



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, Reiki 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, all major credit cards, Apple Pay, or Venmo Business @massageloftne are accepted for payment. Payment in full is due at the time of the appointment. 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 or 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. **48 hours notice** prior to your scheduled appointment time is required for cancellations and rescheduling. The client is responsible for contacting their therapist by phone, email, or text in advance if the client needs to cancel or reschedule an appointment. If you cancel your appointment online, please also send an email or text to confirm it was received. The cancellation fee is waived for sudden illness, emergencies or the onset of labor. Non-emergency Cancellations or no-shows with less than 48 hours notice will incur the full service fee for the appointment 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 bathe and/or shower your hair and body the day of your massage appointment and avoid using perfume 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 (cold, flu, fever, infection, etc) or still have acute symptoms, 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 or an emergency there is no charge for a same day cancellation.

Covid-19 Safety Precautions: *updated* Please know that your health and safety and the health and safety of our practitioners is our priority. Masks or cloth face coverings are optional for the practitioner and client. If you or anyone in your household has had a fever, cough, chills, sore throat, flu like symptoms, digestive upset, etc or if you or anyone you've been in close contact with someone who has tested positive for Covid-19, please contact Ashleigh to cancel/ reschedule your appointment. Preventative Covid-19 sanitary measures will continue to be taken. As always, All sheets face cradle covers, pillow cases and towels are washed, sanitized and changed for each client. As always, proper hygiene protocols are maintained by all practitioners at our center.

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

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