

# Ethics Question and Answer Home Study Course

1 CE Credit Hour  
Text and Online Study Guide

Presented by the:  
*Center for Massage Therapy Continuing Education*

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## Center for Massage Therapy Continuing Education

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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. This ethics course is based upon the ethical standards set forth by state boards, the National Certification Board for Therapeutic Massage and Bodywork and the American Massage Therapy Association.

## **Instructions for the Ethics Question and Answer Home Study Course**

Thank you for investing in the Ethics Question and Answer home study course, a 1 CE hour refresher course designed to further your knowledge in the principles and practices of professional ethics. The following will give instructions on what you will need to do to complete this course. This is a 1 CE hour course, so that means it should take you approximately 1 hour to complete this course.

### **The following are steps to follow in completing this course:**

- 1. Read the instructions and review the text and exam.**
- 2. Access the online examination in your account at [www.massagetherapyceu.com](http://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 if needed. There is no time limit when taking the exam. Feel free to review the text while taking the exam. There are no trick questions on the exam. All of the answers are clearly found in the text. The exam is also included at the end of the text 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](mailto:info@massagetherapyceu.com). Most state boards require that you keep your “proof of completion” certificates for at least four years in case of audit. Thank you for taking our Ethics Questions and Answer home study course.

# Ethics Question and Answer Text

## INTRODUCTION

The periodic review of ethics is necessary in the massage therapy field in order to maintain the standards of practice and code of ethics set forth by your state agency and other certifying agencies such as the National Certification Board of Therapeutic Massage and Bodywork (NCBTMB) and the American Massage Therapy Association (AMTA). Many states have adopted the NCBTMB's code of ethics and standards of practice. However, some individual states may have variations of these according to their own law of practice. It is important to review your state's laws and rules on ethical practices as a licensed and/or certified massage therapist.

This course will answer the following questions:

- What is Ethics?
- What is scope of practice?
- What are boundaries?
- What is an office policy?
- What is transference?
- What is countertransference?
- What is informed consent?
- What intake forms should my clients fill out?

If at any time, through the course of your work you need assistance, please contact the Center for Massage Therapy Continuing Education at 866-784-5940 or via email at [info@massagetherapyceu.com](mailto:info@massagetherapyceu.com) and someone will promptly assist you. We are here to serve you and answer any questions you may have. This course is revised often and every effort is made to ensure the accuracy of the content. Should you have any concerns please contact us at the above listed sources.

## What is Ethics?

The term **ethics** can be defined as:

“A system or set of moral rules, principles or ideas that govern an individual's behavior”

The concept of ethics is not always black and white. For many people ethics and their ethical beliefs depend somewhat on the situation. Ethical beliefs also vary from person to person. It is safe to say that ethics is not an absolute principle. Ethics involves standards of behavior, not simply issues of right and wrong or what is legal or illegal. For example, you may believe that it is wrong to lie. Does that mean that you would never lie to anyone no matter what the situation? Although the concept of ethics in massage and bodywork is a little clearer, from time to time therapists can be unsure of what is right and wrong and expected of them in the profession.

In massage therapy, the concept of ethics presides over every relationship we have including relationships with clients, associates, other health care professionals and the general public. The ethical guidelines set forth in the massage therapy profession are values and ideals for making proper decisions in the best interest all parties involved. The basis for many of these guidelines has been formulated by the National Certification Board for Therapeutic Massage and Bodywork

(NCBTMB). Many state boards have adopted these ethical guidelines and many of them have written their own. The governing boards in massage therapy write their code of ethics and standards of practice according to what they believe to be essential to the integrity of the profession. Every professional organization's code of ethics has key issues that are equally important and relevant. It is not always necessary to memorize each professional organization's standards of practice, but it is imperative to conduct your self in a way that is professional, courteous and responsible at all times. The NCBTMB and the AMTA's code of ethics and standards of practice are printed at the end of this text.

## **What is scope of practice?**

**Scope of Practice** is a term used by licensing and certifying boards for various professions that defines the procedures, actions and processes that are permitted for the licensed individual. The scope of practice is limited to what the law allows for specific education, experience and demonstrated competency. In massage therapy, most states have laws, licensing bodies, and regulations that describe requirements for education and training and define scope of practice.

The NCBTMB defines scope of practice as:

“The minimum standards necessary for safe and effective practice and the parameters of practice determined by the certificant's professional training and education, and, when applicable, regulatory bodies.”

The scope of practice defines what is legally acceptable as a licensed or certified massage therapist as well as what it not legally acceptable. Massage professionals need to be aware of the limits of their skills and the legally accepted scope of practice for the profession. Working with other health professionals, if needed, always provides the best possible outcome for the client.

## **What are boundaries?**

In the massage and bodywork profession, one of the most important aspects of practice is boundaries. Because massage therapy is such a personal profession, establishing proper boundaries in every aspect of practice is a must.

In general, personal **boundaries** are defined as:

“Guidelines, rules or limits that a person creates to identify for himself/herself what are reasonable, safe and permissible ways for other people to behave around him or her and how he or she will respond when someone steps outside those limits”

In massage therapy, a **boundary** can be defined as:

“Limits between acceptable and unacceptable behavior which govern the relationship between the therapist and the client which may be physical, emotional or implied”

In massage therapy there are many types of boundaries. They include:

- Legal boundaries
- Professional boundaries
- Emotional boundaries
- Physical boundaries
- Sexual boundaries

- Client relationship boundaries
- Social boundaries
- Financial boundaries

### *Legal and Professional Boundaries*

Legal and professional boundaries involve limits, guidelines and expectations of professional behavior. Governing bodies, such as local agencies, state boards, the NCBTMB and the AMTA have definite expectations and limitations of what is acceptable in the practice of massage therapy.

Establishing healthy legal boundaries in your practice involves:

- Obeying all applicable local, state and federal laws regarding the practice of massage
- Refraining from contributing to or behaving in any manner that may violate any applicable law
- Reporting to the proper authorities any alleged violations by other massage therapists or bodyworkers

Establishing healthy professional boundaries involves:

- Practicing within your scope of practice at all times
- Treating each client and colleague with dignity and respect
- Using professional language at all times with clients and colleagues
- Dressing in a manner that is neat, clean and modest when practicing massage therapy
- Providing an environment which is not only neat, clean and sanitary but also meets any minimum requirements by law
- Establishing an office policy (which will be discussed further in the text) which outlines important aspects of your practice such as services, office hours, charges and expectations
- Keeping your personal lives, opinions and needs out of your massage and bodywork sessions

### *Emotional Boundaries*

Emotional boundaries are those which govern the expectations between the therapist and client related to emotional issues or problems. Many clients seek massage therapists with not only physical pain, but also emotional issues and problems. Massage therapists must remain focused on treating the client's body rather than trying to address emotional issues the client may present. Maintaining appropriate emotional boundaries can be very difficult at times because there is an emotional component of massage and bodywork. A client or therapist may also unconsciously transfer emotional issues onto each other (called transference or counter transference discussed later in the text) which contributes the difficulty of keeping clear emotional boundaries.

It is natural to want to nurture clients when they experience an emotional response to the bodywork being performed. Keep in mind that crossing a line and trying to address these issues is considered counseling and is dangerous for both the therapist and the client. Instead, listen and respect the client's feelings, but do not offer any emotional advice. If necessary, refer the client to the appropriate healthcare professional.

### *Physical Boundaries*

Physical boundaries involve physical expectations and limitations between the therapist and the client such as draping and touching. Many states and regulating agencies clearly outline these boundaries. If no regulations are in effect, clients will generally expect that massage therapists will act in a manner which will make them feel safe and comfortable.

Common physical boundaries include:

- Never touch the genitalia or breast tissue of any client, male or female. In some instances where massage may be beneficial on the underlying musculature of the breast region, obtain the clients full consent before treating these areas.
- Always use proper draping. For men, the genitalia should be covered at all times. For women, the genitalia and breasts should be covered at all times. A good general rule of thumb is to always cover any body part not being worked on.
- Before treating the gluteal region, inner thigh or region which may be uncomfortable for a client, explain what you would like to do and ask for permission.
- If in doubt or you feel your client may be uncomfortable, always explain what you are doing and obtain permission before treating an area.

Paying close attention to clients in verbal and nonverbal communication will give therapists important cues to whether they are comfortable or not. Adjust the massage routine if needed. This will ensure that both the therapist and the client have a rewarding bodywork session.

### *Sexual Boundaries*

Sexual boundaries are limits which prevent sexual contact between the client and the therapist or sexualizing of bodywork. In all states with regulation as well as the NCBTMB, firm sexual boundaries are outlined. Massage should never be sexual in nature. Establishing proper sexual boundaries in an office policy (which will be discussed further in the text), brochure or consent form will help establish healthy sexual boundaries with clients from the beginning. It will also help protect therapists from sexual situations during a bodywork session.

Sexual boundaries involve more than just sexual behavior. A therapist or a client who experiences sexual thoughts or emotions during a bodywork session is crossing a boundary line. Although they are purely thoughts, problems are inevitable.

Sexually inappropriate behaviors include:

- Engaging in any conduct that is sexual or may be interpreted as sexual
- Any behavior, gestures, or expressions that are seductive in nature or sexually demeaning to the client or by the client toward the therapist
- Draping practices which reflect a lack of respect for the client's or the therapist's privacy
- Sexual or inappropriate comments by the client or the therapist such as comments on sexual orientation or sexual performance
- Therapist-client sex, whether initiated by the client or the massage therapist
- Sexually inappropriate thoughts or emotions by the therapist or the client during a bodywork session

The following lists the NCBTMB's rules regarding sexual boundaries and behavior:

- Refrain from participating in a sexual relationship or sexual conduct with the client, whether consensual or otherwise, from the beginning of the client/therapist relationship and for a minimum of six months after the termination of the client/therapist relationship unless a pre-existing relationship exists between a certificant or applicant for certification and client prior to the certificant or applicant for certification applying to be certified by NCBTMB
- In the event that the client initiates sexual behavior, clarify the purpose of the therapeutic session, and, if such conduct does not cease, terminate or refuse the session
- Recognize that sexual activity with clients, students, employees, supervisors, or trainees is prohibited even if consensual

If a sexually uncomfortable situation arises it is the therapist's responsibility to stop this behavior and/or prevent it from happening. The following are a few suggestions for dealing with sexual situations:

- If you feel as though a client is behaving sexually inappropriate during a bodywork session, inform them that sexual behavior is not tolerated. If the behavior persists, end the session immediately.
- State in a consent or intake form that: "Massage therapy is a professional health service and a nonsexual environment. Sexual impropriety is not tolerated."
- If employed in a large business where a client is acting sexually inappropriately, document it and inform a supervisor immediately.
- If an incident is a solicitation for prostitution, report it to the police.

### *Client Relationship and Social Boundaries*

Client relationship and social boundaries refer to boundaries between a therapist and a client that prevent the relationship from becoming social, rather than professional. Massage therapists see many clients, and keeping a professional relationship during and out of the massage session is an important aspect of your practice. Establish healthy boundaries regarding therapist-client relationships in an office policy and plan ahead for reacting to an uncomfortable boundary violation. Examples of crossing a relationship or social boundary include:

- A therapist who continually talks about their personal life during a massage session
- A client who sees you at a social event and discusses your therapeutic session
- A client or therapist who is eager to become close friends
- A client who invites you to a social/personal event

The above examples may be harmful to a massage practice and to the therapeutic therapist-client relationship.

What if you already have a social or professional relationship with a client who comes to see you for bodywork services? In this case, a dual relationship comes into play. A dual relationship occurs when a therapist has a relationship with a client other than the contractual therapeutic one. Typically, the therapist and the client have both a social and professional relationship. Most therapists will, at some point in their career, experience a dual relationship. Dual relationships are common with professionals and as long as there are healthy boundaries in place, they are



acceptable. Without boundaries, there is a greater potential for problems to occur which can harm the relationship and ultimately, a massage practice.

The following are steps for creating a healthy professional dual relationship:

1. Identify each type of relationship, whether its professional, social or personal
2. Identify the importance of each type of relationship
3. Identify clear boundaries which will keep both relationships healthy
4. Determine any potential risks or problems that may arise as a result of the dual relationship
5. Determine how you can remain open and objective to both relationships

If a dual relationship begins to become difficult, communicate with the other person involved before the situation elevates. Many times, with effective communication, the area of concern can be easily worked out with clarification of proper boundaries. The following may be warning signs that a dual relationship has become problematic:

- You feel taken advantage of or that the relationship has become one-sided
- You question whether you can provide adequate care
- You begin to dislike the relationship and the other person
- You begin to have feelings of mistrust or negativity toward the other person

Although it is not possible to be prepared for all possible client situations, having a good set of professional boundaries is important. The clearer a therapist is about mixing social and professional situations, the better equipped they will be to handle situations as they arise.

### *Financial Boundaries*

Financial boundaries are rules in place to protect and govern our financial practices. Financial practices can make or break a massage practice. Massage therapy is not only a health profession, it is also a business. Sound financial policies must be integrated into a practice in order to become a successful massage therapist. Many therapists are uneasy about the financial side of their work and do not have a business background.

Financial aspects of a massage practice to consider are:

- Appropriate fees for your services
- Appropriate fees for any products you sell
- Will you offer discounts for any reason
- Fees for clients which make an appointment and do not show up
- Proper bookkeeping procedures

Money can be a sensitive subject for both clients and therapists. There may also be people who will try and take advantage of the services massage therapists offer. It is imperative that the therapist is clear about their services and charges in advance to avoid uncomfortable situations.

The following are guidelines for setting appropriate financial boundaries with clients:

- Research what others practitioners are charging in your area and determine your fees
- Create an office policy which outlines your services and what you will charge for each service offered
- Post your fees in your office where the general public can easily see them

- If you will offer monthly specials, plan and post them well in advance
- If you are going to offer discounts for students or other therapists, be clear in advance of what the amounts will be
- State your prices to potential clients on the phone before the initial appointment

If you are starting a practice or managing an existing practice, put together a business plan which includes your start up costs, initial rent and supplies, phone set up and marketing expenses. Along with initial expenses include the month to month expenses. Determine how much money is needed each month to meet the needs of the business. Use a program such as Intuit's QuickBooks to keep track of all expenses and payments. If you have trouble with money and numbers, get help from someone who understands the massage business.

## **What is an office policy and what should it include?**

An **office policy** is a:

“Document which outlines the general rules of the office and its procedures”

Office policies are most common for massage therapists who own their own business. However, if employed in any type of spa or healthcare setting, the business should also have a general office policy available to all employees.

An office policy should clearly state, at minimum, the following:

- Hours of operation
- Phone handling policy
- Appointment scheduling policy
- Fees
- Payment and gratuity policy
- Cancellation policy
- Late arrival policy
- Gift certificate policy
- Minor and children policy
- Referral policy
- Insurance policy
- Attire and clothing policy
- Sexual behavior policy
- Draping policy
- Cell phone and distraction policy
- Illness policy
- Vacation policy
- Job description

With an office policy in place, clear boundaries for the therapist-client relationship are set from the beginning. An office policy clarifies any gray area of a massage practice. It also answers many questions that clients as well as employees may have.

## What is transference?

In the massage and bodywork field, **transference** can be defined as:

“The transfer or projection of feelings, thoughts or behaviors about another person, such as a parent, from a client onto a massage therapist”

Transference is a common occurrence and may happen in any relationship. It is generally an unconscious practice so it is not talked about frequently. Transference is a very complex process which comes from the psychology profession. Psychologists suggest that transference grows from past relationships with others, such as parents, teachers, lovers or siblings. Our past relationships set the stage for how we react in current relationships. For example, a client you are treating may have been physically abused as a child may have a fear of being injured by others with power over them. For a client lying on a massage table, the therapist certainly may appear to have power over them.

The unique power dynamic in massage therapy and during therapeutic massage sessions sets the stage for transference. Most clients see a massage therapist for services that they cannot perform on their own. This puts the therapist in a position of power, which can lead to situations where clients believe that therapists know more about themselves and their condition than the clients do themselves. They may develop a crush, never question your judgment or confide in you with their personal secrets.

Another reason transference may happen so easily in massage therapy is the fact that bodywork can trigger a variety of emotions from clients such as happiness, joy, sadness, fear or anger. Many times these emotions are the result of emotions the client felt in the past toward other people. Recognizing that sometimes a client’s reaction may be the result of transference will help you remain professional and handle a variety of situations in a professional manner, preserving a healthy therapist-client relationship.

The following are possible signs of transference from clients:

- The client’s attitude may suddenly change during the session
- The client may begin to laugh or cry
- The client may begin to tense up or pull away
- The client’s tone of voice may change
- A client may try to touch you or hug you
- The client may try to socialize with you
- The client may begin to share very personal information with you

Sample situations of transference include:

- A client who begins to call the therapist frequently and buy them gifts
- A client who is very nervous and skeptical of your qualifications
- A client who continually asks you out on a date
- A client who expresses affection to the point of making the therapist uncomfortable
- A client who reveals personal information and would like to discuss it with you
- A client who asks you for an extremely discounted rate
- A client who demands extra time during a session

Transference may be positive or negative, and if a therapist is experiencing transference from a client, it may be difficult to determine the best course of action. Do you end the session? Do you try and console the client? Do you simply ignore the behavior? The first step in handling transference is to acknowledge that it is happening and to never take it personally. Although knowing what to do next may be confusing, if dealt with in a professional manner, transference can be easily managed and have minimal interference in a massage practice.

The following are some suggestions for handling transference:

- Keep in communication with the client and ask them how they are doing frequently
- Ask the client if you should lighten pressure or skip the area
- Ask the client if you need to discontinue the session
- Refer the client to another healthcare professional if you feel the emotions may be overwhelming to the client
- Keep the relationship professional at all times
- If you are worried about the client touching or hugging you, wait behind your desk after the session

The following are suggestions on what not to do when dealing with transference:

- Do not attempt to help the client with an emotional issue
- Do not discount or ignore the client's reactions and cues
- Do not tell the client to forget about the emotions or issues they are experiencing

## **What is countertransference?**

**Countertransference** is similar to transference. It can be defined as:

“The transfer or projection of feelings, thoughts or behaviors about another person, such as a parent, from a therapist onto a client”

Countertransference involves the projection of feelings from the therapist onto a client. Like transference, countertransference is largely an unconscious practice. Usually therapists are not aware that they are reacting to a client in a certain way. Countertransference usually happens as a result of something the client says or does. For example, if as a child you had an older sibling who always complained about headaches and you thought she was faking, you may react the same way to a client who frequently complains of headaches.

Like clients, massage therapists also come to the bodywork session with a personal history. The closeness of the practice of massage may cause therapists to lose their objectivity at times. The same factors which may be triggers for a client's transference can also be triggers for therapists. It is important to be aware when this happens and be able to react to it in a professional manner. If countertransference continues to happen, therapists begin to shift the focus from the client to their own personal needs. This can be damaging to the therapeutic relationship.

Countertransference can be positive or negative. Knowing that all relationships may involve both countertransference and transference will help you to identify when something is not quite right. The following are possible warning signs that either positive or negative countertransference may be happening in your practice:

- You really look forward to a particular session

- You do not want the session to finish
- You become personally involved with a client
- You feel overjoyed or thrilled during a session
- You reduce your fees for a particular client
- You begin to experience neck pain after working on clients with neck problems
- You begin to resent working on a certain client
- You are easily agitated by a client
- You offer emotional and personal advice to clients
- You begin to feel emotionally drained after a massage session
- You want the massage session to be over quickly
- You begin to have trouble focusing on the client's therapeutic needs

Once countertransference has been identified, how can you deal with it successfully so that it does not damage your professionalism or practice? The following are some steps you can take to safely manage countertransference in your practice:

- Get outside help by joining peer supervision group with other therapists in your area
- Take inventory of your relationship with clients
- Be aware when you want to go outside of your usual boundaries for a client
- Think about whether you have had similar emotional issues with someone in your past
- Keep your feelings and emotions separate from the client's treatment plan
- Keep the focus on why the client has come to you

### **What is informed consent?**

**Informed consent** is a legal and medical term which is used to ensure that a patient or client knows all of the information involved in a particular treatment. In massage therapy, it can be defined as:

“A client's right to all of the pertinent information about a treatment and the giving of consent after being properly advised of the relevant facts, risks and benefits involved”

The elements of informed consent include:

- Informing the client of the nature of the treatment
- Informing the client of any work that will be done close to their genitals or breasts
- Informing the client of possible alternative treatments
- Informing the client of the potential risks and benefits of the treatment

In order for informed consent to be considered valid, the client must be competent and the consent should be given voluntarily. A general informed consent which you may use in your practice is printed below. If performing advanced bodywork or any alternative treatments, you may need to revise this statement to reflect the nature of the work.

#### *Sample Informed Consent*

I understand that the massage I receive is intended to enhance general relaxation, reduce pain caused by muscle tension, decrease muscular tension, increase range of motion and improve circulation. Any other intended purposes for massage therapy are specified below:

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If I experience pain or discomfort at any time during the massage session I will inform the therapist promptly so they can alter pressure/strokes to my level of comfort.

The general benefits of massage, contraindications and the treatment procedure have been explained to me. I understand that massage therapy is not a substitute for medical treatment or medications, and that it is recommended that I work with my primary care physician for any medical condition I may have.

I am aware that massage therapists do not diagnose illness or disease, do not prescribe medication, and that spinal or skeletal manipulations are not part of massage therapy. Nothing said by the massage therapist during the massage session will be taken as such.

Because massage should not be performed under certain circumstances, I have informed the therapist of all my known physical and medical conditions as well as medications. I will keep the massage therapist updated on any changes. I understand that there shall be no liability on the therapist's part due to my forgetting to relay any pertinent information.

I understand that any illicit or sexual remarks or advances during the massage session will result in immediate termination of the massage session. I also understand that the massage therapist reserves the right to refuse service to anyone when they deem it necessary.

Client signature: \_\_\_\_\_ Date: \_\_\_\_\_

### **What intake forms should my clients fill out?**

Client intake forms are very important for the success and maintenance of a massage therapy practice. Intake forms are used to:

- Obtain pertinent information about the client before a treatment plan is formulated
- Obtain a medical history
- Obtain current medical conditions and medications
- Allow therapists to make informed decisions about the type of bodywork that is safe for their clients
- State any expectations of the client before treatment is performed
- Aid in marketing such as mailings, sending birthday or Christmas cards

The following are recommended intake forms for every client:

- Basic personal information
- Medical and family history
- Current medical conditions and medications
- Informed consent
- If health insurance is accepted, a health insurance information form
- If required, notice of privacy practices (based on the Health Insurance Portability and Accountability Act of 1996)

Most of this information can be combined into one or two basic forms and protects both the therapist and the client. The Health Insurance Portability and Accountability Act of 1996

(HIPAA) applies to medical offices or health care providers which conduct the transmission of electronic data. If employed in a medical office, chances are you are required to have this form. If employed in a spa or a business owner and do not accept health insurance, this form is generally not required. However, you are still bound by confidentiality laws to keep all client communication and information confidential.

## **Conclusion**

Many major issues for massage therapists concerning ethics, professionalism and law have been discussed in the text. Every massage therapist is ultimately responsible for learning their national, state and local regulations governing the practice of therapeutic massage and ethics. Each year rules and regulations may change. This course is based upon the most current information available. Links to the NCBTMB and many state boards are available on our website at: <http://www.massagetherapyceu.com/approval.php>. Click on your state to find the most up to date information on CE hours or to find a link to the state's website.

## **Resources**

- Business and Professional Skills for Massage Therapists, by Sandy Fritz
- Ethics for Massage Therapists, by Terrie Yardley-Nohr
- The American Massage Therapy Association [www.amtamassage.org](http://www.amtamassage.org)
- The Educated Heart, 3<sup>rd</sup> Edition, by Nina McIntosh
- The National Certification Board for Therapeutic Massage and Bodywork [www.ncbtmb.org](http://www.ncbtmb.org)

## Ethics Question and Answer Exam

1. What is Ethics?
  - A. A system or set of moral rules, principles or ideas that govern an individual's behavior
  - B. The transfer or projection of feelings, thoughts or behaviors about another person, such as a parent, from a client onto a therapist
  - C. Guidelines to follow in order to diagnosis your client's condition
  - D. A client's right to all of the pertinent information about a treatment and the giving of consent after being informed
  
2. All of the following are boundaries which exist in massage EXCEPT:
  - A. Legal boundaries
  - B. Faith boundaries
  - C. Sexual boundaries
  - D. Social boundaries
  
3. Which of the following bodies may set legal boundaries for the massage profession?
  - A. Local agencies
  - B. State boards
  - C. The NCBTMB
  - D. All of the above
  
4. What are emotional boundaries?
  - A. Those which govern and set guidelines for professional behavior in massage therapy
  - B. Those which govern the expectations between the therapist and the client related to emotional issues
  - C. Those which involve physical limitations between the therapist and the client such as touching and draping
  - D. Those which prevent sexual conduct between the therapist and the client
  
5. All of the following are examples of sexual boundary violations EXCEPT:
  - A. Having sexual intercourse with a client
  - B. A client who states a therapist is very attractive and makes a sexually related comment
  - C. A client who thanks you for your services as they leave your office
  - D. A therapist who begins to have sexual thoughts about a client they are working
  
6. A dual relationship occurs when a therapist has a relationship with a client other than the contractual therapeutic one.
  - A. True
  - B. False



7. Which of the following is an example of a dual relationship?
  - A. When a therapist treats a friend or family member
  - B. When a therapist sees a client in a professional manner only
  - C. Trading massages with another therapist whom you are not familiar with
  - D. Seeing a client for the first time who was referred by a friend
  
8. Which of the following is a financial aspect of your practice to consider?
  - A. Appropriate fees for services
  - B. Will you offer discounts
  - C. Proper bookkeeping procedures
  - D. All of the above
  
9. All of the following should be included in your office policy EXCEPT:
  - A. Payment and gratuity policy
  - B. Attire and clothing policy
  - C. Draping policy
  - D. Dinner policy
  
10. Transference is the transfer or projection of feelings, thoughts or behaviors about another person, such as a parent, from a therapist onto a client.
  - A. True
  - B. False
  
11. All of the following are examples of transference EXCEPT:
  - A. A client who begins to call the therapist frequently and buy them gifts
  - B. A client who is very nervous and skeptical of your qualifications
  - C. A client who is polite and thanks you for your services
  - D. A client who demands extra time during a session
  
12. Which of the following may be a sign of countertransference?
  - A. You really look forward to a particular session
  - B. You reduce your fees for a particular client
  - C. You begin to have trouble focusing on the client's therapeutic needs
  - D. All of the above
  
13. What is informed consent?
  - A. A client's right to all of the pertinent information about a treatment and the giving of consent after being properly advised of the relevant facts, risks and benefits involved
  - B. The process of keeping the client's body covered during the massage treatment
  - C. The transfer or projection of feelings, thoughts or behaviors about another person, such as a parent, from a therapist onto a client
  - D. All of the above

14. It is acceptable to state in an informed consent form that sexual behavior is not tolerated in your practice.
- A. True
  - B. False
15. Which of the following information should be included in your intake form?
- A. Basic personal information
  - B. Medical and family history
  - C. Informed consent
  - D. All of the above