



**MASSAGE THERAPY
ASSOCIATION OF MANITOBA**

Professional Conduct Basics

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This information is based on nationally-accepted standards of practice and applies to MTAM Members. This information is reviewed annually and subject to change. Last revised: 10/2016

Professional Conduct Basics

- Massage therapists shall maintain personal hygiene and professional appearance.
- Massage therapists shall differentiate between personal and professional beliefs and behaviours.
- Massage therapists shall utilize professional oral and written communication.
- Massage therapists shall apply conflict resolution strategies as appropriate.
- Massage therapists shall demonstrate a commitment to life-long learning.
- Massage therapists shall conduct themselves with honesty and engage, employing appropriate relations, with patients by acknowledging the inherent imbalance of power by virtue of therapist authority and patient vulnerability.
- Massage therapists shall maintain patient confidentiality and trust always as appropriate to the therapeutic and fiduciary* responsibilities.
- Massage therapists shall listen to and respect the patient's values, opinions, and cultural beliefs.
- Massage therapists shall be alert to and report, as required, any unethical practice by any member of the regulated health professions.
- Massage therapists shall always act in patients' best interests as defined by the patient's wishes and consistent with the standards of practice of the profession.
- Massage therapists shall endeavor, through their practice of massage therapy, to improve the quality and scientific knowledge related to the practice of massage therapy.
- Massage therapists shall provide reasonable access and appropriate care to all patients.

**A fiduciary is a person who has power or is entrusted for the benefit of another person.*