible, you should have an open and honest conversation to determine if the issue is simply a matter of miscommunication or a misunderstanding that can be corrected without terminating the relationship. If terminating the relationship is the best solution, it should be done when you and your client have plenty of time to discuss the issue fully. As difficult as it may

be, you should try to leave the client with a favorable impression of you and the massage therapy profession and assist the client with any necessary referrals.

Sexual Misconduct

Because of the intimate nature of massage, the practitioner must take great care to avoid sexually inappropriate behavior or anything that may be construed as inappropriate. Although allegations of sexual misconduct are more common among male practitioners, women are not immune to such allegations. Addressing these situations may be embarrassing and uncomfortable; however, ignoring them is professionally irresponsible and can lead to a breach of ethical conduct (Benjamin, 2018).

Strategies for Maintaining Safety for You and Your Client

To create a safe, therapeutic relationship, you must desexualize the massage experience. This starts by providing the client with information about what to expect during the session, including the disrobing process. You should assure the client that they only have to disrobe to the extent that they feel comfortable, and you should never be in the room as the client undresses. Explain that you will work on one area of the body at a time and that you will cover the remaining areas for comfort and modesty.

Practitioners should ensure that their dress, language, and demeanor remain professional, and they avoid any topics that could be construed as suggestive. When providing services outside of a formal spa or clinic, you should choose a neutral location and avoid bedrooms, hotels, or other locations that could put your personal safety at risk. The setting should be calm and relaxing but should not be overly sensual or romantic (Benjamin, 2018).

Miscellaneous Types of Misconduct That Can Affect the Therapeutic Relationship

Although accusations of misconduct in health care and personal service professions have received increased attention in recent years, the issue is not new. Even the Hippocratic oath, which was written nearly 2,000 years ago, admonished medical professionals to refrain from sexual relationships and other forms of “mischief” with patients (Tyson, 2001).

Misconduct by massage therapists can take a variety of forms and touch on every aspect of practice, ranging from personal and professional interactions to billing practices. The practitioner must remain up-to-date regarding the ethical guidelines set forth by their state board and the relevant professional associations. Even unintentional misconduct can have devastating effects for both the client and the practitioner. The client can face lifelong physical and emotional scars, and the practitioner can lose the livelihood that they worked so hard to establish. The following are examples of misconduct that can occur within the practice of massage therapy:

- The massage therapist misrepresents their qualifications or educational status.
- The massage therapist practices while under the influence of alcohol, illegal substances, or drugs that are not used appropriately and cause significant impairment.
- The massage therapist engages in financial impropriety, such as charging different rates for self-paying and insurance-paying clients.
- The massage therapist uses the power differential in the therapist-client relationship for their own personal gain, such as asking a lawyer for free legal advice during a session.
- The massage therapist makes misleading or unrealistic claims regarding the potential outcomes of treatment.
- The massage therapist refuses to make his or her office accessible to those with physical challenges.
- The massage therapist demonstrates bigotry by refusing to provide services to someone based on race, religion, sexual orientation, size, or other factors.
- The massage therapist uses provocative pictures or misleading information in his or her advertising.
- The massage therapist dates or enters into some other type of dual relationship with a client.
- The massage therapist practices in a place or manner that violates the law.
- The massage therapist discloses confidential information about his or her clients or details of a client's session.
- The massage therapist continues to treat clients when he or she has a health condition that contraindicates physical contact.
- The massage therapist fails to obtain the required informed consent.
- The massage therapist provides services that are outside his or her scope of practice or without the necessary training.
- The massage therapist engages in sexual misconduct, such as watching a client undress or touching a client in a sexual way.

Harassment

Harassment occurs when a person of equal or greater authority commits a boundary violation by acting in an inappropriately familiar manner with a co-worker or subordinate employee. Examples of harassing behavior include statements or actions that are meant to belittle, remarks that are overly personal or offensive, or behaviors or remarks that are abusive in nature. Sexual harassment occurs when the harasser uses their position within the work environment to engage in inappropriate behaviors that are sexual or gender-specific in nature. Victims of this type of behavior often feel ashamed and humiliated but are reluctant to say anything out of fear of retaliation.

According to the Equal Employment Opportunity Commission, sexual harassment is any type of unwelcome statement, conduct, request, or advance of a sexual nature in which (U.S. Equal Employment Opportunity Commission, n.d.):

- Submission is an explicit or implicit condition of employment.
- The individual's work-related evaluations, benefits, or opportunities for advancement are based on their submission.
- The behavior creates an intimidating, offensive, or hostile work environment that interferes with the individual's ability to perform their duties effectively.

It is not necessary for there to be a specific sexual interaction for behavior to be considered sexual harassment. Inappropriate and unnecessary references to body parts or functions, sexually explicit conversations, and the display of provocative or offensive visual images can all be considered sexual harassment. Sexual harassment can occur between any combination of sexual or gender identities.

The Duty to Report Misconduct

As a licensed massage therapist, you not only have a duty to hold yourself to the highest ethical and legal standards, but you also have a duty to protect the reputation of your chosen profession by reporting practitioners whom you believe are acting illegally or unethically. You can file a complaint by contacting your state licensing board, the National Certification Board for Therapeutic Massage and Bodywork, or the American Massage Therapy Association (Cutler, 2011).

Conclusion

While the ethical guidelines set forth by state boards and professional associations do clearly prohibit certain behaviors, it is impossible for guidelines to address every potential ethical dilemma that may arise in the practice of massage therapy. If you are unsure about the appropriateness of an action, you should consult with your state licensing board for guidance.

Self-Check

Question 1:

Which of the following statements about the nature of the massage therapist/client relationship are true? (Choose all that apply)

- a) The client is ultimately responsible for ensuring their own safety, security, and well-being.
- b) What is considered professionally ethical behavior is largely up to the individual practitioner to decide.
- c) The practitioner has a fiduciary duty to act in the client's best interest.
- d) The practitioner must actively further the client's best interests by maximizing the benefits of treatment while refraining from anything that may be damaging to the client's interests

Answer: C and D

Question 2:

In which of the following scenarios would a practitioner potentially be operating outside of his or her scope of practice?

- a) Identifying himself or herself as an expert in a specific modality after attending a weekend seminar.
- b) Suggesting that a client consult a medical professional when he or she suspects that the client may have a serious health condition.
- c) Declining to offer a diagnosis when a client asks what is causing their back pain.
- d) None of the above

Answer: A

Question 3:

Which of the following statements are NOT true? (Choose all that apply)

- a) For consent to be informed, the information must be provided in a manner that can be comprehended by the average person.
- b) Repeated treatments or procedures for the same diagnosis require separate informed consents.
- c) Standards of ethical conduct apply to personal and professional interactions with clients as well as the day-to-day activities of running a business.
- d) It is permissible to discuss information about a client with your spouse as long as your spouse does not personally know the client.

Answer: B and D

Question 4:

All advertising and promotional materials should contain your license number, your place of business, and your phone number.

- a) True
- b) False

Answer: True

Question 5:

It is acceptable to use white-out to correct mistakes in a client's chart.

- a) True
- b) False

Answer: False

Question 6:

Which of the following statements is true? (Choose all that apply)

- a) The duty of confidentiality applies to all office staff.
- b) When providing copies of records to other providers, you should provide as much information as possible.
- c) Massage therapists are not bound by the same confidentiality requirements as doctors, nurses, and other health care professionals.
- d) You should have clients sign and date an authorization form before any records are released.

Answer: A and D

Question 7:

Because of the massage therapist's skills, training, experience, and credentialing, there is an inherent power imbalance in the massage therapist/client relationship.

- a) True
- b) False

Answer: True

Question 8:

Which of the following are examples of potential boundary violations between a massage therapist and a client? (Choose all that apply)

- a) A massage therapist accepting an individual as a client with whom he or she has had a prior sexual relationship.
- b) A massage therapist asking a client who happens to be an accountant for tax advice.
- c) A massage therapist politely declining a gift offered by a client.
- d) During a session, a client mentions that they are having marital difficulties and the massage therapist offers advice on how to handle the situation.

Answer: A, B, and D

Question 9:

All dual relationships are ethical boundary violations.

- A) True
- B) False

Answer: False

Question 10:

A prohibited dual relationship is one where the objectivity of the therapist may be impaired, the relationship may interfere with the effectiveness of the therapeutic process, permit exploitation, or create an actual or potential conflict of interest.

- a) True
- b) False

Answer: True

Question 11:

Which of the following can help to desexualize the massage process?

- a) Explaining to the client that they do not have to disrobe any more than their comfort and modesty will allow.
- b) Providing verbal and written notice regarding the draping process.
- c) Avoiding anything in your dress, language, or demeanor that could be considered provocative.
- d) All of the above

Answer: D

Question 12:

A massage therapist who charges different rates for insured and self-paying clients is committing financial impropriety, which is a form of misconduct.

- a) True
- b) False

Answer: True

Question 13:

_____ is any unwelcome advance, statement, request, or conduct of a sexual nature

- a) Boundary violation
- b) Ethical violation
- c) Dual relationship
- d) Sexual harassment

Answer: D

Question 14:

Sexual harassment can only occur between men and women.

- a) True
- b) False

Answer: False

Question 15:

As a licensed massage therapist, you have a duty to report practitioners that you believe are acting illegally or ethically.

- a) True
- b) False

Answer: True

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