

Position Statement 2

Conducting a clinical massage therapy practice

Position

The College believes that massage therapy practice should be client centred. This means that to the extent possible, the client should be in control of the encounter and the attitude of the staff and physical setting of the practice should facilitate client comfort.

All massage therapists are expected to adhere to the College's Standards of Practice in whatever setting they practice in. These guidelines have been drafted to assist members in conforming to College standards and expectations in the operation of a massage therapy practice.

Guidelines

Physical Setting

The physical setting should be consistent with the public's expectations for an encounter with a health care professional. There should be adequate space for reception, waiting area, individual treatment, storage and washroom facilities. The office must be clean, well maintained, well lit, and arranged to allow sufficient privacy for clients and staff. Clients should be offered choices regarding the use of aromatherapy products, oils or lotions and/or background audio sound, if any of these are provided by the massage therapist. The setting should not contain inappropriately placed mirrors or video cameras.

Staffing

Hands-on massage therapy treatment is to be provided only by the registered massage therapist. Individuals involved in treatment to clients should be readily identifiable.

Clinic policies and procedures

A clinic with substantial staffing should have written policies and procedures relating to:

- 1) Staff performance and conduct; e.g., job descriptions, performance appraisals, supervision of students/ volunteers.
- 2) Customer service; e.g., appointment scheduling, billing, contact with referral sources, funding.
- 3) Clinic operations; e.g., treatment setting, hygiene, equipment maintenance, safety.

4) Legal requirements; e.g., consent for treatment, release of records, termination of employment agreement.

Equipment

Equipment must be cleaned and maintained on a regular basis. A written record of all repair and maintenance activities must be kept. Sheets and towels must be available in the treatment area to provide adequate draping. Linens including towels, pillowcases, sheets etc. are to be changed as described in the College's Standards of Practice document.