

Ethics Overview

Home Study Course

6 CE Hours
Online Study Guide

Presented by the:
Center for Massage Therapy Continuing Education

*PO Box 117 • Elk Point, SD 57025
866-784-5940 • www.massagetherapyceu.com*

Table of Contents

INSTRUCTIONS	3
EXAM (for review before taking the online exam).....	4

Center for Massage Therapy Continuing Education

© 2024, Center for Massage Therapy Continuing Education
PO Box 117
Elk Point, SD 57025
www.massagetherapyceu.com
Ph: 866-784-5940
info@massagetherapyceu.com

Published by the Center for Massage Therapy Continuing Education

The author grants permission to photocopy this outline for personal use only. Beyond this consent, no portion of this outline may be copied or reproduced in any form without written permission from the Center for Massage Therapy Continuing Education.

It is the responsibility of the practitioner to determine the appropriateness of the principles presented in terms within the scope of practice. This information is in no way meant to diagnose or treat medical conditions.

Instructions for the Ethics Overview home study course

Thank you for investing in the Ethics Overview home study course, a 6 CE hour course designed to further your knowledge in the principles and practices of ethical conduct in the massage therapy field. This guide will contain all of the instructions you will need to complete this course. This is a 6 CE hour course, so that means it should take you approximately 6 hours to read the text and complete the multiple choice exam.

The following are steps to follow in completing this course:

- 1. Read the instructions and review the textbook and exam.**
- 2. Access the online examination in your account at www.massagetherapyceu.com.**
- 3. Complete your examination and print your certificate. The exam is open book and there is no time limit for completion.**

You must pass the exam with a 70% or better to pass this home study course. You are allowed to access and take the exam up to 3 times. There is no time limit when taking the exam. Feel free to review the textbook while taking the exam. This course uses the text *Ethics for Massage Therapists*, by Terrie Yardley-Nohr. There are no trick questions on the exam. All of the answers can be found in the text or deduced from the reading. The exam is also included in this guide for review before taking the exam.

It is advised to answer the exam questions in the study guide before testing online. That way, when you are testing you do not have go back and forth through the online exam.

Good luck as you complete this course. If you have any questions please feel free to contact us at 866-784-5940, 712-490-8245 or info@massagetherapyceu.com. Most state boards require that you keep your “certificate of achievement” for at least four years in case of audit. Thank you for taking our Ethics Overview home study course.

Ethics Overview Examination

Chapter 1

1. What is ethics?
 - A. A document stating an individual's or group's beliefs, standards, and ethics expectations
 - B. An individual's or group's standards of behavior
 - C. Beliefs about what is right and wrong or good and bad
 - D. Something of worth or held in esteem

2. Which of the following may influence a person's beliefs and thoughts?
 - A. Culture
 - B. Environment
 - C. Exposure to the world
 - D. All of the above

3. All of the following are guidelines to keep in mind that may help if someone makes a negative comment about the massage profession EXCEPT:
 - A. Get angry and defensive
 - B. If a comment is truly out of line, take the opportunity to educate
 - C. People are often fearful of what they do not understand
 - D. Learn to walk away

Chapter 2

4. Which of the following is a sign that a client may be feeling uncomfortable?
 - A. Muscles tensing in other parts of the body
 - B. Holding their breath
 - C. Talking nervously
 - D. All of the above

5. Before the first massage session, a professional massage therapist should know what the client's expectations are and any issues the client may have. What can a therapist do to gather this information?
 - A. Use client intake forms
 - B. Interview the client before the first session
 - C. Observe the client closely
 - D. All of the above

Chapter 3

6. What is a code of ethics?
 - A. A consensus of a group or association about its expectations concerning ethics principles and behavior
 - B. A definition or set of parameters for activities a professional is or is not allowed to perform as defined by one's competency, training, and laws and regulations
 - C. A document stating an individual's or group's beliefs, standards, and ethics expectations
 - D. Accepted way in which ethical behavior is performed

7. All of the following are reasons why professional codes of ethics are important for both bodyworkers and clients EXCEPT:
- A. They help bodyworkers know what behaviors are expected and are useful when you must make decisions in your practice
 - B. They ensure that all bodyworkers have the same training and office procedures
 - C. They show clients they can trust they will be treated in a professional manner
 - D. They allow clients to feel safe and know that the therapist will listen to them and meet their needs
8. The codes of ethics outlined in the text from the NCBTMB, AMTA, and ABMP all have similarities which require therapists to:
- A. Maintain confidentiality of clients
 - B. Respect clients
 - C. Not sexualize massage and bodywork
 - D. All of the above

Chapter 4

9. Laws and ethics are the same thing.
- A. True
 - B. False
10. All of the following bodies may enforce massage laws and regulations EXCEPT:
- A. The public
 - B. Police officers
 - C. State massage board
 - D. Court system
11. What does the scope of practice for a massage therapist state?
- A. What a therapist can or cannot do while practicing as a massage therapist, technician, or bodyworker
 - B. The total number of hours of education required to practice as a massage therapist, technician, or bodyworker
 - C. The laws and rules established and enforced by governing bodies that protect or restrict actions by all citizens or specific parties
 - D. The expectations of the general public of what is appropriate or inappropriate activity by massage therapists, technicians, or bodyworkers

Chapter 5

12. What are boundaries?
- A. Laws and rules of the massage profession
 - B. Showing the responsibility or proof of performing a task or duty
 - C. Limits between acceptable and unacceptable behaviors
 - D. An individual's or group's standards of behavior

13. Which of the following is a type of boundary to consider in the massage and bodywork field?
- A. Physical boundaries
 - B. Emotional boundaries
 - C. Sexual boundaries
 - D. All of the above
14. All of the following are examples of how a boundary may be crossed EXCEPT:
- A. Working on the gluteals of a client without first obtaining permission
 - B. Having the client fill out a medical history form
 - C. Offering advice to the client on nutritional supplements
 - D. Talking with a client about an emotional problem during the massage session
15. Which of the following may happen if boundaries are crossed?
- A. The client may not return
 - B. You can refuse to see the client again
 - C. You can lose your license or professional membership
 - D. All of the above

Chapter 6

16. What is transference?
- A. A therapist attributing thoughts or feelings about another person to the client
 - B. A situation that occurs when two roles or relationships overlap or interact
 - C. The shift of authority that can exist in the client-therapist relationship
 - D. A client attributing thoughts or feelings about another person to the therapist
17. All of the following are examples of defense mechanisms EXCEPT:
- A. A client who fidgets on the table or moves slightly away from the therapist's hands
 - B. A client who asks the therapist to perform a Swedish massage
 - C. A therapist who becomes frustrated with a client during the massage session
 - D. A client that begins to cry during the massage session
18. In most relationships you form with clients, some type of transference will take place. What is the goal when managing transference?
- A. Keeping the therapeutic relationship healthy for both the client and the therapist
 - B. Preventing any type of dual relationship from forming
 - C. Retaining the client
 - D. Referring the client to another health care professional
19. Which of the following is a warning sign of a troublesome dual relationship?
- A. A conflict of interest develops
 - B. You feel vulnerable
 - C. You have begun to resent the other party
 - D. All of the above

Chapter 7

20. What is sexuality?
- A. A feeling of pleasure gained from the stimulation of one or more of the senses
 - B. The shift of authority that can exist in the client-therapist relationship
 - C. The emotional, physical, cultural, or spiritual actions or reactions related to sexual arousal
 - D. A client attributing thoughts or feelings about another person to the therapist
21. What can a therapist do if they notice a change in the client's demeanor or attitude which they feel may be sexual in nature?
- A. Change the routine
 - B. Change the pressure or pace
 - C. Change the area being worked on
 - D. All of the above
22. All of the following are safeguards to prevent problems with client expectations EXCEPT:
- A. Always screen your clients initially over the phone
 - B. If in doubt, have another person or therapist in your office during the session
 - C. Meet the client's needs even if it compromises your boundaries
 - D. Be firm and let the client know you have a firm foundation in your profession

Chapter 8

23. What is disclosure?
- A. Giving information about a client to an outside person
 - B. Revealing information to another person about oneself or another person
 - C. A situation that occurs when two roles or relationships overlap or interact
 - D. Beliefs about what is right and wrong or good and bad
24. Why might a client not disclose certain information to the therapist?
- A. The client does not feel comfortable sharing the information
 - B. The client does not think certain information is relevant
 - C. The client forgets to disclose something specific
 - D. All of the above
25. Which of the following situations require a massage therapist to have written permission from a client in order to disclose information?
- A. A client's attorney requests treatment information about a case that may go to court
 - B. A chiropractor, who has referred a client to you, asks for treatment information
 - C. An insurance company requests information about treatments used for a client
 - D. All of the above
26. A client's _____ information should not become part of a session or the therapeutic relationship.
- A. Personal
 - B. Health history
 - C. Current medication
 - D. Family medical history

Chapter 9

27. What is supervision?
- A. The process of obtaining advice from another professional in the same or related field
 - B. Working under the direction of another professional
 - C. The process of sending a client to another professional for care
 - D. A professional doing a favor for another professional
28. All of the following are examples of ways to build professional relationships EXCEPT:
- A. Talk to health care providers you see and express interest in building a professional relationship
 - B. Write a letter to a family member's health care provider letting them know you are open to referrals and referring clients to them
 - C. Refrain from talking to mentors and health care providers about the services you offer
 - D. Talk to other businesses about having flyers printed and let them know the services you offer
29. Bodyworkers should maintain a resource file for referring clients with the following:
- A. Medical doctors
 - B. Physical or occupational therapists
 - C. Chiropractors
 - D. All of the above
30. All of the following are examples of professional courtesy EXCEPT:
- A. Offering other massage therapists a discount on services
 - B. Treating a client for 15 minutes and allowing the supervisor to bill the insurance company for 30 minutes
 - C. Making an appointment for another health care professional outside your normal business hours
 - D. Offering a payment plan to another health care professional

Chapter 10

31. What is informed consent?
- A. A client's right to all pertinent information about a treatment and the granting of permission for a treatment based on that knowledge
 - B. A therapist's right to all personal health information of a client and treating the client based on that knowledge
 - C. The process of obtaining advice from another professional in the same or related field
 - D. A document stating an individual's or group's beliefs, standards, and ethics expectations
32. What is the value of policies and procedures for businesses, therapists, and clients?
- A. Policies and procedures help define a business's structure and how it operates
 - B. Policies and procedures can help a business or individual present a positive, professional image to the public
 - C. Policies and procedures state guidelines for clients and help them know what to expect from a bodywork practice
 - D. All of the above

33. All of the following may be included in a policy and procedure manual EXCEPT:
- A. Draping policies
 - B. Tax documents
 - C. Dress code
 - D. Payment expectations

Chapter 11

34. What is a sole proprietor?
- A. A non-employee who provides services within a business
 - B. A person who owns and operates his or her own business and often works alone
 - C. An employee who provides services within a business
 - D. A partnership in which two people own and operate a business equally
35. Which of the following is a step therapists can take to prevent problems and protect themselves when working for or with other professionals?
- A. Before taking a job, check the business's policy manual and look for stated repercussions for not following policies
 - B. Talk with a mentor
 - C. Ask managers to enforce existing policies
 - D. All of the above
36. All of the following are advantages for the therapist of working as an independent contractor EXCEPT:
- A. Setting your own schedule
 - B. Being in control of your own finances
 - C. Facing an unclear line between being independent and being an employee
 - D. Being your own boss
37. All of the following are ways to ensure ethical advertising EXCEPT:
- A. Using questionable graphics, such as a male therapist smiling while working on a woman's bare back
 - B. Having documentation to back up any claims that your massage has a certain effect
 - C. Avoiding the use of words such as "tantalizing" or "sensual" in your ads
 - D. Having a few people review the advertising to get a good sense of that the public might think

Chapter 12

38. A conflict might arise when:
- A. There is a difference of opinion between two parties on an ethical issue
 - B. One or both parties have unclear expectations regarding the other party
 - C. There are no policies for a given situation because a problem has never occurred with it in the past
 - D. All of the above
39. When clients communicate their needs, it is important for the therapist to:
- A. Do what the therapist thinks is best
 - B. Listen carefully
 - C. End the massage session
 - D. Refer the client to another healthcare professional

40. Massage therapists and bodyworkers may have conflicts with:
- A. Clients
 - B. Other therapists and/or healthcare professionals
 - C. Employers
 - D. All of the above
41. Which of the following is the correct sequence of steps in conflict resolution?
- A. Identify the person(s) involved, identify the problem(s), research the facts, consider possible solutions and outcomes, discuss solutions with all parties involved, compromise and resolve
 - B. Identify the problem(s), identify the person(s) involved, research the facts, discuss solutions with all parties involved, consider possible solutions and outcomes, compromise and resolve
 - C. Discuss solutions with all parties involved, compromise and resolve, identify the person(s) involved, identify the problem(s), research the facts, consider possible solutions and outcomes
 - D. Research the facts, consider possible solutions and outcomes, identify the person(s) involved, identify the problem(s), compromise and resolve, discuss solutions with all parties involved

Chapter 13

42. According to the textbook, what three characteristics have a major role in determining a massage therapist's success?
- A. Fees, focus, connection
 - B. Mind-set, connection, honesty
 - C. Mind-set, connection, focus
 - D. Confidence, focus, arrogance
43. How can a massage therapist stay connected with their clients?
- A. Make eye contact immediately with a client, shake the client's hand, and introduce themselves
 - B. Pay close attention to both verbal and physical feedback from the client
 - C. Constantly process the client's physical feedback and answers to the therapist's questions about the client's comfort or the area being worked on
 - D. All of the above
44. Being ethical greatly affects the success of massage therapists.
- A. True
 - B. False

Chapter 14

45. When researching requirements for massage therapy, a therapist should ask themselves all of the following questions EXCEPT:
- A. What are the requirements in your state to practice as a massage therapist?
 - B. How much money do you want to make within a year?
 - C. If you are going to be working as an independent contractor, what expenses will you be responsible for?
 - D. If you are working as an employee, do you have a copy of company policies?

This completes the Ethics Overview home study course.