

# BODYMETICS SPA

## STANDARDS OF PRACTICE

### BodyMetrics Spa Ethical Principles:

#### **Respect for the dignity of clients**

BodyMetrics Spa massage therapist will maintain respect for the interest, dignity, rights and needs of all clients, staff and colleagues.

#### **Responsible caring**

Client will be provided quality care and service at the highest standard possible.

#### **Integrity in relationships**

At all times, BodyMetrics Spa massage therapists will behave with integrity, honesty and diligence in practice and duties.

#### **Responsibility to community**

BodyMetrics Spa massage therapists will be responsible and accountable to the community and shall conduct in a manner that maintains high ethical standards.

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BodyMetrics Spa respects all clients, colleagues and health professionals through non-discrimination regardless of age, gender, race, national origin, sexual orientation, religion, socio-economic status, body type, and political affiliation, state of health, personal habits and life-coping skills.

BodyMetrics Spa perform only the services for which massage therapists are qualified and honestly respect their education, certification, professional affiliations and other qualifications. The massage therapist will apply treatment only when a reasonable expectation exists that will be advantageous to the client's condition. The massage therapist in consultation with the client, will continually evaluate the effectiveness of the treatment.

BodyMetrics Spa respects the scope of practice of other health care and service professionals including allied healthcare professionals.

BodyMetrics Spa respects all ethical health care practitioners and work with them to promote health and healing.

BodyMetrics Spa acknowledges the limitations of the massage therapist's professional skills and when necessary refer clients to an appropriately qualified professional. The massage therapists will require consultation with other knowledgeable professionals when:

- Client requires diagnosis and opinion beyond a massage therapist's capabilities of assessment.
- A client's condition is beyond the scope of practice.
- A combined health care team is required.
- If referral to another health care provider is necessary, it will be done with the informed consent of the client.

Refrain from working with any individual who has a specific disease process without supervision by a licensed medical professional.

Be adequately educated and understand the physiologic effects of the specific massage techniques used to determine if any application is contraindicated and to ensure that the most beneficial techniques are applied to a given individual.

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Avoid false claims about the potential benefits of the techniques rendered and educate the client about the actual benefits of massage.

Acknowledge the importance and individuality of each person, including colleagues, peers and clients.

BodyMetrics Spa works only with the informed consent of a client and professionally disclose to the client any situation that may interfere with the massage therapist's ability to provide the best care to serve the client's best interest.

BodyMetrics Spa displays respect of the client by honoring a client's process and following all recommendations by being present, listening, asking only pertinent questions, keeping agreements, being on time, draping properly and customizing the massage to address the client's needs.

BodyMetrics Spa massage therapist will follow guidelines for proper draping of client:

- The massage therapist is responsible for ensuring the privacy and dignity of the client and to determine if the client feels comfortable, safe and secure with the draping provided.
- The client may choose to be fully draped or clothed throughout the treatment.
- The client's breast are not undraped and should be avoided during the massage treatment.
- The client's genitals, perineum and anus are never undraped and not massaged.
- The consent of the client is required for work on any part of the body regardless of whether the client is fully clothed, fully draped or partly draped.

BodyMetrics Spa will provide a safe, comfortable and clean environment.

BodyMetrics Spa massage therapist will maintain clear and honest communication with clients and keep client communications confidential. Confidentiality is of the utmost importance. The massage therapist must inform the client that the referring physician may be eligible to review the client's records and that records may be subpoenaed by the courts.

BodyMetrics Spa conducts business in a professional and ethical manner in relation to clientele, business associates, acquaintances, governmental bodies and the public.

BodyMetrics Spa follows city, state, national and international requirements.

BodyMetrics Spa charges a fair price for the session. A gift, gratuity or benefit that is intended to influence a referral, decision or treatment may not be accepted and must be returned to the giver immediately.

BodyMetrics Spa keeps accurate records and review the records with the client.

BodyMetrics Spa massage therapist never engages in any sexual conduct, sexual conversation or any other sexual activities involving clients.

BodyMetrics Spa avoids affiliation with any business that uses any form of sexual suggestiveness or explicit sexuality in advertising or promoting services or in the actual practice of service.

BodyMetrics Spa practices honesty in advertising, promoting services ethically and in good taste and advertising only techniques for which the massage therapist is certified or adequately trained.

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BodyMetrics Spa strives for professional excellence through regular assessment of professional strengths, limitations and effectiveness and through continuing education and training.

### **BodyMetrics Spa guideline for sexual misconduct:**

Sexual impropriety and sexual abuse will not be tolerated and is considered a serious offence punishable by law.

- BodyMetrics Spa massage therapist will respect the integrity of each client and will not engage in any sexual conduct or sexual activities involving clients.
- BodyMetrics Spa massage therapist will not date a client.
- BodyMetrics Spa massage therapist will not commit any form of sexual impropriety or sexual abuse with a client.
- Whatever the behavior of the client, it is always the responsibility of the massage therapist not to engage in sexual behavior.

Sexual impropriety includes the following:

- Any behavior, gestures or expressions that are seductive or sexually demeaning to either both client and massage therapist is not permitted and is a serious offence punishable by law.
- Inappropriate procedures, including but not limited to the following:
  - Disrobing or draping practices that reflect a lack of respect for the client's privacy
  - Deliberately watching a client dress or undress.
- Inappropriate comments about or to the client including but not limited to the following:
  - Sexual comments about a client's body or underclothing
  - Sexualised or sexually demeaning comments to a client
  - Criticism of the client's sexual orientation
  - Conversations about the sexual preferences or fantasies of the client or the massage therapist request to date
- Kissing of a sexual nature.

Sexual abuse includes the following:

- Therapist-client sex, whether initiated by the client or not
- Engaging in any conduct with a client that is sexual or reasonably may be interpreted as sexual including but not limited to the following:
  - Genital to genital contact
  - Oral to genital contact
  - Oral to anal contact
  - Oral to oral contact (except CPR)
  - Oral to breast contact
  - Touching or undraping the genitals, perineum or anus
  - Touching or undraping the breasts
  - Encouraging the client to masturbate in the presence of the massage therapist
  - Masturbation by the massage therapist while the client is present
  - Masturbation of the client by the massage therapist

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### NSW HEALTH

#### HEALTHCARE COMPLAINTS COMMISSION:

The Code of Conduct for unregistered health practitioners sets out what you can expect from a provider. If you are concerned about the health service that was provided to you or your next of kin, talk to the practitioner immediately. In most cases the health service provider will try to resolve them. If you are not satisfied with the provider's response, contact the Inquiry Service of the Health Care Complaints Commission for a confidential discussion.

**(02) 9219 7444 or Toll free no. 1800 043 159**

If your complaint is about sexual or physical assault or relates to the immediate health or safety of a person, you should contact the Commission immediately.

#### **What is the Health Care Complaints Commission?**

The Health Care Complaints Commission is an independent body dealing with complaints about health services to protect the public health and safety.

#### **Service in other languages**

The Commission uses interpreting services to assist people whose first language is not English. If you need an interpreter, please contact the Translating and Interpreting Service. (TIS National) on 131 450 and ask to be connected to the Health Care Complaints Commission on 1800 043 159 (9:00 am to 5:00 pm Monday to Friday).

#### **More information**

For more information about the Health Care Complaints Commission, visit <http://www.hccc.nsw.gov.au>

#### **Contact the Health Care Complaints Commission**

##### **Office Address**

Level 13, 323 Castlereagh Street SYDNEY NSW 2000

9:00 am to 5:00 pm Monday to Friday

Postal Address

Locked Mail Bag 18, STRAWBERRY HILLS NSW 2012

Telephone: (02) 9219 4444 or Toll Free in NSW 1800 043 159

Fax: (02) 9281 4585

Email: [hccc@hccc.nsw.gov.au](mailto:hccc@hccc.nsw.gov.au)

People using telephone typewriters please call (02) 9219 7555

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[Click here](#) that you have read & understood the information relating to BodyMetics Spa Standards of Practice.