

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.

NCBTMB Information

As of January 1, 2013 the National Certification Board for Therapeutic Massage and Bodywork (NCBTMB) requirements for initial certification and re-certification have changed. The new program is called "Board Certification". In this new program, for re-certification, you are required to complete 3 CE hours in ethics. This course will provide you with 6 CE hours in ethics, and all of these hours can be used toward your NCBTMB Board Certification renewal.

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 an 80% 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. 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 and risk losing your answered questions!

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. Being professional is an educated way of being kind.
 - A. True
 - B. False

Chapter 1 and 2 (Standard V of the NCBTMB)

2. Boundaries are:
 - A. A protective circle around the relationship that separates what is appropriate and what is not
 - B. Keeping relationships/clients “safe”
 - C. A way to clarify what will happen between a client and a practitioner
 - D. All of the above
3. Boundaries clarify each person’s limitations and expectations.
 - A. True
 - B. False
4. Which of the following is a common misconception when establishing professional boundaries?
 - A. “I want to be natural with clients; boundaries create barriers”
 - B. “I’ll just use my common sense.”
 - C. “I have needs too.”
 - D. All of the above
5. Which of the following best describes the therapeutic contract between a practitioner and a client?
 - A. Diagnosing disorders and offering advice if necessary
 - B. An agreement between the two that implies what each person will and will not do
 - C. Giving the client what they want at each and every massage session regardless of boundaries
 - D. All of the above
6. The two roles that we always have as a practitioner are:
 - A. A role as a somatic practitioner and a more general role as a professional
 - B. Determining what is best for the client and offering advice
 - C. A role as a friend and a medical role to correctly diagnosing clients disorders
 - D. A role as a somatic practitioner and a more general role as a friend
7. Learning to be at ease (always distinguishing the clear boundary) with our roles as a professional and a practitioner will always come easily.
 - A. True
 - B. False
8. Which of the following best describes the concept of being client centered?
 - A. Our actions and words should be motivated by what is best for the client
 - B. We put aside our personal egos, interests and needs and act in the best interests of a client
 - C. Giving the client the right to ask for what they want
 - D. All of the above

9. How can we, as practitioners, respect our client's confidentiality?
 - A. After a session has ended, call your friend and tell them how much your client enjoyed their massage
 - B. Keep everything a client tells you to yourself, from the first phone call through the entire relationship
 - C. Be professional at all times when you relay the client's complaints to others
 - D. All of the above

10. Which of the following best describes informed consent?
 - A. Offering a client water at the end of a session
 - B. Clients have the right to understand all that is involved in our work with them, and we must have their educated, informed consent to treat them
 - C. Asking a client if you can treat their shoulder before they are informed of the risks and benefits involved
 - D. All of the above

11. Which of the following is an example of what stays out of the therapeutic relationship?
 - A. Social and personal needs
 - B. Going outside our scope of practice
 - C. Mixing other businesses with our practice
 - D. All of the above

12. The most common complaint clients have is about practitioners who talk too much.
 - A. True
 - B. False

13. Which of the following is an example of how we, as practitioners, may inadvertently go outside our scope of practice/expertise?
 - A. Making claims about the effects of our methods to clients on a subject that you have little or no training
 - B. Telling your clients the simple truth about your training and expertise
 - C. Informing your clients of the benefits and risks of massage therapy according to your training
 - D. All of the above

14. As massage therapists, we don't need to embellish our skills or knowledge. If we do what we're trained to do competently and with compassion, it's more than enough.
 - A. True
 - B. False

15. Which of the following type of advice is not appropriate for massage therapists to give to clients?
 - A. Medical advice
 - B. Psychological advice/counseling
 - C. Spiritual advice
 - D. All of the above

16. Which of the following best describes mixing other businesses with our practice?
 - A. Taking on business associates as clients or trying to involve our clients in other kinds of business transactions
 - B. Practicing within your scope of practice on a client in which you have not had a previous business relationship with
 - C. Listening to a client without offering to sell them supplements to help their condition
 - D. All of the above

17. Boundaries should be looked at as a barrier between the client and the therapist.
- A. True
 - B. False
18. Every relationship in our life, whether professional or social, has boundaries.
- A. True
 - B. False
19. Boundaries help to keep us:
- A. Within the limits of our training
 - B. Honest
 - C. Skillful and compassionate
 - D. All of the above

Chapter 3

20. Framework refers to:
- A. The logistics by which we define ourselves as professional
 - B. The “nuts and bolts” of good boundaries
 - C. The details of a practice, such as: fees, appearance of the room and advertising
 - D. All of the above
21. Attending to framework is more than just buying massage oil and soothing music; we need to take care of all the details that make us professional.
- A. True
 - B. False
22. Which of the following is an example of framework?
- A. Business cards
 - B. Advertising and reaching the public
 - C. Phone and voice mail guidelines
 - D. All of the above
23. Framework is important for which of the following type of clients?
- A. New clients
 - B. Regular clients
 - C. Clients with whom you have another relationship
 - D. All of the above

Chapter 4

24. Which of the following can best summarize transference?
- A. Projecting of unresolved feelings, needs or issues on to a practitioner
 - B. An unconscious transferring feelings and emotions from the client to the therapist
 - C. The process of how clients react to the power imbalance
 - D. All of the above
25. Transference can be negative or positive.
- A. True
 - B. False

26. Which of the following best describes counter-transference?
- A. An unconscious transferring feelings and emotions from the client to the therapist
 - B. When a practitioner allows unresolved feelings and personal issues to influence his relationship with a client
 - C. The process of how clients react to the power imbalance
 - D. All of the above
27. Which of the following is a sign of possible transference?
- A. A client being respectful of you but asking for what they want from the massage session
 - B. A client who respects the sexual boundary between the client and practitioner
 - C. A passive client who never expresses their unhappiness
 - D. All of the above
28. If you feel as though a client is transferring feelings to you, what should you do?
- A. Talk to your client about what you think the transference is about
 - B. Keep the boundaries clear, don't take advantage of your client and keep giving the power back to them
 - C. Offer advice to the client about their feelings
 - D. All of the above

Chapter 5 and 6

29. What is the ethical standard regarding a sexual relationship with a client?
- A. It is unethical to have a sexual relationship with a client
 - B. It is ok to have a sexual relationship with a client, as long as you keep the two separate
 - C. It is ethically acceptable to have a sexual relationship with a client
 - D. All of the above
30. What is the ethical standard regarding confidentiality in and after a session?
- A. It is ok to discuss your massage session with others
 - B. Respect your client and keep all information private
 - C. Only discuss information with a clients family
 - D. Only discuss information with a client's spouse
31. Having a client sign an "informed consent" form before a session is ethically acceptable.
- A. True
 - B. False
32. Which of the following are correct general guidelines and suggestions for talking with clients?
- A. Use the client's words and images when speaking to them
 - B. Talk in terms of what the client's values are
 - C. Talk to clients in words they understand
 - D. All of the above

Chapter 7

33. What can you do to protect yourself from inappropriate clients?
- A. End the session and let them know that they are not welcome as a client any longer
 - B. Set firm limits with the client
 - C. Let the client know that you are uncomfortable by what they are doing and it is not appropriate
 - D. All of the above

34. Which of the following is a precaution that can be taken to avoid a sexually uncomfortable situation?
- A. Leave the door open when a client is undressing or dressing
 - B. Give clients the option of having a lock on the massage room door to use while changing
 - C. Avoid the use of draping during the session
 - D. Expressing affection, such as giving a hug, on the clients first visit

Chapter 8

35. It is very important to protect our clients and our selves from sexual situations while performing a massage session.
- A. True
 - B. False
36. Which of the following is a step that can be taken in order to avoid a “mistaken identity”?
- A. Seductive advertising
 - B. Advertising in the right place, with ethical and safe ads
 - C. Hanging seductive pictures in your massage room
 - D. None of the above
37. Professional self presentation (appropriate clothing and hygiene) is a way to send a message about what kind of business you run.
- A. True
 - B. False
38. The best way to protect ourselves from sexual predators and predatory behavior is:
- A. Dress appropriately
 - B. Drape appropriately
 - C. Be honest and upfront about what you do as a massage therapist
 - D. All of the above

Chapter 9

39. Which of the following are basic guidelines for setting limits and talking to your clients about money?
- A. Be clear about expectations in advance
 - B. Be careful about your tone
 - C. Speak in terms of your general policy
 - D. All of the above
40. Charging everyone the same fee creates chaos and boundary confusion for both you and your clients.
- A. True
 - B. False
41. What are some things we can do to become more comfortable with money?
- A. Avoid the subject
 - B. Let clients pay what they think the massage is worth
 - C. Exchange ideas with colleagues and other professionals (mentors)
 - D. All of the above

Chapter 10

42. What is the definition of a dual relationship?
- A. Performing more than one massage session a day
 - B. Having more than one type of relationship with a client
 - C. Something that is encouraged as massage therapists
 - D. All of the above

43. In what type of situation could a dual relationship be harmful?
- A. Becoming friends with clients
 - B. Mixing social occasions with work
 - C. Involving clients in other business relationships
 - D. All of the above

Chapter 11

44. Utilizing supervision as massage therapists can be:
- A. Something that frees us to do our best work
 - B. Something that nourishes us and makes our work easier
 - C. Defined as using a trained professional to help us understand the dynamics of client relationships
 - D. All of the above
45. Which of the following is a benefit of using supervision and consultation?
- A. Having many clients that challenge our boundaries
 - B. Identifying blind spots in our practice
 - C. Feeling exhausted at the end of the day
 - D. All of the above
46. Supervision can help us to feel supported in the massage profession and further our knowledge.
- A. True
 - B. False

This completes the Professional Ethics exam.