

INDEX

A

Advertising, 31
 Alexander technique, 163
 Altered state, communication and, 93
 American Massage Therapy
 Association Code of Ethics, 189
 Answering machines, 32–33
 Appearance, professional, 121
 Appointments
 missed, 153–154
 scheduling of, 33, 40
 Assault, prevention of, 130
 Associated BodyWork and Massage
 Professionals Code of Ethics,
 190–191
 Attire, professional, 121

B

Bartering
 complications of, 166–167
 definition of, 161
 dual relationships and,
 160–161, 162–169 (*see also*
 Dual relationships)
 financial boundaries and, 117
 transference and, 117
 Blackburn, Jack, 182
 Blind spots, identification of, 182–183
 Body image, 98, 99
 Body jewelry, 121
 Body workers (*see* Manual therapists)
 Bodywork (*see* Deep structural
 bodywork; Emotionally oriented
 bodywork)
 Boundaries, professional (*see*
 Professional boundaries)
 Breasts, working near, 123
 Brenneke, Heida, 124
 Business, outside, 25, 78–79
 Business cards, 30–31
 Business coaches, 158–159
 Business relationships, 78–79,
 168–169

Business transactions, 26
 Businesses, outside, 168–169

C

Captive audience, transference and,
 60–61
 Chellos, Daphne, 183
 Chronic complainers, response to,
 73–74, 89–90
 Chronic pain, 47
 Cleanliness, of work space, 36–37
 Client–practitioner dynamics, 52–68
 (*see also* Therapeutic relationship)
 countertransference and, 57–59,
 65–68
 transference and, 52–64
 Client(s)
 abrupt termination of therapy by,
 47–48
 advice-seeking, 102–103
 caretaking by, 45
 in chronic pain, 47
 communication with (*see*
 Communication)
 complaints of, response to, 73–74,
 89–90
 demanding, 106
 dependent, 61
 disrespectful, 16, 79–81, 133, 153
 draping of, 37
 emotional, 103
 emotionally disturbed, 46,
 137–138, 184
 expectations of, 38
 former, dating relationship with,
 75–76
 frameworks for, 45–47
 as friends, 20, 41, 72–73, 75–76
 friends as, 160–162
 gifts from, 157
 informed consent of, 16, 38, 85–86
 initial phone contact with, 33–35
 (*see also* Telephone calls)

- Client(s) (*continued*)
- interaction among, 44–45
 - needs of, 9–10
 - negative feelings toward, 76–78, 177, 179
 - new, 33–35, 46
 - passive, 59–60
 - personal questions by, 104–105
 - privacy rights, 15, 32, 41–44, 72, 82–84 (*see also* Confidentiality)
 - referrals by, 83, 158
 - referrals for, 67, 77–78
 - refusal to treat, 16, 79–81
 - relatives as, 160–162
 - respect for, 73–74
 - right of refusal of, 16, 38
 - romantic/sexual attraction and, 20–21, 61–62, 65, 68, 74–76
 - safety of, 2
 - screening of, 129
 - seductive, 137–138
 - sexually abused, 47, 118–121
 - socialization with, 19–20, 41–42, 72–73, 75–76, 163–164
 - talkative, 101–102
 - tips from, 156–157
 - traumatized, 47, 114–115, 120
- Clothing
- client, 121
 - practitioner, 121–122
- Coaches, 158–159 (*see also* Consultation; Mentoring; Supervision)
- Coccyx, working near, 123
- Code of ethics, 189–191
- Colleagues, support from, 179–182
- Commercial transactions, 26
- Common sense, *versus* professional boundaries, 7–8
- Communication, 93–109
- about boundaries, 106–109
 - after abrupt termination of therapy, 47
 - altered state and, 93
 - common dilemmas in, 101–106
 - countertransference and, 94
 - with demanding clients, 106
 - guidelines for, 97–100
 - by instant messaging, 42
 - outside of office, 42
 - personal questions by clients and, 104–105
 - positive *versus* negative messages in, 93–94
 - role playing and, 109
 - scope of practice and, 105
 - during sessions, 97–100
 - sexual boundaries, 120–121
 - with talkative clients, 101–102
 - by telephone, 32–33 (*see also* Telephone calls)
 - transference and, 93
- Complaints
- about sexual boundary violations, 136–137
 - refunds, 155–156
 - response to, 73–74, 89
- Confidentiality, 15, 41–44, 72, 82–84, 172, 183
- dual relationships and, 170–171
 - peer groups and, 186
 - of phone messages, 32
- Consent, 16, 38, 85–88
- Consistency, in therapeutic relationship, 16
- Consultation, 175–176
- about countertransference, 67–68, 138
 - benefits of, 83
 - definition of, 176
 - examples of, 175–176
 - getting started with, 185
 - versus* supervision, 182 (*see also* Supervision)
 - when to use, 175–176
- Contract, therapeutic, 13
- Control issues, in therapeutic relationship, 95–96
- Counseling, 9, 24–25, 82
- for countertransference, 67–68
 - by practitioner, 9, 24–25, 82
 - referral for, 82, 103–104

- Countertransference, 57–59, 65–68
 communication and, 94
 consultation for, 67–68
 dealing with, 67–68
 definition of, 57
 negative, 65–67
 positive, 63
 seductive patients with, 137–138
 signs of, 65–67
 transference and, 58–59
- Crushes, 61–62 (*see also* Sexual boundaries)
- Crying, 103
- D**
- Daigle, Amrita, 83
- Dating (*see also* Sexual boundaries)
 of ex-clients, 75–76
- Deep structural bodywork
 framework for, 46
- Demanding clients, 106
- Demonstrations, 31
- Dependency, transference and, 61
- Discounts, 90
- Disrespectful clients, 16, 79–81
- Disrobing, 123
- Documentation, legal aspects of,
 91–92
- Draping, 37, 123
- Dual relationships
 bartering/trading and, 160–161,
 162–169
 business relationships, 168–169
 business relationships and,
 78–79
 common problems in,
 161–168
 confidentiality in, 172
 definition of, 160
 dynamics of, 160–161
 guidelines for, 169–170
 product sales and, 26, 78–79
 products and sales in,
 168–169
 students and, 172–173
 transference and, 169–170
- E**
- Early arrivals, 38–40
- Electronic medical records, privacy of,
 43–44
- Emotionally disturbed clients
 dual relationships with, 170
 framework for, 46
 help with, 184
 sexual boundaries and,
 137–138
- Emotionally oriented bodywork
 definition of, 116
 dual relationships and, 170
 framework for, 46
- Emotions, uncovering of, 3
- Erections, dealing with,
 132–135
- Ethical boundaries
 client dignity and, 73–74
 client vulnerability and, 71
 impropriety and, 72–73
 judgement calls and, 74–84
 legal aspects of, 88–91
 purpose of, 71
 self-assessment for, 70
 sexual issues and, 135–139 (*see also*
 Sexual boundaries)
 violation of, 71–72
 violations of, 185
- Ethical decision-making, 73–84
- Ethical issues
 confidentiality, 15, 32
 examples of, 73–84
 false claims, 84
 financial gain, 78–79
 negative feelings toward client,
 76–79
 outside businesses, 25–26
 privacy and confidentiality, 15, 32,
 40–41, 42–45, 72, 82–84
 romantic/sexual feelings, 20–21,
 61–62, 65, 68, 74–76
 scope of practice, 85
- Ex-clients, dating relationship with,
 75–76
- Expertise, scope of, 21

F

Family members, as clients, 160–161

Fees, 144–148 (*see also* Financial boundaries; Financial boundaries)
 discounted, 90, 147–149
 missed appointments, 147–148
 raising, 149
 setting, 148–149

Feldenkrais method, 162, 195

Financial boundaries, 144–159
 comfort level with, 158–159
 communication and, 147–148
 emotional aspects of, 147
 fee policies and, 148–153
 (*see also* Fees)
 gift certificate, 155
 gifts and, 157
 gratuities and, 156–157
 kickbacks and, 158
 mentors and, 158–159
 missed appointments and, 147–148
 practitioner discomfort with, 144–145
 profit *versus* caring and, 144–145
 refunds and, 155–156
 rewards for referrals, 158
 setting limits and, 148–149
 therapeutic relationships and,
 145–147
 workshops for, 158–159

Financial gain, ethical aspects of,
 78–79

Former clients, dating relationship
 with, 75–76

Framework(s)
 advertising and, 29–33
 for basic session, 37–45 (*see also*
 Therapy sessions)
 bending of, 48–50
 benefits of, 49–50
 for deep emotional work, 46
 definition of, 28
 inattention to, 29–30
 initial client contact and, 33–35
 need for, 29–30
 for regular clients, 46
 self-presentation and, 29–35

for specific types of clients, 46
 for structural bodywork, 46
 telephone calls and, 32–35
 therapeutic setting and, 35–37

Frank, Jerome, 146

Friend(s)
 as clients, 161–162
 clients as, 20, 41, 72–73, 75–76,
 160–161

Fritz, Sandy, 25

G

Gender dynamics, 139

Genital area, working near, 123

Gift certificates, 155

Gifts, from clients, 157

Glossary of terms, 194–197

Group supervision, 180–181

H

Health records, privacy of, 43

Health-related products, sale of, 26,
 78–79, 168–169

Home offices, 36–37 (*see also*
 Work space)

Hygiene, client, 79–81

I

Informed consent, 16, 38, 85–88

Insecurity, professional, 21–22

Instant messaging, 42

Internet

advertising on, 31

instant messaging and, 42

privacy and, 43

K

Kertay, Les, 49

Kickbacks, 158

L

Late arrivals, 38–40

Legal issues, 88–91 (*see also* Ethical
 boundaries; Ethical issues)

informed consent, 16, 38, 85–88

right of refusal, 16, 38, 79–81

Liben, Lucy, 124

- Locked doors, sexual boundaries
and, 123
- Lost souls, 61
- M**
- Male clients, erection in, 132–135
- Malpractice, 88–91
- Manual therapists (*see also* Somatic practitioners; *under terms beginning with Professional*)
clients of (*see* Client(s))
definition of, 1, 195
denigration of by other practitioners, 88
excessive talking by, 19–20
medical advice from, 22–24
mistaken for sex workers, 127–129
personal needs of, 45
practice termination by, 48
professional appearance of, 121
professional associations for, 90–91
professional rights of, 16–17
professional roles of, 13–14
psychological advice from, 24–25
relocation of, 48
right of refusal of, 16, 38, 79–81
self care for, 131–132
sexually predatory behavior by, 139–140
spiritual advice by, 25
support for, 184–185
- Manual therapy
false claims about, 84
overview of, 1
professional relationship in, 13–27
(*see also* Therapeutic relationship)
termination of
by client, 47–48
by therapist, 48
- Medical advice, 22–24
- Medical records, privacy of, 43
- Mentally ill clients
dual relationships with, 177
framework for, 46
help with, 184
sexual boundaries and, 137–138
- Mentoring, 158–159
- Missed appointments, 147–148
- Money matters (*see* Fees; Financial boundaries)
- N**
- Name-dropping, 83
- Narboe, Nan, 78
- Negative feelings, toward clients, 76–78
- New clients
framework for, 46
telephone contact with, 33–35
- Nutritional supplements, sale of, 26, 78–79
- O**
- Office (*see* Work space)
- Outcalls, 130
- Outside businesses, 25, 78–79, 168–169
- P**
- Pain, chronic, 47
- Peer support, 186
- Personal hygiene, of client, 79–81
- Personal information
communication of by client, 24–25
communication of by therapist, 19–20 (*see also* Confidentiality)
- Personal questions, by clients, 104–105
- Personal *versus* professional needs, 9–10
- Phone calls (*see* Telephone calls)
- Physical affection, 124
- Polseno, Dianne, 172–173
- Power
barriers and, 6
responsibility and, 4
in therapeutic relationship, 95–96
transference and, 59–60, 64
- Practice (*see also* Manual therapy)
closing of, 48
- Practitioners (*see* Manual therapists)
- Prejudice, recognizing of, 183–184

- Privacy issues, 15, 32, 41–44, 72, 82–84
 Product sales, 26, 78–79
 Professional appearance, 121
 Professional associations, membership
 in, 90–91
 Professional boundaries, 13–14
 artificiality of, 7–8
 as barriers, 6, 26
 bending of, 48–50
 client-practitioner dynamics and,
 52–69
 communication of, 106–109
 countertransference and, 65–68
 definition of, 2
 dual relationships with, 160–169
 establishment of, 106–109
 excluded elements in, 17–26
 financial, 144–159
 framework for, 28–51
 help with, 175–187 (*see also*
 Consultation; Supervision)
 inattention to, 10
 included elements in, 13–17
 as just common sense, 7–8
 misconceptions about, 4–10
 need for, 2–4
 outside business ventures and,
 25–26, 78–79
 power and, 6
 as protective circles, 13–27 (*see also*
 Therapeutic relationship)
 psychological advice and, 8–9
 socialization with clients and, 19–20
 for students, 172–173
 therapeutic environment and, 7–8
 transference and, 52–69
 violation and, 10, 17–26
 Professional insecurity, 21–22
 Professional roles, 13–14
 Professional therapeutic relationship
 (*see* Therapeutic relationship)
 Psychological counseling, 8–9,
 24–25, 82
 for countertransference, 67–68
 by practitioner, 8–9, 24–25, 82
 referral for, 82, 103–104
 Psychologically oriented bodywork (*see*
 Emotionally oriented bodywork)
 Public relations, 29–33
 Public speaking, 31
 Punctuality, 38–40
- R**
- Records, medical, privacy of, 43
 Referrals
 by clients, 83, 158
 for clients, 67, 79, 103–104
 Refunds, 155–156
 Refusal
 to accept treatment, 16, 38
 to treat client, 16, 79–81
 Reiki, 196
 Related readings, 192–193
 Relatives, as clients, 160–162
 Religious beliefs, 25
 Rescue attitude, 150
 Respect
 for clients, 73–74
 for practitioner, 74
 Right of refusal
 of client, 16
 of practitioner, 16, 79–81
 Role playing, 109
 Roles, professional, 13–14
 Rolfing, 196
 Romantic feelings, 20–21, 61–62, 65,
 68, 74–76 (*see also* Sexual
 boundaries)
 Rosen method, 196
 Rubenfeld Synergy Method, 196
 Rubin, Paul, 61
- S**
- Safety
 client, 2
 practitioner, 130
 Sales, product, 26, 78–79
 Schapera, Vivien, 163
 Scheduling
 guidelines for, 40
 by telephone, 33
 Scholl, Bill, 121

- Scope of practice, 21, 85
 - Secrets, 118, 183 (*see also* Confidentiality)
 - Seductive clients, 137–138 (*see also* Sexual boundaries)
 - Seductive practitioners, 138–140
 - Self-presentation, 29–35
 - Setting limits, 106–109
 - financial boundaries and, 148–149
 - sexual boundaries and, 130
 - Sex-seeking clients, 127–135
 - Sexual boundaries, 20–21, 67, 72–73
 - client complaints and, 136–139
 - countertransference, 137–138
 - countertransference and, 65
 - disrobing and, 123
 - drapping and, 123
 - dual relationships and, 117–118
 - erections and, 132–135
 - ethical aspects of, 72–76
 - gender dynamics and, 139
 - intrusive work and, 123–124
 - language and, 121–122
 - locked doors and, 123
 - physical affection, 124
 - predatory practitioners and, 139–140
 - professional appearance, 121
 - romantic/sexual attraction and, 20–21, 61–62, 65, 68, 74–76, 112
 - self-presentation and, 131–132
 - setting limits and, 130
 - sex-seeking clients, 127–135
 - transference and, 61–62, 75
 - unintentional touching and, 124–125
 - violation of, 136–137
 - Sexual harassment, 139–142
 - Sexual predators, 139–142
 - Sexually abused clients, 47, 118–121
 - Sliding scales fees, 151–152
 - Socialization, with clients, 19–20, 41–42, 72–73, 75–76
 - Somatic practitioner, 196–197 (*see also* Manual therapists)
 - Soundproofing, 43–44
 - Speaking engagements, 31
 - Spiritual advice, 25
 - Structural bodywork, framework for, 46
 - Students, dual relationships and, 172–173
 - Supervision
 - benefits of, 177–178, 182–185
 - versus* consultation, 182 (*See also* Consultation)
 - definition of, 176
 - getting started with, 185
 - groups, 180–181
 - sharing experience and, 84
 - when to use, 179
 - Supplements, sale of, 26, 78–79, 168–169
 - Support groups, peer, 179–182, 186
- T**
- Talking
 - by client, 24–25
 - by therapist, 19–20
 - Telephone calls, 32–35
 - after abrupt termination of therapy, 47
 - initial, 33–35
 - screening of, 129–130
 - during therapy sessions, 40–41
 - Thayer, Brian, 108
 - Therapeutic contract, 13
 - Therapeutic environment, 29, 35–37 (*see also* Work space)
 - Therapeutic relationship, 8, 13–27
 - client-centered nature of, 14–15
 - client's rights in, 14–17
 - confidentiality in, 15 (*see also* Confidentiality)
 - consistency in, 16
 - control issues in, 95–96
 - definition of, 13
 - elements of, 13–17
 - lawsuits and, 88–91
 - money and, 145–147
 - power and control in, 95–96
 - termination of, 106
 - therapist's rights in, 14–17

- Therapy sessions
client expectations for, 38
communication during, 96–100
framework guidelines for, 37–45 (*see also* Framework(s))
interruption of, 40–41
scheduling of, 33, 40
starting/ending on time, 38–40
- Tips, 156–157
- Trades
complications of, 167–168
dual relationships and, 160–161, 168–169 (*see also* Dual relationships)
financial boundaries, 145
transference and, 117
- Trager approach, 182
- Transference, 52–68
acknowledgement of, 62–64
captive audience and, 60–61
client passivity and, 59–60
communication and, 93
countertransference and, 58–59, 65–68 (*see also* Countertransference)
dealing with, 62–64
definition of, 53
dependency and, 61
dual relationships and, 169–170
in everyday life, 56
informed consent and, 86
negative, 54–56
as normal process, 56
positive, 54, 61–62
sexual boundaries and, 61–62
signs of, 59–62
- Traumatized clients, 47, 114–115
- U**
Undressing, 123
- V**
Voice mail, 32–33
- W**
Websites, 31, 129
Weekend workshop syndrome, 21–22
Wiltsie, Charles, 139
Wooten, Sandra, 39
- Work space
cleanliness of, 36–37
in-home, 33–36
location of, 33–36
personal items in, 36
preparation of, 36–37
soundproofing of, 43–44
- Workshops
benefits of, 179–180
financial, 158–159
- Z**
Zimmerman, Janet, 61

