



## Code of Ethics & Practice Policies

**Scope of Practice:** I work within my scope of practice of my training as a Licensed Massage Therapist in the State of Massachusetts and the State of Rhode Island. I only use modalities for Massage Therapy and Holistic Health Practices in which I've been trained and certified in. I will not use techniques in which I haven't been trained even if requested by a client, as it will not be in the best interest of the client. I will make an appropriate referral for clients requesting services outside of my scope of practice and training.

**Confidentiality:** I keep all clients personal and health information private and confidential. I follow the guidelines and regulations for maintaining a professional and legal level of confidentiality for all clients outlined by the state board.

**Respect of Clients & Client Rights:** I have established an environment that honors, respects, and upholds the dignity of all people regardless of disability, gender, sexual orientation, socioeconomic status, religious affiliation, or ethnicity. Clients always have the right to provide feedback to the therapist without judgment.

**Massage Therapists' Rights:** I have the right to accept or decline a client for treatment if the clients' health and safety or my own health and safety are at risk. I expect the same respect I offer to my clients. I will do my best in honoring all appointments confirmed, but in the rare case that something arises (sudden illness, emergency, scheduling conflict, etc.) if I am unable to offer a safe and effective treatment at that time, I will reschedule the appointment to a later date that is in the best interest of all concerned.

**High-Quality Care:** I commit to providing the highest quality of care in all treatments offered. I will complete continuing education to maintain my licensing and certification requirements and to keep abreast of current knowledge, trends, and training that may be beneficial to the emotional, spiritual, and physical well-being of my clients. I will encourage client feedback so as to make improvements and changes if warranted and the best interest of my practice and the safety and well-being of my clients and myself.

**Do No Harm:** I consult with each client at the initial intake and as needed to update their files. We go over your medical history and current health. This allows for the safest and most effective treatment to take place where no harm is done to the client or massage therapist. If contraindications for treatment are found, your session will be rescheduled, adjusted, or an appropriate referral will be made in the best interest of the client. I provide a clean and safe environment for my clients. All equipment and supplies used in treatments are sanitized after each use. Linens, towels, face cradle covers, pillow cases, etc are washed with high quality hypoallergenic soap and sanitized in a hot water setting, dried and folded after each use. Oils used during sessions are hypoallergenic, organic and/ or therapeutic in nature.

**Informed Consent:** I will not perform a treatment without a client signing the informed consent agreement, which is included in the intake form, knowing that they have the right to dictate what happens to their body during a session. The massage therapist will always listen to the client's feedback before, during, and after the session honoring the client's emotional and physical well-being at all times. Clients are encouraged, and expected to communicate to the practitioner of any discomfort they may experience before, during, or after a treatment.

**Professional Boundaries for Treatment & Client Behavior:** I uphold the practice of a therapeutic relationship with all clients. I offer treatments that are strictly therapeutic in nature. Proper draping will be used at all times to insure the clients' sense of safety and modesty. Sexual harassment, sexual advances, use of sexual language, or the like, is not tolerated at anytime. If the therapist feels her safety is compromised by anything sexual in nature, the session will be stopped immediately and the client will be asked to leave the premises and will not be accepted as a client any longer at Massage Loft New England.

**Payment Policy:** Cash, check, and all major credit cards are accepted for payment. Payment in full is due at the time of the appointment. All credit & debit card transactions may be subject to the 2.75% processing fee of the cost of the service imposed by Square, Inc. Bounced checks will incur a \$25 charge, which is the fee the bank charges us. The client will be contacted through phone and a follow-up invoice for the charge. Clients will have 1-week to remit payment. If you require a receipt to submit to your insurance for alternative health reimbursement purposes, please let us know and we will provide

**Initial Appointment & New Client Intake:** All new client appointments will include brief consultation and health history. If the treatment is determined to be contraindicated at the time of the appointment, the client will be rescheduled as appropriate or a proper referral will be made. If a client arrives intoxicated, or under any influence of a controlled substance, to an appointment the client will be dismissed from the business.

**Repeat Clients Intake Policy:** At each appointment, clients are responsible to inform the practitioner of any health or medical changes. Clients will be asked if there are any changes in their health status since their last visit and will be notified of any updates to the practice policies, informed consent.

**Appointments & Cancellations:** Late clients can expect to have their appointment shortened and pay the full fee for their service booked. If a client is late more than two times, the situation will be discussed with them and appropriate action taken. Cancellations and Rescheduling require 24 hours notice prior to your scheduled appointment time. The client is responsible for contacting their therapist by phone or email in advance if the client needs to cancel or reschedule an appointment. If you cancel your appointment online, please also send an email to confirm it was cancelled. If you are a Prenatal client and go into labor the day of your appointment please contact (or have a spouse, care provider or family member contact) your therapist as soon as possible. If you are unable to for unforeseeable circumstances this would fall under excused emergencies and there is no charge for the appointment. Non-emergency Cancellations/ no-shows with less than 24 hours notice will incur a full fee for the service scheduled. The client will be billed for their missed appointment and expected to pay in full. If more than two no-shows to appointments occur, the client will be dismissed.

**Healthy Environment:** In order to foster a healthy environment for the practitioner and other clients coming in after your appointment, please refrain from smoking prior to your appointment. There is no smoking allowed on the premises. Please refrain from wearing perfume on the day of your appointment. Please bathe and/or shower your hair and body the day of your massage appointment and avoid using heavy perfumes before your visit.

**Sick Policy:** It is of the best interest of the client and therapist if you have been sick within the past 24-72 hours that we reschedule your appointment. Please contact me directly and leave a message as soon as you know you won't be able to make it. In the case of a sudden illness, accident, or emergency there is no charge for a same day cancellation.

Ashleigh Marie Dundas, Owner/ Practitioner | Massage Loft New England

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