COMPLETION: In the space(s) provided, write the word(s) from the list below that correctly complete(s) each statement.

confidential    fairness    a satisfied customer
courtesy        honest      sexual
ethics          professional tactful

1. The standards and philosophy of human conduct or code of morals
   of an individual, group, or profession is known as __________ (ethics) ________.

2. One of the best forms of advertising in a personal service business is
   __________ (a satisfied customer) ________.

3. A person engaged in a vocation or occupation requiring advanced
   training to gain knowledge and skills is considered a __________ (professional) ________.

4. All clients should be treated with __________ (courtesy) ________ and __________ (fairness) ________.

5. All communications with clients should be __________ (honest) ________
   and __________ (confidential) ________.

6. Be respectful of the therapeutic relationship and maintain appropriate
   __________ (sexual) ________ boundaries.

7. To handle a client who is overly critical, finds fault, and is
   hard to please, the therapist must be __________ (tactful) ________.
MATCHING: Match the term with the best description. Write the letter of the appropriate term in the space provided.

A. personal boundary  D. dual relationship  G. countertransference  
B. professional boundary  E. power differential  H. supervision  
C. therapeutic relationship  F. transference  

(C) 1. A client-centered relationship in which all activities benefit and enhance the client's well-being  
(E) 2. A relationship in which one person is more vulnerable  
(A) 3. Defined by our experiences, beliefs, and upbringing  
(G) 4. Practitioner personalizes the relationship with the client  
(B) 5. Practice that protects the client and therapist  
(H) 6. A shame-free environment in which to sort out emotional or boundary issues  
(F) 7. Client projects attributes of someone from a former relationship onto the practitioner  
(D) 8. A social or romantic relationship outside or beyond the therapeutic relationship  
(C) 9. Practitioner/client relationship free of physical, emotional, or sexual impropriety  
(E) 10. Parent/child, therapist/client, teacher/student relationships exhibit this characteristic  
(A) 11. Provide a framework to function safely in the world  
(F) 12. Client seeks more out of the relationship than is therapeutically appropriate  
(B) 13. Creates a safe environment and stable framework from which to practice  
(F, G) 14. Unconscious phenomena that occur in therapeutic relationships in which there is a power differential  
(D) 15. A secondary relationship that extends beyond the massage practitioner/client relationship  
(H) 16. Conferring with a mentor, a colleague, or a peer group regarding ethical issues
1. List nine attributes that are helpful for developing good communication between therapist and client.

a. **tact**

b. **honesty**

c. **cheerfulness**

d. **patience**

e. **maturity**

f. **a sense of humor**

g. **self-esteem**

h. **self-motivation**

i. **intuition**

2. The most effective tool to prevent or clarify boundary issues is

   **clear communication between the practitioner and client**

3. List eight major areas to consider when establishing professional boundaries.

a. **location**

b. **interpersonal space**

c. **appearance**

d. **self-disclosure**

e. **language**

f. **touch**

g. **time**

h. **money**
4. Name three ways to stay current in the massage profession.
   a. (Attend professional seminars. i.e. continuing education)
   b. (Read trade journals.)
   i. (Become active in professional massage associations.)

**MULTIPLE CHOICE:** Carefully read each statement. Choose the word or phrase that correctly completes the meaning and write the corresponding letter in the blank provided.

1. The code of morals of a profession, group, or individual person is called
   a) values  
   b) attitudes  
   c) morals  
   d) ethics

2. A person in an occupation that requires advanced training to gain skills and knowledge is considered a
   a) journeyman  
   b) professional  
   c) skilled laborer  
   d) veteran

3. A massage therapist’s best method of advertising is
   a) satisfied clients  
   b) newspaper  
   c) radio  
   d) Internet

4. Intimate or sexual relationships between client and practitioner are
   a) avoided  
   b) done only with full consent  
   c) not done in the massage facility  
   d) done only for therapeutic reasons

5. Keep your knowledge current by
   a) attending seminars  
   b) reading trade journals  
   c) joining professional associations  
   d) doing all the above

6. Professional standards are determined by educational requirements, codes of ethics, and
   a) standards of practice  
   b) scope of practice  
   c) state and local regulations  
   d) all of the above

7. Guidelines that help to define us emotionally and spiritually, are determined by our experiences and beliefs, and act as a safety net and personal protection are
   a) personal boundaries  
   b) codes of ethics  
   c) morals  
   d) professional boundaries
8. _______ are preliminarily outlined in policy and procedure statements and protect the safety of the client and the therapist.
   a) Codes of ethics          c) Standards of practice
   b) Professional boundaries d) Personal boundaries

9. A(n) _______ relationship is a practitioner/client relationship that is client centered, in which all activities are to benefit and enhance the client's well-being and maintain or promote their welfare.
   a) intimate                   c) therapeutic
   b) unhealthy                  d) medical

10. In a practitioner/client relationship, the foundation that provides an environment of safety, trust, and respect for the client to relax, open, release, and heal is
    a) confidentiality             c) clear policies and procedures
    b) a thorough assessment       d) being well educated

11. A relationship in which more authority is held by the person on one side of the relationship, whereas the other person is in a more vulnerable or submissive role is
    a) an abusive relationship     c) a power differential
    b) a therapeutic relationship  d) countertransference

12. When a client unconsciously projects attributes of someone from a former relationship onto a therapist or seeks more out of the relationship than is therapeutically appropriate, it is called
    a) countertransference         c) fantasizing
    b) projecting                 d) transference

13. When a practitioner begins to personalize or take a therapeutic relationship with the client personally it is called
    a) transference               c) countertransference
    b) a power differential       d) unethical

14. Any situation that combines the therapeutic relationship with a secondary relationship that extends beyond the massage practitioner/client relationship is
    a) unethical                   c) a dual relationship
    b) therapeutic                 d) illegal

15. In a therapeutic relationship, whose responsibility is it to maintain appropriate boundaries?
    a) the therapist or practitioner c) both the client and therapist
    b) the client                   d) all of the above
16. When a therapist becomes involved in instances of transference, countertransference, or dual relationships, she should a) discontinue the relationship b) quit her practice c) feel ashamed d) seek supervision

WORD REVIEW: The student is encouraged to write down the meaning of each of the following words and titles. This list can be used as a study guide for this unit.

boundaries

(Boundaries are personal comfort zones that help a person to maintain a sense of comfort and safety. They can be professional, personal, physical, emotional, intellectual, and sexual.)

Code of Ethics

(A Code of Ethics is a set of guiding principles that governs a person’s choice of action.)

countertransference

(Countertransference happens when a therapist or practitioner personalizes a therapeutic relationship by unconsciously projecting characteristics of someone from a former relationship onto a client. This is almost always detrimental to a therapeutic relationship.)

dual relationship

(Dual relationship is a situation that combines a therapeutic relationship with a secondary relationship that extends beyond the therapeutic relationship.)

duty to warn and protect

(Duty to warn and protect is a legal requirement that the practitioner must report to authorities situations of imminent or life-threatening danger by or to a client or situations of child abuse.)

ethics

(Ethics is a system or code of morals of an individual person, a group, or a profession.)
Personal boundaries

(Personal boundaries are intangible individual comfort zones that a person mentally creates to maintain a sense of comfort and safety, physically, emotionally, intellectually, and spiritually.)

Power differential

(A power differential is a relationship in which more authority is held by the person on one side of the relationship, whereas the other person is in a more vulnerable or submissive role.)

Professional

(A professional is a person who is engaged in an avocation or occupation requiring advanced training and/or skills.)

Professionalism

(Professionalism in massage includes the knowledgeable application of massage technique, clear communication, managing boundaries, and ethical business practices.)

Professional boundaries

(Professional boundaries are predetermined practices that protect the safety of the client and therapist and create a stable framework and safe environment from which to practice.)

Supervision

(Supervision is the practice of a practitioner seeking counsel from a peer or another therapist for difficult cases, especially if boundary issues are involved.)

Therapeutic relationship

(A therapeutic relationship is a practitioner-client relationship that is client centered, in which all activities are to benefit and enhance the well-being of the client and to maintain or promote the client’s welfare.)

Transference

(Transference happens when a client personalizes, either negatively or positively, a therapeutic relationship by unconsciously projecting characteristics of someone from a former relationship onto a therapist or practitioner.)