

ETHICS MINI: ROLES & BOUNDARIES

NCBTMB Standard V

A Continuing Education Course for Massage Therapists

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READ FIRST

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INSTRUCTIONS:

FIRST, read this course and watch the videos at <https://ConfidentMassage.com>.

SECOND, take this quiz online at <https://bit.ly/rolesandboundaries>.

THIRD, submit payment through this course's page at <https://ConfidentMassage.com>.

Your answers will be reviewed and your certificate and transcript will be sent to the email address you provide with your quiz answers within 48 hours of receiving your payment or answers, whichever takes longer. NOTE: The email address you enter with your quiz answers must match the email address you use to submit payment, or you must include BOTH email addresses with your quiz answers and payment info. This policy exists to protect you from would-be payment thieves.

Questions? Please don't hesitate to contact Andrea at helpinghands@ConfidentMassage.com, or text or call (702) 468-5886.

Thank you!

Although this book is intended to be educational, it is not intended to take the place of a proper education in the subjects of massage therapy and health care. The information herein should not be used in place of advice from a medical professional, and is not intended to treat or cure any medical conditions. The reader is responsible for following all safety precautions. The author disclaims all liability regarding the use or misuse of all information contained herein.

INTRODUCTION

Oh, boundaries. In my humble opinion, you're one of the more fascinating constructs having to do with human relationships -- constantly morphing, expanding and contracting, obvious today and elusive tomorrow. As massage therapists and bodyworkers, you glorious boundaries provide us with inexhaustible challenges as new interpersonal situations present themselves on a regular basis. Sometimes you're loved, sometimes hated -- but always necessary.

How should we handle dual relationships while in the office? When is it appropriate for us to make product and treatment recommendations? Better yet, how about lifestyle choice recommendations? What's our motivation for staying vigilant against the brain-confusing, life-complicating qualities of transference and countertransference?

I've been a massage therapist for about a decade now, and I still find myself revisiting the topic of healthy boundaries rather frequently. I'm guessing this is true for a lot of us regardless of how long we've been up to our elbows in massage lubricant. Thanks so much for joining me as we embark on this action-packed exploration of the NCBTMB's Standard of Practice V: Roles & Boundaries. I hope we all learn a few things and share a few smiles along the way.

Appropriate Hugs of Acceptable Duration,

Andrea Lipomi, LMT

(FYI: It should be noted that as of the time of this course's publication, the NCBTMB's Standards of Practice used "his" and "her" when referring to certificants, applicants and massage therapists. In the interest of transgender and genderqueer inclusivity, the portions of this course that do not include quoted passages from other sources will use "their" when referring to certificants, applicants, massage therapists and clients.)

PERSONAL LIMITATIONS

“In his/her professional role the certificant or applicant for certification shall recognize his/her personal limitations and practice only within these limitations.” – NCBTMB Standards of Practice

I’ll admit it: I’m limited. I have no idea how to ride a horse, shear a sheep, or make a Moscow Mule. You’d be hard pressed to find me speaking fluent Japanese, and if for one moment you ever cared for humanity, you will never request my rendition of Depeche Mode’s Personal Jesus for Bagpipes.

I’m limited in my professional life, too. Sometimes I suffer from chronic shoulder issues and irritated tendon tendencies that necessitate breaks throughout my work days and on occasion, modifications to certain massage techniques I choose to employ. At this point in my life, I have no interest in performing traditional Thai massage on clothed clients or chair massage on clients clad in furry animal costumes. I’m aware of my preferences, physical abilities and skill set, and I aim to advertise, converse and perform my job functions while being mindful of these conditions and attributes. In short, I’m aware of my shortcomings.

So how does this apply to you? Only you can answer that question, but I’m guessing there’s a modality, technique, or continuing education avenue of some sort that you haven’t yet pursued during your wonderful lifetime. If a client asks you for abdominal work, stretching, deep neck work -- ANYTHING you don’t feel adequately educated about or experienced with – and you doubt you’d be able to perform the requested technique correctly, safely and professionally, you’re obligated to politely refrain from attempting said work.

As massage therapists, we also need to think long term and take good care of ourselves mentally, physically, emotionally and financially. We stand a better chance of avoiding personal injuries of all sorts by being honest with ourselves about our own strengths and limitations. Personally, I’ve suffered from a handful of overwork injuries over the years and have had to miss multiple days of work because of them. I’ve had to cancel appointments with clients and pay a physical therapist in an attempt to remedy these situations. There were multiple “oh crap” moments when I wondered if my massage days were over. Trust me when I say: an ounce of prevention truly is worth a pound of cure.

So what’s the worst that can happen when we tempt fate and forget the meaning of “personal limitations”? Take your pick: physical injuries to ourselves and clients, lawsuits, bad press, negative reviews, financial hardship, damage to the reputation of the massage therapy

profession as a whole, more stress than we know what to do with, etc. Our egos have no place in the treatment room. Limit personal liability by being mindful of personal limitations.

INFLUENTIAL RELATIONSHIPS

“In his/her professional role the certificant or applicant for certification shall recognize his/her influential position with the client and not exploit the relationship for personal* or other gain.”
– NCBTMB Standards of Practice

In all honesty, a lot of us probably wish we were *more* influential with our clients. Imagine a world where we recommend booking ahead, or scheduling a recurring monthly appointment, or purchasing and using a helpful self-care tool of some sort – and every single client agrees with us and does exactly as we suggest without question! Our books would fill themselves, our clients would feel fabulous, and our wallets would overflow with so much Andrew Jackson we wouldn't know what to do with that much hot eyebrow action.

But here in the real world, massage clients run the gamut from highly skeptical and deeply budgety to epically pliable and as spendy as the day is long. We should be especially mindful of folks at the latter end of this spectrum when it comes to making suggestions in the treatment room. Before upselling, discussing retail purchases or booking future appointments we are obligated to ask ourselves: Is this suggested course of action in this client's best interest? Am I putting this client's therapeutic needs ahead of my own financial needs? Am I putting this client's therapeutic needs ahead of my ego's need to book more appointments/sell more stuff/be the most popular massage therapist in all the land? If the answer to every one of these questions isn't a resounding “yes”, it's probably a good time to examine what motivates us to do the work that we do.

*Oh yeah, about that whole “personal gain” thing? Financial gain counts as personal gain. So do other forms of material gain, romantic gain, babysitting gain, narcissistic gain and guru complex gain. Avoid use and abuse by allowing the Golden Rule to be your gatekeeper.

Always treat others as you would like to be treated.

The Golden Rule

TRANSFERENCE AND COUNTERTRANSFERENCE

“In his/her professional role the certificant or applicant for certification shall recognize and limit the impact of transference and countertransference between the client and the certificant.” – NCBTMB Standards of Practice

transference: When a client unconsciously projects (transfers) unresolved feelings, needs, and issues – usually from childhood and usually related to a parent or other authority figures – onto a practitioner. -- The Educated Heart, McIntosh, 2005

countertransference: When a practitioner allows unresolved feelings and personal issues to influence his relationship with a client. -- The Educated Heart, McIntosh, 2005

Transference and countertransference. We learned about them in massage school. We read about them every time we take an ethics CE course. When the subject comes up *yet again*, we expel a deep sigh, roll our eyes and hope that nobody noticed. As much as we may grow weary of discussing these concepts, the truth of the matter is that transference and countertransference are common, natural phenomena, and are not at all limited to the realms of massage therapy and bodywork.

Before enrolling in massage school many years ago, I had never even heard of transference and countertransference – yet I had experienced both throughout my life without ever realizing it. The most common lifelong examples for me were: desiring attention from certain people with certain traits, doing a crappy job at handling rejection, fearing hurting certain people’s feelings with even the most gently-delivered honesty, and suffering weirdly emotional outbursts at the hands of various acquaintances...until all of a sudden, armed with my new massage therapy ethics knowledge, human behavior was finally beginning to make sense.

Here’s another fun non-massage example: A few months ago a friend of mine mentioned that she was looking into launching a new career as a professional cuddler (really!). For an hourly fee, she would meet up with clients and engage in platonic snuggling. I think she’d be great at this honestly, as she’s very kind, ethical, caring and cuddly -- but sure enough, the massage therapy ethicist in me couldn’t help but mention that she ought to do some reading about transference and countertransference prior to embarking on this new career path, as she expressed she had never considered either. Falling blindly into a pit of transference and countertransference without any prior knowledge of the concept has the potential to be

emotionally confusing at best and disastrous at worst, and I'd hate to see something like this happen to my sweet, well-intentioned friend.

So how do we stay vigilant against the more life-complicating aspects of transference and countertransference? One word: **AWARENESS**. By recognizing the early signs and feelings associated with both we can check in with our boundaries to make sure everything's shipshape before things spiral out of control. Do we feel emotionally vulnerable around certain clients? Do we get butterflies? Feel anxious? Break out in a cold sweat? Do we feel threatened? Burdened? Disrespected? Taken advantage of? Do we fixate on a client long before or long after we spend time with them? Do we go way out of our way to accommodate them? Does their appointment take precedence over other appointments, professional or personal? If they cancel, are we weirdly disappointed? Or relieved?

We also ought to keep in mind that transference and countertransference can be made up of happy thoughts, cozy embraces and chocolate cupcakes – or made up of awkward pricklies, not entirely unlike a stomach bug or Andrew Dice Clay cameo appearance. Still, warm fuzzies or not, we owe it to ourselves to strive for awareness at all times.

Do these examples seem all too familiar? Perhaps you're just now realizing you're neck deep in a fetid pool of transference and/or countertransference and you want out. What should you do?

Here are some ideal first steps to take: 1) analyze the behavior of both parties involved, 2) identify any transference and/or countertransference, 3) understand your role as the professional in the situation, and 4) remain as professional as possible while you reset your boundaries and set things right.

For example, let's say you're caught up in a toxic relationship with a client who no-shows or cancels their appointment at the last possible second. It's probably time to have a serious chat with them explaining your cancellation policy and/or all related charges (for appointments they miss, or a prepayment policy requiring payment in full at the time of booking). It may be preferable to have this conversation in writing (via email) in case you need to reference it in the future. Additional situations requiring professional conversations regarding your policies may need to occur if you're being made to feel uncomfortable by a client's level of flirtatiousness, demands, offensive comments or behavior.

After these conversations take place, it's crucial to practice what you preach so that old behaviors and habits are discouraged. This can be challenging!* After all, if these new, ironclad boundaries felt comfy to live by from the beginning, you probably wouldn't have found yourself needing to make corrections this late in the game. Are you afraid of losing or offending a client? Dig deep and be strong! You may be surprised by how good it feels to polish up your boundaries, even if it means showing some (troublesome) clients the door.

*It's worth noting here that the life of a massage therapist can be a lonely one. Truly, we are the only ones who wholly understand the difficulties that come with performing our line of work. This is where having a trusted mentor to bounce things off of can come in really handy. Transference, countertransference and boundary adjustments can be heavy burdens to bear; gaining a little outside perspective can lighten the load exponentially.

DUAL RELATIONSHIPS

“In his/her professional role the certificant or applicant for certification shall avoid dual or multidimensional relationships that could impair professional judgment or result in exploitation of the client or employees and/or coworkers.” – NCBTMB Standards of Practice

dual relationship: An alliance in addition to the client/therapist relationship, such as social, familial, business or any other relationship that is outside the therapeutic relationship. – NCBTMB Standards of Practice

multidimensional relationships: Overlapping relationships in which the therapist and client share an alliance, in addition to the therapeutic relationship. – NCBTMB Standards of Practice

“Dual relationships” sound a lot like “influential relationships”, don’t they? Well, that’s probably because often times, they are. Dual relationships occur when a professional (in this case, a massage therapist) enters into both a professional and personal relationship with a client. Dual relationships can also occur when a professional enters into a professional relationship with a client while maintaining a relationship with someone close to or connected to this client. Another example of a dual relationship would be one in which a professional has intentions to enter into a personal relationship with a client or someone close to a client.

So, just as we discussed in our chapters on influential relationships, and transference and countertransference, we must practice mindfulness when entering into dual relationships. As is true with any situation that causes us to doubt our ability to conduct ourselves with the utmost professionalism, it’s best for everyone involved if we decline the role of massage therapist and avoid entering into the dual relationship.

Phew! Good job, team. If you’re still with me, this seems like as good a time as any to bring up...

SEXUAL ACTIVITY

“In his/her professional role the certificant or applicant for certification shall not engage in any sexual activity with a client.” – NCBTMB Standards of Practice

Look guys, I don't even know what I can add to this one. Don't date your clients. An exception to this rule exists with preexisting relationships: I can massage my better half and still be “professional” about it, even though, y'know, we get it on in our personal lives.

Lest I neglect my instructorly duties, I feel I must emphasize the following: In the name of all that is holy and righteous in this world, please do not engage in sexual behavior (fondling, sneaking a peek, taking photos under the drape, chatting in an overtly sexual or explicit fashion, etc.) with a client during a session. Going down this road with a client outside of a session is also a terrible idea. If and when the personal aspect of this relationship falls apart, you've opened yourself up to myriad accusations of ethical violations and sexual misconduct. Your career could be ruined over one bad, hormonal decision. DON'T DO IT.

CLIENT DECISIONS

“In his/her professional role the certificant or applicant for certification shall acknowledge and respect the client’s freedom of choice in the therapeutic session.” – NCBTMB Standards of Practice

Regular or decaf? Hot or iced? Tall or Trenta? (Can you tell I’m writing this at Starbucks?)

We like having choices because we like to get what we want. We like to get results. We like to feel satisfied. We like to feel good.

We need to remember that “good” is subjective, and goals are specific. This means that taking a one-size-fits-all approach in the treatment room usually isn’t our best course of action. Some clients respond best to light, soothing massage techniques, while others respond best to deeper or more rigorous modalities. As massage therapists, it’s our responsibility to encourage honest communication between our clients and ourselves, and to **LISTEN** to what our clients are telling us.

Over the years, I’ve had massage therapists massage my abdomen after I specifically requested that they avoid the area; I’ve had a massage therapist deliberately touch a scab on my knee immediately after I told him to avoid the area; I’ve had massage therapists perform stretching techniques during my massage after I’d specifically requested “no stretching”. The thing is, I think I’m a pretty good communicator and easygoing massage client. I will tell you what I want you to work on, I will tell you what I don’t want you to work on, and I’ll say it all with a smile. The only way I could make your job any easier would be to undergo neck-to-toe laser hair removal so your lovely massage therapist mitts wouldn’t have to deal with my stubborn Sicilian body hair.

As long as we are capable of performing our client’s requested work in a professional manner -- assuming their requested work does not violate our professional ethics, common sense, company policy, our client’s contraindications or the law – we ought to respect their wishes and give them the work they feel good about receiving. If for any reason we are unable to provide the requested work – perhaps we haven’t been trained in deep glute work or hot stone massage, for example – we ought to politely explain the situation. If appropriate, we can refer this client to a qualified professional. Just don’t violate your own professional ethics by performing work you are not qualified to perform, and never, ever ignore or dismiss what your client has to say in regard to their own personal massage preferences.

SESSION REFUSAL

“In his/her professional role the certificant or applicant for certification shall respect the client’s right to refuse the therapeutic session or any part of the therapeutic session.” – NCBTMB Standards of Practice

Just as massage clients have the right to choose the type of massage therapy they’d prefer to receive, they also have the right to refuse a session – in full or in part – at any point in time.

Maybe your client is suffering from sinus congestion and they just can’t get comfortable on the table, or they’re going through an emotional rough patch right now and they just can’t relax at this moment. Perhaps your qualifications aren’t a good match for the type of treatment this client is looking for, or for whatever reason they don’t feel entirely comfortable entering into or continuing a session with you. (Although having your client verbalize a reason for discontinuation of a session is ideal, technically your client doesn’t have to give you a reason.)

Although session refusal is a client’s right, it’s rarely a source of knee-slapping entertainment for either party involved. In an effort to minimize the occurrence of massage session cancellation or discontinuation, we ought to employ top notch communication skills at all times. When a client books an appointment, are we clear on the type of service they’re looking for? Do we offer comprehensive descriptions of the services we offer? Are we honest about our limitations? Do we respect our clients’ requests and boundaries? Are we doing everything we can to help our clients feel comfortable, safe and valued in our presence?

There may be times when a client feels the need to cut a massage session short no matter how diligent we are in our efforts to be The Most Communicative Massage Therapist in The Entire World. This can be hard to swallow, but we shouldn’t take it personally. Sometimes people don’t want to divulge that they’re on the verge of suffering a panic attack, about to experience an urgent bathroom situation, or the fact that they’re just a very unpleasant individual with a personality only a taxidermied dog could love.

If a client chooses to discontinue a session, remain polite and professional while you accommodate their request. You do have the right to ask why, and to ask if there’s anything you can do to make your client more comfortable. Just don’t get upset if they refuse to give an answer, or if they decline your well-intentioned assistance -- you’ll probably realize in the long run that you dodged a bullet when they left your treatment room posthaste.

As far as charging for a refused or discontinued session goes, it’s completely up to you to make the right call. If this client was aware of your cancellation policy at the time of booking, you do have a leg to stand on if you decide to charge them. On the flip side, if this is a regular, loyal

client who is suffering from a one-time malady of some sort, it will probably benefit both of you to waive your cancellation fee. Again, trust your boundaries and assess these (hopefully rare) situations on a case-by-case basis.

MASSAGE THERAPISTS ON DRUGS

“In his/her professional role the certificant or applicant for certification shall refrain from practicing under the influence of alcohol, drugs, or any illegal substances (with the exception of a prescribed dosage of prescription medication which does not impair the certificant).” – NCBTMB Standards of Practice

To the untrained observer our job looks pretty easy: We dispense oil or lotion and rub it all over our client’s skin, our only tools usually being the ones attached to the distal ends of our forearms. People often assume we spend those sixty-plus minutes checked out, composing Whole Foods shopping lists and epic poetry within our completely zenned-out noggins. But we know the real deal: Most of us do our best work when we’re present and in the moment. In the massage priority toolbox, our ability to concentrate on our work should be right up there with hand soap and clean linens.

As was the case with our chapter on sexual activity, I honestly don’t know what else I can add to this one without gilding the lily. Of course we ought to minimize distractions in the treatment room so that we can focus on serving our clients. This includes minimizing distractions that occur within our own heads.

Worst case, if something happens during a session that leads a client to contact law enforcement (accusations of a sexual nature, missing valuables, injury, etc.) and you are found to have been using an illegal substance (or abusing a legal one) while working on clients, this does not help your position in the least. Please save any (legal) recreational substance use for appropriate times when you’re off the clock, and plan accordingly if you have to go to work the next day.

ABUSIVE CLIENTS

“In his/her professional role the certificant or applicant for certification shall have the right to refuse and/or terminate the service to a client who is abusive or under the influence of alcohol, drugs, or any illegal substance.” – NCBTMB Standards of Practice

abuse: To treat in a harmful, injurious, or offensive way. – dictionary.com

Like most of us, I have very little patience for abusive behavior and the people who engage in it. This is true when I'm the target, and it's even truer when someone I care about is caught in a bully's crosshairs.

When a client books an appointment with you, they are employing your awesome massage therapy skills to aid them in reaching a deeper state of relaxation, pain relief or physical enjoyment. Their booking does not include a voucher that states “good for one free hour of getting away with treating a person who's trying to help like crap”. I don't care if the offender is drunk, high, tired, or if they just had a bad day; if someone is being emotionally, mentally or physically abusive toward you, **YOU DO NOT HAVE TO TOLERATE IT, NOR SHOULD YOU.**

We massage therapists have the right to work in a safe environment, free of fear and intimidation – and we have the right to advocate for our own wellbeing. When we are subjected to abusive behavior, our health suffers. Abuse can lead to the development of stress, anxiety and depression. In addition to these effects that abuse can have on us personally, when we aren't in prime physical, mental and emotional condition, we aren't as readily able to care for others who depend on us: family members, friends and clients. We owe it to ourselves and to those most important to us to stick up for ourselves when someone attempts to serve us a hot, steaming plate of disrespect smothered in buttery intimidation sauce.

Specifically, what does abuse in the treatment room look like? We could go hog wild with examples here, but to name a few:

- A client grabs your hand and places it on their genitalia.
- A client actually slaps or kicks at you while you're massaging them.
- A client uses insulting language to demean you as a professional or as a person.
- A client threatens to report you to the authorities when you've done nothing wrong.
- A client threatens to complain about your job performance to your manager if you refuse to accommodate their unreasonable request.

- A client blames you for a preexisting condition that has absolutely nothing to do with the massage they received from you.
- A client is as sweet as pie to your face, but says awful things about you to other people when you're not around.

Do any of these examples sound familiar? Sadly, abusive incidents like these really have taken place over the years, affecting several massage therapists I've actually known.

I totally understand that sometimes the last people we take care of are ourselves, on occasion preferring to let things "roll off our backs", keeping our heads down and taking the path of least resistance. But sometimes, enough is enough.

Just as a client is under no obligation to give a reason when terminating a service with you, you are under no obligation to get into specifics when you decide to terminate a service with a client. How you communicate regarding session termination with a client is up to you and should be tailored to fit each unique situation. If a client is verbally abusive, you may choose to inform them that you don't appreciate the language being used, and/or that you're not the ideal massage therapist for them. If you are an employee, inform management about what took place ASAP so they hear your side of the story first. **If a client is physically abusive or is threatening physical abuse, get away from them and to a safe location ASAP, then contact management and/or the authorities.** Remember: supplies and equipment can be replaced, but you are irreplaceable.

IN CLOSING

NCBTMB's Standard V: Roles & Boundaries is designed to protect us massage therapists and bodyworkers just as much as it protects our clients. To sum it up, the simplest ways to embody professionalism in the realm of roles and boundaries are:

- to practice awareness
- to employ healthy communication skills
- to show respect for ourselves and others at all times

Thanks again for taking this course. If at any point you have any questions about anything, please feel free to contact me directly at helpinghands@confidentmassage.com, or text or call (702) 468-5886.

See you next time!

Andrea Lipomi, LMT

ETHICS MINI: ROLES & BOUNDARIES QUIZ

INSTRUCTIONS:

FIRST, take this quiz online at <http://bit.ly/rolesandboundaries>.

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Thank you!

THE FOLLOWING QUIZ QUESTIONS ARE PROVIDED BELOW AS A COURTESY TO THOSE INTERESTED IN PREVIEWING THE QUIZ. Actual quiz answers must be submitted online at <http://bit.ly/rolesandboundaries>.

1. When assessing our personal limitations we ought to consider:
 - a. Existing or previous physical injuries
 - b. Personal preferences
 - c. Training and skill sets
 - d. All of the above

2. If a client asks you to perform a massage technique you don't feel adequately educated about or experienced with you should:
 - a. Perform the technique anyway
 - b. Politely refrain from performing the technique
 - c. Have a manager perform it instead
 - d. End the massage and ban the client

3. As massage therapists, we need to take good care of ourselves:
 - a. Mentally, physically, emotionally and financially
 - b. Only when we're injured
 - c. At other people's expense
 - d. Only in the later stages of our careers

4. The dangers of ignoring our personal limitations include:
 - a. Physical injuries to ourselves
 - b. Physical injuries to our clients
 - c. Negative reviews
 - d. All of the above

5. NCBTMB states that certificants or applicants for certification shall not exploit relationships with clients for _____.
 - a. Personal or other gain
 - b. Rebooking
 - c. Medical marijuana
 - d. All of eternity

6. Before upselling, discussing retail purchases or booking future appointments with a client we ought to ask ourselves all of these EXCEPT:

- a. Is this course of action in this client's best interest?
 - b. Am I putting this client's therapeutic needs ahead of my own financial needs?
 - c. Am I putting this client's therapeutic needs ahead of my ego's needs?
 - d. How can I convince this client to leave a bigger tip next time?
7. Personal gain can refer to:
- a. Financial gain
 - b. Material gain
 - c. Emotional gain
 - d. All of the above
8. "Always treat others as you would like to be treated" is known as:
- a. The Golden Rule
 - b. The Diamond Rule
 - c. The Golden Calf
 - d. The One To Rule Them All
9. When a client projects unresolved feelings onto a practitioner it's called:
- a. Transference
 - b. Countertransference
 - c. Cuddling
 - d. Scary
10. Countertransference is occurring when:
- a. A client is attracted to their massage therapist
 - b. A client is reminded of one of their parents every time they come in for a massage

- c. A massage therapist allows unresolved feelings to influence their relationship with a client
- d. A massage therapist has an allergic reaction to a client's perfume

11. Professionals who may encounter transference and countertransference include:

- a. Massage therapists
- b. Counselors
- c. Psychiatrists
- d. All of the above and more

12. What's one good quality to foster in an effort to remain vigilant against the more life-complicating aspects of transference and countertransference?

- a. Awareness
- b. Distraction
- c. Hunger
- d. Caffeination

13. Which of these are possible signs that countertransference is occurring?

- a. Fixation on a certain client long before or long after their appointment
- b. Feelings of anxiety around a certain client
- c. Feeling burdened by or taken advantage of by a certain client
- d. All of the above

14. If we go out of our way for one client noticeably more than we do for our other clients, this could be a sign that _____ is occurring:

- a. Countertransference
- b. Transference
- c. Soft tissue injury

d. All of the above

15. The following step(s) can be taken to “reset your boundaries” and minimize the roles that transference and countertransference play in an affected relationship with a client:

- a. Analyze the behavior of both parties involved
- b. Identify any transference and/or countertransference
- c. Understand your role as the professional in the situation
- d. All of the above

16. Situations that may warrant a serious chat regarding your policies may include all of the following EXCEPT:

- a. A client’s offensive comments or behavior
- b. A client’s habit of no-showing for their appointments
- c. A client’s unrealistic demands made during a session
- d. A client’s credit card payment that always goes through without a problem

17. After a professional conversation regarding our policies has taken place it’s important to:

- a. Pretend it never happened
- b. Practice what we preach
- c. Publicly shame our client
- d. Hit the bar

18. Sometimes it helps to have a trusted mentor whom we can chat with regarding:

- a. Boundary adjustment
- b. Transference
- c. Countertransference
- d. All of the above

19. "An alliance in addition to the client/therapist relationship, such as social, familial, business or any other relationship that is outside the therapeutic relationship" is:

- a. Transference
- b. Countertransference
- c. A dual relationship
- d. A nightmare

20. "Overlapping relationships in which the therapist and client share an alliance, in addition to the therapeutic relationship" are:

- a. Great money makers
- b. Unethical
- c. Multidimensional relationships
- d. Unavoidable

21. A massage therapist takes their spouse's sister on as a client. This is an example of a(n):

- a. Dual relationship
- b. Serious problem
- c. Inconvenience
- d. Misdemeanor

22. While involved in a multidimensional relationship, it's important for a massage therapist to be mindful of:

- a. The Golden Rule
- b. Charging more money
- c. Latex allergies
- d. Trigger points in the subscapularis

23. According to the NCBTMB, “in his/her professional role the certificant or applicant for certification shall not engage in any _____ activity with a client.”

- a. Sexual
- b. Friendly
- c. Humorous
- d. Bowling

24. Inappropriate sexual activity with a client could include:

- a. Fondling the client’s breasts or genitals
- b. Peeking under the sheet used to drape the client
- c. Taking photos of the client’s body beneath the sheet
- d. All of the above

25. According to the NCBTMB, “in his/her professional role the certificant or applicant for certification shall acknowledge and respect the client’s freedom of _____ in the therapeutic session.”

- a. Modality
- b. Sexuality
- c. Choice
- d. The United States of America

26. Which of the following usually isn’t a great idea to implement in the treatment room?

- a. A one-size-fits-all approach
- b. An intake form
- c. Proper sanitation
- d. Professional product usage

27. Clients have a right to choose:

- a. A modality option that they prefer
- b. To omit specific body parts from their massage
- c. To request “no stretching”
- d. All of the above

28. As massage therapists, we should strive to do what with regard to our clients?

- a. Listen
- b. Respect
- c. Communicate honestly
- d. All of the above

29. We should give our clients the work they request UNLESS:

- a. We have not been trained in the requested modality
- b. The client has contraindications that would make the requested work a poor treatment option
- c. The client is requesting work in an anatomical area prohibited by local law
- d. All of the above

30. Session refusal, in full or in part, is a client’s _____.

- a. Transference
- b. Policy
- c. Right
- d. Waste of time

31. Often times we can minimize the occurrence of massage session cancellation or discontinuation by:

- a. Describing our services accurately
- b. Employing great communication skills

- c. Respecting our clients' requests and boundaries
- d. All of the above

32. If a client cuts a massage session short, it's important to remain _____.

- a. Polite and professional
- b. Brief and to the point
- c. Angry and combative
- d. Spunky and hilarious

33. Our ability to concentrate on our work:

- a. Is optional
- b. Should be a priority
- c. Is not important
- d. Is more trouble than it's worth

34. Dictionary.com defines _____ as "to treat in a harmful, injurious, or offensive way".

- a. Abuse
- b. Hospitality
- c. Professionalism
- d. Massage therapy

35. The NCBTMB states that certificant and applicants for certification have the right to refuse and/or terminate a service when a client is:

- a. Abusive
- b. Under the influence of alcohol
- c. Under the influence of drugs
- d. All of the above

36. Abuse can be:

- a. Physical
- b. Mental
- c. Emotional
- d. All of the above

37. Which of these is an example of abuse in the treatment room?

- a. A client offers you food
- b. A client gives you money
- c. A client slaps or kicks at you while you're massaging them
- d. A client is late for their appointment

38. The only valid excuse a client could possibly have to behave abusively toward a massage therapist is:

- a. Drunkenness
- b. Fatigue
- c. Stress
- d. There is no valid excuse for abusive behavior and it should not be tolerated

39. If a client is making you uncomfortable through word or deed, you have the right to:

- a. Terminate or refuse the session
- b. Cancel future sessions
- c. B only
- d. Both A and B

40. If a client is physically abusive or is threatening physical abuse you should:

- a. Stay in the room and try to talk to them
- b. Remove yourself from the situation ASAP and get to a safe location
- c. Pretend it never happened
- d. All of the above

SURVEY QUESTIONS

Please rate each one on a scale of 1 – 5, 1 meaning “not at all” and 5 meaning “absolutely”.
Thanks!

1. Did you enjoy this course?
2. Do you feel like you learned something?
3. Was this course pretty simple to complete?
4. Would you take more courses written by this author?
5. How did you find out about this course? _____

