

Professional Ethics Home Study Course

6 CE Hours
Online Study Guide

Presented by the:
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.

Instructions for the Professional Ethics home study course

Thank you for investing in the Professional Ethics home study course, a 6 CE hour course designed to further your knowledge in the principles and practices of professional ethics. 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 textbook and complete this course.

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 *The Educated Heart: Professional Boundaries for Massage Therapists and Bodyworkers*, by Laura Allen and Nina McIntosh. There are no trick questions on the exam. All of the answers are clearly found in the text. 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 Professional Ethics home study course.

Professional Ethics Examination

Chapter 1

1. Trained professionals who touch the body of the client or who use a method of movement to affect the body of a client for the purpose of facilitating awareness, health, and well-being are which of the following?
 - A) Psychotherapists
 - B) Manual therapists
 - C) Occupational therapists
 - D) Aroma therapists
2. In the context of the textbook, a boundary is like:
 - A) An unproductive circle around the professional relationship that separates what is appropriate within that relationship from what is not
 - B) A protective circle around the professional relationship that combines what is appropriate within that relationship with what is not
 - C) An unprotected circle around the professional relationship that separates what is appropriate within that relationship from what is not
 - D) A protective circle around the professional relationship that separates what is appropriate within that relationship from what is not
3. All of the following are common misconceptions about boundaries EXCEPT:
 - A) Being professional means that we are careful about what we reveal to our clients
 - B) I'll just use my common sense
 - C) I have needs, too
 - D) But I know practitioners who are careless about boundaries and still are successful

Chapter 2

4. Which of the following is a relationship between client and practitioner that is focused on the well-being of the client?
 - A) Social relationship
 - B) Therapeutic relationship
 - C) Contract
 - D) Platonic relationship
5. What are the two roles a therapist has with a client?
 - A) Specific type of somatic practitioner and broader social role
 - B) Specific type of somatic practitioner and broader role as professional
 - C) Specific type of friend and broader role as professional
 - D) Specific type of counselor and broader role as professional

6. A formal term meaning that clients have the right to understand all that is involved in our work with them, and we must have their educated, informed consent for our work with them to be ethical is which of the following?
 - A) Confidentiality
 - B) Consistency
 - C) Informed consent
 - D) Right of refusal

7. Which of the following is an example of going outside our scope of practice as massage therapists?
 - A) Making accurate claims about the effects of our methods
 - B) Behaving as if we are experts in areas which we have extensive training on
 - C) Offering medical advice or psychological counseling when we have no formal training for that
 - D) Performing a massage as you are trained to do competently and with compassion

Chapter 3

8. Maintaining a special environment that is focused solely on the client's well-being is sometimes referred to as which of the following?
 - A) Defending the zone
 - B) Holding the space
 - C) Protecting the territory
 - D) Preserving the setting

9. Which of the following is the most professional approach to draping clients?
 - A) It is up to each client whether draping is used
 - B) Draping is an unnatural barrier between you and the client and should not be used
 - C) Draping is required for all clients
 - D) Draping should be used with women but not with men

10. Which of the following reasons for maintaining a strong framework is especially relevant for new clients?
 - A) Not changing the client's familiar routine
 - B) Avoiding confusion over switching roles
 - C) Setting a professional tone
 - D) Being extra sensitive to the client's chronic pain

Chapter 4

11. Which of the following occurs when a client unconsciously projects (transfers) unresolved feelings, needs, and issues – usually from childhood and usually related to parent or other authority figures – onto a practitioner?
 - A) Countertransference
 - B) Transference
 - C) Informed consent
 - D) Confidentiality

12. Which of the following occurs when a practitioner allows unresolved feelings and personal issues to influence his relationship with a client?
- A) Transference
 - B) Informed consent
 - C) Confidentiality
 - D) Countertransference
13. All of the following are ways to work with transference EXCEPT:
- A) Don't talk to clients about their transference
 - B) Keep the boundaries extra clear
 - C) Be respectful and don't take advantage of clients
 - D) Do not keep giving the power back to the client

Chapter 5

14. Which of the following questions will help you determine whether an action may lead you down the wrong path?
- A) Would this action take advantage of the power, affection, or goodwill that clients give me because of my role?
 - B) Would it create a dual relationship and, therefore, make the professional relationship less clear?
 - C) Would the actions be disrespectful of the client?
 - D) All of the above
15. A practitioner explains to a client that she can no longer work on him because it is too much wear and tear on her body to provide deep massage to his large muscle mass, and she feels he would be served better by a therapist more capable of working on someone of his size. Which of the following best describes this action on the part of the therapist?
- A) Unethical, as this is not a valid excuse for stopping treatment
 - B) Neither ethical nor unethical, but still rude on the part of the practitioner
 - C) Unclear whether ethical or unethical
 - D) Ethical, as practitioners have a right to refuse treatment for such a reason
16. Exceeding your scope of practice, which is unethical, means which of the following?
- A) Performing techniques or providing information related to subjects in which you are not officially trained or certified
 - B) Working with clients who live outside of the state in which you are licensed, but come to see you where you are licensed
 - C) Working on too many clients within a 24-hour period
 - D) Working on too many consecutive days within a year
17. What's right _____ depending on the client and the situation.
- A) Never varies
 - B) Remains the same
 - C) May vary
 - D) Always varies

Chapter 6

18. If we understand our _____, the right attitude and the right words will follow.
- A) Training
 - B) Marketing strategy
 - C) Anatomy and physiology
 - D) Roles
19. When talking with a client during a session, which of the following is recommended?
- A) Keep your own talking to a minimum
 - B) Ask questions and talk in such a way that clients have to think to respond to you
 - C) Flirt with a client that you are interested in
 - D) Keep the focus on yourself
20. All of the following are ways to set limits gracefully EXCEPT:
- A) Be clear about expectations in advance
 - B) Be careless about your tone
 - C) Speak in terms of your general policy rather than personalizing the limit
 - D) Practice what you would say in various situations

Chapter 7

21. Intense feelings about clients are generally indications of which of the following?
- A) True love
 - B) Destiny
 - C) Transference
 - D) Countertransference
22. Clients who have been sexually abused are likely to feel which of the following toward authority figures?
- A) Loyalty
 - B) Respect
 - C) Confidence
 - D) Mistrust
23. Which of the following would be an appropriate item of clothing to wear when working on a client?
- A) Short shorts
 - B) Sports bra
 - C) A collared, polo-style shirt
 - D) Midriff top and hip-hugger yoga pants
24. When asked about uncomfortable experiences, clients often cite situations in which:
- A) Some part of a practitioner's body other than hands touched them or the practitioner leaned against them
 - B) The practitioner treated them with respect and informed them fully of what type of treatment they would be receiving
 - C) The practitioner used proper draping throughout the massage routine
 - D) No part of the practitioner's body other than hands touched them

Chapter 8

25. Which of the following is a good idea to include on your business card?
- A) "Release," "total relaxation," or "full-body massage"
 - B) Your zodiac sign
 - C) "Exotic massage"
 - D) Your full name and professional licensing designation
26. Which of the following would be the most appropriate response to a client who makes a sexually suggestive request during a session?
- A) Ignore it and keep working
 - B) Call 911
 - C) Scream for help
 - D) Stop the massage and clarify that you only perform nonsexual massage, and that if any other attempts to sexualize the massage are made, it will be terminated immediately
27. All of the following are things to keep in mind about protecting ourselves from ethics complaints or legal charges EXCEPT:
- A) Some therapists are immune
 - B) Some are at greater risk
 - C) Seductive clients call for proper boundaries
 - D) Be aware of the "nice guy" blind spot
28. In the context of massage therapy, what are predators?
- A) Clients who deliberately misuse the power of transference to take advantage of their therapist sexually
 - B) Practitioners who deliberately misuse the power of transference to take advantage of their clients sexually
 - C) Practitioners who deliberately misuse the power of countertransference to take advantage of their clients sexually
 - D) Clients who deliberately misuse the power of countertransference to take advantage of their therapist sexually

Chapter 9

29. When talking with clients about money policies, practitioners should be which of the following?
- A) Apologetic and punitive
 - B) Businesslike and confident
 - C) Punitive and timid
 - D) Timid and defensive
30. About how much notice should you give your clients that you are raising your fees?
- A) 1-2 weeks
 - B) 1-2 years
 - C) None
 - D) 1-2 months

31. It's often wise to offer a dissatisfied client _____ even if there has been no negligence or harm on your part.
- A) No refund
 - B) A full or partial
 - C) A referral to another healthcare provider
 - D) No compensation

Chapter 10

32. Having more than one kind of relationship with a client is which of the following?
- A) Platonic relationship
 - B) Dual relationship
 - C) Schizophrenic relationships
 - D) Multitasking
33. Exchanging a manual therapy session for a manual therapy session with a colleague is which of the following?
- A) Bartering
 - B) Trade
 - C) Monetary transaction
 - D) Pro bono work
34. All of the following are dual relationships to avoid EXCEPT:
- A) Working on a friend who is dealing with deep emotional issues
 - B) Performing emotionally oriented or psychologically oriented bodywork on friends
 - C) Refraining from having a sexual relationship with a client
 - D) Involving a current client in another business relationship

Chapter 11

35. Answering phone calls or texting while you are with a client is:
- A) Fine, they know you work alone and don't have a receptionist
 - B) Not a problem, they answer their cell phone during the session
 - C) An absolute violation of your client's time and goodwill
 - D) Okay as long as you're using a Bluetooth
36. Unethical uses of the Internet include:
- A) Emailing clients with their permission
 - B) Having a website for your business
 - C) Making body-shaming posts on social media
 - D) Sharing client testimonials if they have given permission
37. Your website should be an honest representation of:
- A) You and your business
 - B) Your qualifications
 - C) Your services and prices
 - D) All of the above

Chapter 12

38. Supervision is:
- A) A meeting with a professional trained in psychological dynamics to get advice about and insight into a particular client or issue
 - B) An ongoing arrangement made with a client trained in psychological dynamics for help with the business aspects of a practitioner's work
 - C) A meeting with a client trained in psychological dynamics to get advice about and insight into a setting up your business
 - D) An ongoing arrangement made with a professional trained in psychological dynamics for help with the relationship aspects of a practitioner's work
39. All of the following are red flags indicating the need for supervision EXCEPT:
- A) Having a lot of clients who challenge your boundaries
 - B) Making friends with clients more than once in a blue moon
 - C) Often feeling sexually attracted to clients
 - D) Having difficulty managing your business's budget
40. All of the following are benefits of supervision and consultation EXCEPT:
- A) Creating blind spots
 - B) Keeping confidentiality
 - C) Easing guilt
 - D) Recognizing prejudice

This completes the Professional Ethics exam.