

Client Bill of Rights and Brochure Recommendations

Any organization whose basis of care includes hands-on contact needs to provide an informational brochure that should:

- Describe to clients that the highest standards are applied in hiring requirements for practitioners, including state licensing, criminal record, and employment reference checks.
- Include services and an overview of what to expect during a massage therapy session. It should delineate the consumer's rights and tell them how to protect themselves if their rights are violated.
- Inform clientele about sexual misconduct in the health and wellness field.
- Specify what your spa's specific boundaries of work are. For instance, work may be done up to 1 inch below the clavicle, but there is never work done on the breast, genitals, or upper inner thigh (within 3–4 inches of the groin is not permitted). If a client expresses consent, will you permit gluteal work? If so, will you require the work to be performed over the drape?
- Highlight that your therapists are regularly participating in continuing education courses, if that is the case.

OTHER RECOMMENDED BROCHURE CONTENT:

Client Responsibilities (sample language)

1. The spa will try its best to accommodate you if you are late for your service, but your service time may need to be adjusted based on therapist availability.
2. Clients must demonstrate ethical behavior. Therapists have the right to immediately terminate your session if any inappropriate comments or behaviors are enacted.

Client Bill of Rights (sample language)

You have a right to:

1. Tell your therapist what you want and don't want in your session.
2. Undress to your level of comfort, whether you would like to leave your underwear on, remove (or leave on) all your clothing, or would like to just take your shirt off. The therapist must leave the room for you to undress.
3. Tell your therapist to increase or decrease the amount of pressure applied.
4. Have the temperature of the room, lighting level, and volume of music adjusted to your liking.
5. Refuse treatment and not be pressured to continue.

6. Have a professional relationship with your therapist. If you feel they have broken any boundaries, including things like asking to see you outside of this work, complimenting or criticizing your body, having conversation that is sexual in nature, asking questions that are too personal, or having an opinion about your lifestyle or relationships, you can ask them or their manager/supervisor to correct their behavior.
7. Know that there is no discrimination among clients or colleagues.
8. Be assured that within the constraints of the law, there is a confidential nature to the professional relationship between client and therapist.
9. Experience safe treatment, free from physical, sexual, or emotional abuse.
10. Know that your practitioner follows strict hygienic protocols.
11. Know you will be properly draped at all times during your session.
12. Have your therapist provide treatment only on agreed upon areas, and never include work on the inner upper thigh, female breasts, or genitals.
13. Question any action in the treatment room that you experience as invasive or sexual.
14. Terminate treatment if you feel threatened.
15. Be assured that your therapy and health care will not be discussed outside of the therapeutic relationship.
16. Professional consultation with other practitioners to discuss your situation.
17. Never experience any advances of sexual activity or conduct in the treatment room.
18. Report unethical and illegal behavior; expect a swift response to your report of inappropriate behavior and know you will have assistance in contacting the appropriate authorities, or that they will be contacted on your behalf; and know that the practitioner in question will be suspended pending investigation.