



## WHAT SHOULD SOMEONE EXPECT FROM THEIR MASSAGE & MASSAGE THERAPIST?

- > Mutual respect, courtesy, professionalism, confidentiality and dignity between you and the massage therapist
- > Being draped appropriately by a sheet, towel or blanket, with only the area being massaged exposed
- > A licensed/registered/certified professional massage therapist, working within their scope of practice and in an ethical manner. Expect them to be a member of a professional association with a code of ethics.
- > A health intake conversation about your medical conditions and your expectations for the massage
- > The right and option to ask questions of the massage therapist and receive professional responses
- > The right to determine if there will be conversation, music or quiet during the massage
- > An explanation of the nature of the massage and techniques to be used before the start of the massage
- > The right to consent to the massage techniques and approaches, including the level of manual pressure, used in the massage and the ability to request adjustments to pressure at any time during the massage
- > The right to stop a massage and report anything they feel is inappropriate during the massage

## WHAT SHOULD A MASSAGE THERAPIST EXPECT FROM THEIR CLIENT?

- > Respect, courtesy and dignity
- > Treated as a health care professional
- > Complete and accurate disclosure of health/medical conditions during intake process
- > Communication of expectations of and concerns about the massage
- > Timely arrival at massage therapy appointment, payment at time of service and reasonable cancellation notice (usually 24 hours)
- > The right to stop a massage and report anything they feel is inappropriate during the massage