

Professional Ethics for Massage Practitioners

CHAPTER 3

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

SHORT ANSWER: In the spaces provided, write short answers to the following questions.

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)* _____

16. When a therapist becomes involved in instances of transference, countertransference, or dual relationships, she should _____ *(d)*

- a) discontinue the relationship c) feel ashamed
b) quit her practice 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.)

confidentiality

(Confidentiality is the practice of not sharing personal information gained during a personal or therapeutic relationship with others unless authorized to do so.)

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.)