



# True Me Massage Clinic Policy Manual

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## Policy Table of Contents

### **Section 1 – Appointments & Booking**

- 1.1 Appointment Booking Policy
- 1.2 Appointment Confirmation Policy
- 1.3 Late Arrival Policy
- 1.4 Cancellation & No-Show Policy
- 1.5 Illness & Rescheduling Policy
- 1.6 Missed Appointment Policy

### **Section 2 – Payments & Insurance**

- 2.1 Fees & Payment Policy
- 2.2 Accepted Payment Methods
- 2.3 Direct Billing Policy
- 2.4 Insurance Receipt Policy
- 2.5 Gift Certificate Policy

### **Section 3 – Professional Care**

- 3.1 Informed Consent Policy
- 3.2 Client Rights & Responsibilities
- 3.3 Professional Boundaries Policy
- 3.4 Draping Policy
- 3.5 Affirming Practice Policy
- 3.6 Trauma-Aware Care Policy
- 3.7 Scope of Practice Policy
- 3.8 Professional Standards Policy

### **Section 4 – Privacy**

- 4.1 Privacy & Confidentiality Policy
- 4.2 Collection and Protection of Personal Information

- 4.3 Record Keeping Policy
- 4.4 Information Sharing & Disclosure Policy

### **Section 5 – Safety**

- 5.1 Illness & Rescheduling Policy
- 5.2 Psychological & Emotional Safety Policy
- 5.3 Physical Safety & Termination of Treatment Policy
- 5.4 Infection Prevention & Clinic Cleanliness Policy
- 5.5 Medical Emergency Policy
- 5.6 Incident Reporting Policy

### **Section 6 - Communication**

- 6.1 Client Feedback Policy
- 6.2 Complaint Resolution Policy
- 6.3 Electronic Communication Policy
- 6.4 Social Media Policy
- 6.5 Respectful Workplace & Zero-Tolerance Policy

### **Section 7 – Clinical Practice & Service Delivery**

- 7.1 Evidence-Informed Practice Policy
- 7.2 Therapeutic Relationship Policy
- 7.3 Referral Policy
- 7.4 Treatment Expectations Policy
- 7.5 Chaperone & Support Person Policy
- 7.6 Minors Policy
- 7.7 Infrared Sauna Policy



## Section 1 – Appointments & Booking

Appointments are scheduled to provide each client with sufficient time for assessment, treatment, documentation, and preparation between appointments. These policies help ensure that all clients receive timely, respectful, and professional care while supporting the efficient operation of the clinic.

### 1.1 Appointment Booking Policy

#### Purpose

This policy outlines the procedures for booking appointments at True Me Massage and helps ensure a smooth booking process for both clients and the clinic.

#### Policy

Appointments may be booked online through the clinic's secure online booking system or by text message.

Online booking is available 24 hours a day and allows clients to view appointment availability, select treatment options, and receive immediate confirmation.

Clients who prefer to communicate directly may request appointments by text message. Appointment requests will be answered as soon as reasonably possible during business hours.

Appointments are considered confirmed only after the client receives either:

- An automated confirmation email (online bookings), or
- A confirmation text message (text bookings).

Clients are responsible for reviewing their confirmation and ensuring the appointment date, time, and treatment selected are correct.

#### What This Means for You

- Appointments can be booked online or by text.
- Online booking is available 24 hours a day.
- Your appointment is confirmed only after receiving confirmation.
- If you need help selecting the right appointment length, I'm happy to assist.

#### Related Policies

- Appointment Confirmation Policy
- Cancellation & No-Show Policy
- Late Arrival Policy

#### Professional Standards

This policy reflects the Natural Health Practitioners of Canada (NHPC) Standards of Practice and Code of Ethics and supports ethical, client-centred massage therapy practice.

### 1.2 Appointment Confirmation Policy

#### Purpose

To ensure clients receive accurate appointment information and sufficient notice of their scheduled treatment.

#### Policy

Clients booking online receive an appointment confirmation email with appointment details, clinic location, and arrival instructions.



Clients booking by text receive a confirmation text message.

Appointment reminders are sent whenever possible as a courtesy. Clients remain responsible for attending their confirmed appointment even if a reminder is not received.

#### **What This Means for You**

- Review your confirmation carefully.
- Save your appointment to your calendar.
- Contact the clinic if information is incorrect.
- Reminder messages are a courtesy.

#### **Related Policies**

- Appointment Booking Policy
- Cancellation & No-Show Policy

#### **Professional Standards**

This policy reflects the Natural Health Practitioners of Canada (NHPC) Standards of Practice and Code of Ethics and supports ethical, client-centred massage therapy practice.

### **1.3 Late Arrival Policy**

#### **Purpose**

To respect the appointment times of all clients while ensuring safe, effective care.

#### **Policy**

Clients are encouraged to arrive approximately five minutes before their scheduled appointment.

If you arrive late, treatment will generally finish at the scheduled time so that following appointments are not delayed. When scheduling permits, additional time may be provided, but this cannot be guaranteed. The full appointment fee may apply to shortened appointments resulting from late arrival.

#### **What This Means for You**

- Arrive a few minutes early.
- Late arrival may shorten your treatment.
- Fees may still apply.
- Contact the clinic if you expect to be delayed.

#### **Related Policies**

- Appointment Booking Policy
- Cancellation & No-Show Policy

#### **Professional Standards**

This policy reflects the Natural Health Practitioners of Canada (NHPC) Standards of Practice and Code of Ethics and supports ethical, client-centred massage therapy practice.

### **1.4 Cancellation & No-Show Policy**

#### **Purpose**

To ensure appointment availability and respect reserved treatment times.



### Policy

Clients are asked to provide at least 24 hours' notice if cancelling or rescheduling.

Appointments cancelled with less than 24 hours' notice may be subject to a cancellation fee.

Clients who do not attend without notice may be charged the full appointment fee.

Fees may be waived at the therapist's discretion in the event of illness, emergencies, or severe weather.

### What This Means for You

- Please provide 24 hours' notice whenever possible.
- Emergencies are understood.
- Missed appointments may result in a fee.
- Your appointment time is reserved exclusively for you.

### Related Policies

- Illness & Rescheduling Policy
- Missed Appointment Policy

### Professional Standards

This policy reflects the Natural Health Practitioners of Canada (NHPC) Standards of Practice and Code of Ethics and supports ethical, client-centred massage therapy practice.

## 1.5 Illness & Rescheduling Policy

### Purpose

To protect the health and well-being of clients and reduce the spread of communicable illness.

### Policy

Clients experiencing symptoms of a contagious illness are asked to contact the clinic before their appointment. Whenever possible, appointments will be rescheduled without penalty when illness is reported promptly. Rescheduling helps protect clients, visitors, and the therapist.

### What This Means for You

- Stay home if you are sick!
- Contact the clinic as soon as possible.
- We'll gladly help you find another appointment.
- Protecting everyone's health is a shared responsibility.

### Related Policies

- Infection Prevention Policy
- Cancellation & No-Show Policy

### Professional Standards

This policy reflects the Natural Health Practitioners of Canada (NHPC) Standards of Practice and Code of Ethics and supports ethical, client-centred massage therapy practice.

## 1.6 Missed Appointment Policy

### Purpose

To outline how missed appointments are managed fairly and consistently.



### **Policy**

A missed appointment occurs when a client does not attend a scheduled appointment without notice.

Missed appointments may be charged the full appointment fee.

Repeated missed appointments may require prepayment or a deposit for future bookings.

### **What This Means for You**

- Notify the clinic if you cannot attend.
- Emergencies are understood.
- Repeated missed appointments may affect future bookings.
- Open communication is appreciated.

### **Related Policies**

- Cancellation & No-Show Policy
- Fees & Payment Policy

### **Professional Standards**

This policy reflects the Natural Health Practitioners of Canada (NHPC) Standards of Practice and Code of Ethics and supports ethical, client-centered massage therapy practice.



## Section 2 – Payments & Insurance

These policies explain fees, payment expectations, insurance receipts, and direct billing. They are intended to provide transparency and ensure clients understand their financial responsibilities.

### 2.1 Fees & Payment Policy

#### Purpose

To clearly outline payment expectations for massage therapy services.

#### Policy

Fees are established by True Me Massage and are subject to change. Current fees are published on the clinic website and online booking system. Payment is due at the completion of each appointment unless other arrangements have been made in advance. Clients are encouraged to discuss any questions about fees before treatment begins. Any fee changes will be communicated prior to taking effect.

#### What This Means for You

- Payment is due at the end of your appointment.
- Current fees are available before you book.
- Questions about fees are always welcome.
- Receipts are provided after payment.

#### Related Policies

- Accepted Payment Methods
- Direct Billing Policy
- Insurance Receipt Policy

#### Professional Standards

This policy reflects the Natural Health Practitioners of Canada (NHPC) Standards of Practice and Code of Ethics and supports ethical, transparent, client-centered business practices.

### 2.2 Accepted Payment Methods

#### Purpose

To identify the payment methods accepted by the clinic.

#### Policy

True Me Massage accepts the following forms of payment:

- Debit
- Visa
- Mastercard
- Cash
- Interact e-Transfer

Payment is processed at the end of your appointment. If you require a receipt for insurance reimbursement, one will be provided following payment.

#### What This Means for You

- Choose the payment method that works best for you.
- Payment is collected after your appointment.
- Receipts are issued for all treatments.
- Please advise the clinic if you require assistance with your receipt.



### Related Policies

- Fees & Payment Policy
- Insurance Receipt Policy

### Professional Standards

This policy reflects the Natural Health Practitioners of Canada (NHPC) Standards of Practice and Code of Ethics and supports ethical, transparent, client-centred business practices.

## 2.3 Direct Billing Policy

### Purpose

To explain the clinic's current approach to direct billing.

### Policy

At this time, True Me Massage does not offer direct billing to extended health benefit providers.

Clients are responsible for paying the full treatment fee at the time of their appointment. An official receipt containing the information typically required by insurance providers will be provided so clients may submit their claim for reimbursement.

The clinic is actively exploring direct billing options. Clients will be notified through the clinic website and booking system when direct billing becomes available.

### What This Means for You

- Direct billing is not currently available.
- Payment is required at the time of service.
- Insurance receipts are provided for self-submission.
- You will be notified if direct billing becomes available in the future.

### Related Policies

- Fees & Payment Policy
- Insurance Receipt Policy

### Professional Standards

This policy reflects the Natural Health Practitioners of Canada (NHPC) Standards of Practice and Code of Ethics and supports ethical, transparent, client-centered business practices.

## 2.4 Insurance Receipt Policy

### Purpose

To explain the receipts provided for extended health benefit claims.

### Policy

A receipt is issued for every massage therapy treatment following payment.

Receipts include the information required for most insurance claims, including the therapist's name, professional designation, treatment date, fee paid, and receipt number.

Clients are responsible for confirming the coverage, eligibility, and submission requirements of their individual benefit plan.



### What This Means for You

- A receipt is provided after every paid appointment.
- Keep your receipt for your records.
- Insurance coverage varies between benefit plans.
- Questions about coverage should be directed to your insurer.

### Related Policies

- Direct Billing Policy
- Fees & Payment Policy

### Professional Standards

This policy reflects the Natural Health Practitioners of Canada (NHPC) Standards of Practice and Code of Ethics and supports ethical, transparent, client-centered business practices.

## 2.5 Gift Certificate Policy

### Purpose

To outline the purchase and redemption of gift certificates.

### Policy

Gift certificates, when offered, may be purchased for massage therapy services or a specified dollar value.

Gift certificates are non-refundable, cannot be redeemed for cash, and should be presented at the time of the appointment. Lost or stolen gift certificates may not be replaceable unless proof of purchase is available.

Any remaining balance after redemption may be applied toward future appointments where applicable.

### What This Means for You

- Gift certificates make a thoughtful gift.
- Please bring your certificate to your appointment.
- Gift certificates cannot be exchanged for cash.
- Contact the clinic with questions about gift certificate balances.

### Related Policies

- Fees & Payment Policy
- Appointment Booking Policy

### Professional Standards

This policy reflects the Natural Health Practitioners of Canada (NHPC) Standards of Practice and Code of Ethics and supports ethical, transparent, client-centered business practices.



## Section 3 – Professional Care

These policies describe the professional standards that guide massage therapy at True Me Massage. They are intended to support safe, ethical, evidence-informed, inclusive, and client-centered care.

### 3.1 Informed Consent Policy

#### Purpose

To ensure clients understand the nature of massage therapy, have the information needed to make informed decisions about their care, and voluntarily agree to treatment. Informed consent supports safe, ethical, and person-centered practice while respecting each client's autonomy, dignity, and right to make decisions about their own body.

#### Policy

Informed consent is an ongoing conversation between the massage therapist and the client. It is much more than signing an intake or consent form, it is a process of sharing information, asking questions, and making decisions together throughout your care. Informed consent is obtained before treatment begins and is an ongoing process throughout every appointment. The proposed treatment, expected benefits, potential risks, alternatives, and the opportunity to ask questions will be discussed. Clients may withdraw or modify consent at any time.

#### Why Informed Consent Matters

Informed consent protects your right to make decisions about your own healthcare. It ensures that you:

- ✓ Understand the purpose of your treatment
- ✓ Know what will happen during your appointment
- ✓ Have an opportunity to ask questions
- ✓ Understand the potential benefits and possible risks
- ✓ Can make informed choices about your care
- ✓ Remain in control throughout your treatment

Massage therapy should never involve surprises. You should always understand what is being proposed and feel comfortable before treatment proceeds.

#### What This Means for You

- You may ask questions at any time.
- Consent continues throughout treatment.
- You may decline treatment of any area.
- You may stop treatment at any time.

#### Related Policies

- Draping Policy
- Client Rights & Responsibilities

#### Professional Standards

This policy aligns with the Natural Health Practitioners of Canada (NHPC) Code of Ethics and Standards of Practice and reflects evidence-informed, client-centered massage therapy.



## 3.2 Client Rights & Responsibilities

### Purpose

This policy outlines the rights and responsibilities of clients receiving massage therapy at True Me Massage. It is intended to foster a respectful, collaborative, and professional therapeutic relationship where clients are informed, empowered, and actively involved in their care.

Massage therapy is most effective when both the client and therapist communicate openly, respect one another, and work together to achieve the client's health and wellness goals.

### Policy

True Me Massage is committed to providing ethical, evidence-informed, inclusive, and person-centred care in accordance with the Natural Health Practitioners of Canada (NHPC) Code of Ethics and Standards of Practice.

Clients have the right to receive care that is safe, respectful, confidential, and based on informed consent. Clients also have responsibilities that help ensure treatment is appropriate, effective, and provided in a safe environment.

Maintaining a therapeutic relationship is a shared responsibility between the client and the therapist.

### Your Rights as a Client

As a client of True Me Massage, you have the right to:

#### Respect and Dignity

- ✓ Be treated with kindness, courtesy, professionalism, and respect.
- ✓ Receive care that is free from discrimination, harassment, or judgment.
- ✓ Be welcomed regardless of age, culture, ethnicity, religion, disability, sexual orientation, gender identity, gender expression, or body size.

#### Privacy and Confidentiality

- ✓ Have your personal and health information collected, used, stored, and protected in accordance with Alberta's Personal Information Protection Act (PIPA).
- ✓ Expect your information to remain confidential except where disclosure is authorized by you or required by law.

#### Informed Consent

- ✓ Receive clear information about the proposed treatment before it begins.
- ✓ Understand the expected benefits, possible risks, and reasonable alternatives.
- ✓ Ask questions at any time.
- ✓ Make informed decisions about your care.
- ✓ Change or withdraw your consent at any time.

#### Safe, Ethical Care

- ✓ Receive treatment that is provided within the therapist's professional scope of practice.
- ✓ Receive care that reflects current evidence, clinical reasoning, and your individual goals.
- ✓ Be referred to another healthcare provider when appropriate.

#### Comfort and Choice

- ✓ Request modifications to treatment.
- ✓ Decline treatment of any area of your body.
- ✓ Request adjustments to pressure, positioning, draping, temperature, or communication.
- ✓ Request additional pillows or supports.



- ✓ Pause or end treatment at any time.

### Communication

- ✓ Ask questions before, during, or after treatment.
- ✓ Receive explanations about assessment findings and treatment recommendations.
- ✓ Receive honest, respectful communication throughout your care.

### Professional Boundaries

- ✓ Receive massage therapy in a safe therapeutic environment.
- ✓ Expect appropriate professional boundaries at all times.
- ✓ Be professionally draped throughout treatment.
- ✓ Report concerns or provide feedback without fear of discrimination or retaliation.

### Your Responsibilities as a Client

To help ensure safe and effective massage therapy, clients are asked to:

- ✓ Provide Accurate Information
- ✓ Complete health history forms honestly.
- ✓ Inform the therapist of any medical conditions, injuries, medications, allergies, pregnancy, surgeries, or changes in health.
- ✓ Update your health information as needed.

### Participate in Your Care

- ✓ Share your treatment goals.
- ✓ Communicate if pressure is too light or too deep.
- ✓ Let the therapist know if you experience pain, discomfort, dizziness, or emotional distress during treatment.
- ✓ Ask questions whenever something is unclear.

### Respect Appointments

- ✓ Arrive on time whenever possible.
- ✓ Provide appropriate notice if you need to cancel or reschedule.
- ✓ Notify the clinic if you are experiencing symptoms of a contagious illness.

### Respect the Clinic Environment

- ✓ Treat the therapist with courtesy and respect.
- ✓ Follow clinic policies.
- ✓ Respect the home-based clinic environment.
- ✓ Refrain from abusive, discriminatory, threatening, or inappropriate behaviour.

### Respect Professional Boundaries

- ✓ Understand that massage therapy is a professional healthcare service.
- ✓ Respect therapeutic boundaries.
- ✓ Refrain from sexual comments, inappropriate requests, discriminatory remarks, harassment, or behaviour that compromises safety.

### Financial Responsibilities

- ✓ Pay for services at the time of your appointment unless other arrangements have been made.
- ✓ Understand your own insurance coverage.
- ✓ Retain receipts for insurance reimbursement when applicable.

### Shared Responsibilities



Both the client and therapist contribute to a successful therapeutic relationship by:

- ✓ Communicating openly and honestly.
- ✓ Respecting one another's time and professional boundaries.
- ✓ Working collaboratively toward treatment goals.
- ✓ Maintaining mutual trust and respect.
- ✓ Supporting a safe and welcoming clinic environment.

#### **What This Means for You**

- ✓ You will always be treated with dignity, compassion, and professionalism.
- ✓ You have the right to make informed decisions about your care.
- ✓ You remain in control throughout every treatment.
- ✓ Your questions, concerns, and preferences are welcomed and respected.
- ✓ Open communication helps ensure your massage is safe, comfortable, and tailored to your individual needs.

#### **Related Policies**

- Informed Consent Policy
- Professional Boundaries Policy
- Affirming Practice Policy
- Trauma-Aware Care Policy
- Privacy & Confidentiality Policy
- Home-Based Clinic Policy
- Complaint Resolution Policy

#### **Professional Standards**

This policy reflects the Natural Health Practitioners of Canada (NHPC) Code of Ethics and Standards of Practice, which emphasize client autonomy, informed consent, confidentiality, professional accountability, and respectful, client-centred care. It also aligns with Alberta's Personal Information Protection Act (PIPA) and the principles of ethical healthcare practice. True Me Massage is committed to creating a therapeutic environment where every client is treated with dignity, respect, fairness, and professionalism while actively participating in decisions about their care.

### **3.3 Professional Boundaries Policy**

#### **Purpose**

To maintain a safe therapeutic relationship.

#### **Policy**

Massage therapy is a professional healthcare service. Appropriate therapeutic boundaries are maintained at all times. Behaviour of a sexual, abusive, discriminatory, or threatening nature will not be tolerated and may result in termination of treatment.

#### **What This Means for You**

- Professional boundaries protect everyone.
- Only therapeutic touch is provided.
- Inappropriate behaviour will not be tolerated.
- Treatment may end if safety is compromised.

#### **Related Policies**

- Draping Policy



- Affirming Practice

### Professional Standards

This policy aligns with the Natural Health Practitioners of Canada (NHPC) Code of Ethics and Standards of Practice and reflects evidence-informed, client-centered massage therapy.

## 3.4 Draping Policy

### Purpose

To protect client privacy, dignity, and comfort.

### Policy

Professional draping is used during every treatment unless massage is performed over clothing. Only the area of the body currently being treated will be uncovered. Clients may request modifications to draping or decline treatment of any area.

### What This Means for You

- Your privacy is respected.
- Only treated areas are uncovered.
- You control your comfort level.
- You may remain clothed when appropriate.

### Related Policies

- Informed Consent
- Professional Boundaries

### Professional Standards

This policy aligns with the Natural Health Practitioners of Canada (NHPC) Code of Ethics and Standards of Practice and reflects evidence-informed, client-centered massage therapy.

## 3.5 Affirming Practice Policy

### Purpose

True Me Massage is committed to creating a welcoming, respectful, and affirming environment where every person feels safe, valued, and supported in their healthcare experience.

This policy outlines the clinic's commitment to providing inclusive, trauma-aware, culturally responsive, and person-centred massage therapy that recognizes the diversity of human experiences and respects each person's identity, autonomy, and lived experience.

### Policy

At True Me Massage, every client is welcomed with dignity, compassion, and respect. Affirming care recognizes that people's experiences of their bodies, health, pain, stress, and healthcare are influenced by many factors, including culture, age, disability, neurodiversity, gender identity, sexual orientation, race, ethnicity, spirituality, socioeconomic circumstances, trauma, and life experiences. Care is individualized and based on each person's unique goals, preferences, comfort level, and informed consent.

The clinic is committed to providing care that is free from discrimination, bias, harassment, or judgment. Every effort is made to create an environment where clients feel physically, emotionally, psychologically, and culturally safe.

### Inclusive Practice



True Me Massage welcomes and provides care for people of all:

- ✓ Ages
- ✓ Body sizes and body shapes
- ✓ Cultural and ethnic backgrounds
- ✓ Faiths and spiritual beliefs
- ✓ Abilities and disabilities
- ✓ Neurodiverse identities
- ✓ Sexual orientations
- ✓ Gender identities and gender expressions
- ✓ Relationship structures
- ✓ Family compositions
- ✓ Life experiences

Every client deserves compassionate, respectful, and equitable care.

### **2SLGBTQIA+ and Trans-Affirming Care**

True Me Massage is committed to providing an affirming environment for Two-Spirit, lesbian, gay, bisexual, transgender, queer, questioning, intersex, asexual, and other sexually and gender-diverse (2SLGBTQIA+) individuals.

For transgender, non-binary, gender-diverse, and gender-expansive clients, affirming care means recognizing that each person's relationship with their body is unique and that massage therapy should never require someone to explain, justify, or defend their identity.

Affirming care includes:

- ✓ Respecting your chosen name and pronouns.
- ✓ Using inclusive, person-centred language.
- ✓ Avoiding assumptions about anatomy, gender, relationships, or lived experience.
- ✓ Discussing treatment goals without assumptions.
- ✓ Respecting clothing, draping, and privacy preferences.
- ✓ Supporting body autonomy through ongoing informed consent.
- ✓ Recognizing that gender dysphoria, body dysphoria, or previous healthcare experiences may influence comfort during treatment.
- ✓ Creating opportunities for clients to communicate boundaries and preferences before and throughout treatment.

Massage therapy does not replace gender-affirming medical care but may complement it by supporting physical comfort, stress reduction, nervous system regulation, mobility, recovery, and overall well-being.

### **Trauma-Aware and Person-Centred Care**

Many people have experienced trauma, discrimination, chronic stress, or healthcare encounters that have affected their sense of safety.

The clinic incorporates trauma-aware principles by:

- ✓ Prioritizing client choice.
- ✓ Explaining treatment before it begins.
- ✓ Seeking ongoing informed consent.
- ✓ Respecting personal boundaries.
- ✓ Encouraging communication throughout treatment.
- ✓ Supporting clients in making decisions about their own care.



Clients are always welcome to pause, modify, or stop treatment without needing to provide an explanation.

### **Cultural Humility**

True Me Massage recognizes that no therapist can be an expert in every culture or lived experience. Rather than making assumptions, the clinic strives to practice cultural humility by:

- ✓ Listening openly.
- ✓ Remaining curious and respectful.
- ✓ Acknowledging personal biases.
- ✓ Continuing professional education.
- ✓ Learning from clients' lived experiences.

Every client is the expert in their own life and body.

### **Accessibility and Individualization**

Affirming care also means recognizing that every body is different. Treatment plans may be modified to accommodate:

- ✓ Mobility needs
- ✓ Sensory preferences
- ✓ Communication preferences
- ✓ Chronic health conditions
- ✓ Disabilities
- ✓ Neurodivergence
- ✓ Pregnancy and postpartum recovery
- ✓ Previous injuries or surgeries

Whenever reasonably possible, accommodations will be made to help clients feel comfortable, safe, and supported throughout their appointment.

### **Commitment to Lifelong Learning**

Creating an affirming practice requires ongoing learning and reflection. The therapist is committed to continuing education in areas such as:

- ✓ Trauma-aware care
- ✓ Inclusive healthcare
- ✓ Gender-affirming care
- ✓ Cultural humility
- ✓ Accessibility
- ✓ Evidence-informed practice
- ✓ Communication

As new research and best practices emerge, they will be thoughtfully integrated into clinical practice.

### **What This Means for You**

- ✓ You will be treated with dignity, kindness, and respect.
- ✓ Your name, pronouns, and identity will be respected.
- ✓ Your treatment will be tailored to your individual goals and comfort level.
- ✓ You remain in control of your treatment at all times.
- ✓ Questions, preferences, and boundaries are always welcome.
- ✓ You never need to explain or justify who you are to receive respectful care.



### Related Policies

- Informed Consent Policy
- Trauma-Aware Care Policy
- Professional Boundaries Policy
- Client Rights & Responsibilities
- Accessibility Policy
- Psychological & Emotional Safety Policy
- Respectful Workplace & Zero-Tolerance Policy

### Professional Standards

This policy reflects the Natural Health Practitioners of Canada (NHPC) Code of Ethics and Standards of Practice, which require members to provide care that is ethical, respectful, non-discriminatory, and centred on the dignity, autonomy, and well-being of every client. It also aligns with the principles of the Alberta Human Rights Act, which protects individuals from discrimination in the provision of services on grounds including gender identity, gender expression, sexual orientation, disability, race, ancestry, place of origin, religious beliefs, age, marital status, family status, and other protected characteristics.

True Me Massage is committed to fostering a practice that is evidence-informed, trauma-aware, culturally responsive, and affirming of the diversity of the communities it serves through ongoing education, self-reflection, and continuous quality improvement.

## 3.6 Trauma-Aware Care Policy

### Purpose

To provide care that recognizes the potential impact of trauma.

### Policy

Massage therapy is provided using trauma-aware principles whenever possible. Clients are offered choices throughout treatment, clear explanations, ongoing consent, and the ability to pause or stop treatment at any time. Massage therapy is not a substitute for trauma therapy or mental health care.

### What This Means for You

- You remain in control of your treatment.
- Choices are offered throughout your appointment.
- Communication is encouraged.
- Treatment proceeds at your pace.

### Related Policies

- Affirming Practice
- Informed Consent

### Professional Standards

This policy aligns with the Natural Health Practitioners of Canada (NHPC) Code of Ethics and Standards of Practice and reflects evidence-informed, client-centered massage therapy.



### 3.7 Scope of Practice Policy

#### Purpose

To explain the scope of massage therapy services offered at True Me Massage and the professional principles that guide the delivery of safe, competent, and evidence-informed care.

#### Policy

Massage therapy focuses on the assessment and treatment of muscles, fascia, connective tissue, joints, and other soft tissues to support pain management, mobility, injury recovery, relaxation, nervous system regulation, and overall health and well-being.

As a member of the Natural Health Practitioners of Canada (NHPC), I provide massage therapy within the limits of my education, professional training, clinical competence, and the NHPC Code of Ethics and Standards of Practice.

My scope of practice is determined by my knowledge, skills, experience, and professional competence. I only provide treatments and services for which I have received appropriate education and training and feel competent to deliver safely and effectively.

I am committed to lifelong learning and continuing professional development. As I complete additional education, certifications, and advanced training, my scope of practice may expand to include new evidence-informed assessment techniques, treatment approaches, and complementary wellness services. Any new services introduced into the clinic will reflect current research, professional standards, and my demonstrated competence.

Clients will always receive information about the purpose, expected benefits, potential risks, and alternatives associated with any new treatment approach as part of the informed consent process.

Massage therapy is one component of healthcare and does not replace medical assessment, diagnosis, or treatment. I do not diagnose medical conditions, prescribe medications, order diagnostic tests, or perform procedures outside my education and professional competence.

When a client's needs extend beyond my scope of practice, I will discuss this openly and may recommend consultation with, or referral to, another qualified healthcare provider. Working collaboratively with other professionals helps ensure clients receive safe, comprehensive, and appropriate care.

#### What This Means for You

- Your treatment is provided within my education, training, experience, and professional competence.
- Recommendations are individualized and based on current evidence, clinical reasoning, and your treatment goals.
- As I continue my professional education, additional evidence-informed treatment options and services may become available.
- You will always receive information about any new treatment approach before deciding whether it is right for you.
- If your healthcare needs extend beyond my scope of practice, I will discuss appropriate referrals or collaborative care options.

#### Related Policies

- Evidence-Informed Practice Policy
- Professional Standards Policy
- Informed Consent Policy
- Referral Policy



- Treatment Expectations Policy

### **Professional Standards**

This policy reflects the Natural Health Practitioners of Canada (NHPC) Code of Ethics and Standards of Practice, which require members to practice within the limits of their education, training, experience, and professional competence. It also reflects a commitment to lifelong learning, continuing professional development, evidence-informed practice, and collaboration with other healthcare providers to support safe, ethical, and high-quality client care.

## **3.8 Professional Standards Policy**

### **Purpose**

To demonstrate the clinic's commitment to high-quality care.

### **Policy**

Massage therapy is provided in accordance with the NHPC Code of Ethics, Standards of Practice, current evidence, professional judgment, and client preferences. Continuing education and lifelong learning support the delivery of high-quality care.

### **What This Means for You**

- Care is evidence-informed.
- Professional standards guide every appointment.
- Continuing education supports quality care.
- Your goals remain central to treatment.

### **Related Policies**

- Scope of Practice
- Privacy & Confidentiality

### **Professional Standards**

This policy aligns with the Natural Health Practitioners of Canada (NHPC) Code of Ethics and Standards of Practice and reflects evidence-informed, client-centered massage therapy.



## Section 4 – Privacy

These policies explain how personal and health information is collected, used, stored, disclosed, and protected. True Me Massage is committed to maintaining client confidentiality and complying with Alberta privacy legislation applicable to private-sector businesses.

### 4.1 Privacy & Confidentiality Policy

#### Purpose

To protect every client's privacy and maintain confidentiality.

#### Policy

Information shared during appointments and documented in your client record is treated as confidential. Personal information is collected only for purposes that are reasonable and necessary to provide safe massage therapy, administer the clinic, communicate with clients, and meet professional or legal obligations.

Information will not be disclosed without your knowledge and consent unless disclosure is required or authorized by law (for example, a court order or where there is a legal duty to report). Reasonable administrative, physical, and technical safeguards are used to protect client information.

#### What This Means for You

- Your information is kept confidential.
- Information is shared only with your consent or where required by law.
- Reasonable safeguards are used to protect your records.
- You may ask questions about how your information is handled.

#### Related Policies

- Collection and Protection of Personal Information
- Information Sharing & Disclosure Policy

#### Professional Standards

This policy aligns with the Natural Health Practitioners of Canada (NHPC) Code of Ethics and Standards of Practice and Alberta's Personal Information Protection Act (PIPA). True Me Massage is a private practice and manages personal information in accordance with PIPA. If legislative requirements change, clinic policies will be updated.

### 4.2 Collection and Protection of Personal Information

#### Purpose

To explain what information is collected and how it is protected.

#### Policy

The clinic collects only the information necessary to identify clients, provide massage therapy, maintain accurate clinical records, process payments, issue receipts, and communicate regarding appointments.

Personal information may include your name, contact information, emergency contact, health history, medications, assessment findings, treatment notes, and payment history.

Paper and electronic records are secured using appropriate safeguards, including controlled access, password protection where applicable, and secure storage.

#### What This Means for You

- Only information needed for your care is collected.



- Your records are protected using reasonable safeguards.
- Access to your information is limited.
- You may request access to your own records, subject to legal or professional limitations.

#### Related Policies

- Privacy & Confidentiality Policy
- Record Keeping Policy

#### Professional Standards

This policy aligns with the Natural Health Practitioners of Canada (NHPC) Code of Ethics and Standards of Practice and Alberta's Personal Information Protection Act (PIPA). True Me Massage is a private practice and manages personal information in accordance with PIPA. If legislative requirements change, clinic policies will be updated.

### 4.3 Record Keeping Policy

#### Purpose

To ensure accurate, secure, and complete clinical documentation.

#### Policy

A confidential clinical record is created for each client. Records include health history, informed consent, assessment findings, treatment provided, recommendations, and relevant communications.

Records are retained in accordance with NHPC expectations and applicable legal requirements. When records are no longer required to be retained, they are securely destroyed in a manner that protects confidentiality.

#### What This Means for You

- A clinical record is maintained for each visit.
- Records help ensure safe and consistent care.
- Records are retained and destroyed securely.
- You may request a copy of your records where appropriate.

#### Related Policies

- Informed Consent Policy
- Privacy & Confidentiality Policy

#### Professional Standards

This policy aligns with the Natural Health Practitioners of Canada (NHPC) Code of Ethics and Standards of Practice and Alberta's Personal Information Protection Act (PIPA). True Me Massage is a private practice and manages personal information in accordance with PIPA. If legislative requirements change, clinic policies will be updated.

### 4.4 Information Sharing & Disclosure Policy

#### Purpose

To explain when client information may be shared.

#### Policy

Client information is shared only with your informed consent or where required or authorized by law.

Examples include:

- Providing information to another healthcare provider at your written request.



- Responding to a valid court order or subpoena.
- Situations where disclosure is required by legislation or necessary to reduce a serious risk of harm.

Whenever possible, only the minimum amount of information necessary will be disclosed.

#### **What This Means for You**

- You control who receives your information in most situations.
- Written consent is obtained before routine sharing.
- Legal exceptions are limited.
- Only the minimum necessary information is disclosed.

#### **Related Policies**

- Privacy & Confidentiality Policy
- Record Keeping Policy

#### **Professional Standards**

This policy aligns with the Natural Health Practitioners of Canada (NHPC) Code of Ethics and Standards of Practice and Alberta's Personal Information Protection Act (PIPA). True Me Massage is a private practice and manages personal information in accordance with PIPA. If legislative requirements change, clinic policies will be updated.



## Section 5 – Safety

### 5.1 Illness & Rescheduling Policy

#### Purpose

To protect the health and well-being of clients and the therapist while reducing the risk of transmitting communicable illnesses.

#### Policy

The health and safety of clients and the therapist is a shared responsibility.

Clients experiencing symptoms of a contagious illness are asked to contact the clinic before their appointment to discuss rescheduling. Symptoms may include fever, vomiting, diarrhea, persistent cough, influenza-like illness, COVID-19 or other respiratory symptoms, or other contagious conditions.

Whenever possible, appointments cancelled due to illness will be rescheduled without penalty.

Because massage therapy involves prolonged close contact with clients, there may also be occasions when the therapist must cancel or reschedule appointments due to illness or an unforeseen emergency. If this occurs, every effort will be made to notify affected clients as soon as possible, apologize for the inconvenience, and offer the earliest available appointment.

Protecting the health of everyone who visits the clinic sometimes requires postponing treatment until it is safe to proceed.

#### What This Means for You

- Please stay home if you are experiencing a contagious illness.
- Contact the clinic as soon as possible if you become unwell.
- The therapist may occasionally need to reschedule appointments due to illness or emergency.
- Every effort will be made to find a new appointment promptly.

#### Related Policies

- Appointment Booking Policy
- Cancellation & No-Show Policy
- Infection Prevention & Clinic Cleanliness Policy

#### Professional Standards

This policy aligns with the Natural Health Practitioners of Canada (NHPC) Code of Ethics and Standards of Practice and reflects current evidence-informed, client-centered, trauma-aware practice.

### 5.2 Psychological & Emotional Safety Policy

#### Purpose

To foster an environment where clients feel emotionally safe, respected, and supported throughout their massage therapy experience.

#### Policy

Massage therapy involves therapeutic touch and may occasionally evoke emotional responses. Every person's health history, lived experience, identity, and comfort level are unique.

True Me Massage is committed to creating a respectful, inclusive, trauma-aware environment where clients



feel safe to communicate their needs.

Psychological and emotional safety is supported through respectful communication, ongoing informed consent, client choice, clear explanations, inclusive language, and respect for personal boundaries.

Massage therapy is not psychotherapy or counselling. If concerns arise that fall outside the scope of massage therapy, referrals to appropriate healthcare professionals may be recommended.

#### **What This Means for You**

- You are encouraged to communicate your needs and preferences.
- Your emotional responses will be met with compassion and respect.
- You may pause or stop treatment at any time.
- Your comfort and dignity guide every treatment.

#### **Related Policies**

- Trauma-Aware Care Policy
- Affirming Practice Policy
- Informed Consent Policy

#### **Professional Standards**

This policy aligns with the Natural Health Practitioners of Canada (NHPC) Code of Ethics and Standards of Practice and reflects current evidence-informed, client-centered, trauma-aware practice.

### **5.3 Physical Safety & Termination of Treatment Policy**

#### **Purpose**

To protect the physical safety of clients and the therapist while ensuring massage therapy is provided ethically and appropriately.

#### **Policy**

Massage therapy will only be provided when it is considered safe and clinically appropriate.

Treatment may be modified, postponed, or discontinued if, in the professional judgment of the therapist, continuing treatment could place the client or therapist at risk.

Examples include undisclosed medical conditions, acute illness, sudden changes in health status, intoxication or impairment, aggressive or threatening behaviour, harassment, sexual comments or behaviour, inability to provide informed consent, or any situation where massage therapy is no longer clinically appropriate.

Whenever possible, the reason for modifying or ending treatment will be explained respectfully. Referrals to another healthcare provider or emergency services may be recommended when appropriate.

The therapist reserves the professional right to decline, postpone, modify, or terminate treatment whenever safety, informed consent, professional boundaries, or ethical standards cannot be maintained. Any decision to discontinue treatment will be documented in the client's clinical record.

#### **What This Means for You**

- Your safety is always the highest priority.
- Treatments may be modified when clinically appropriate.
- The therapist may end treatment if safety or professional standards are compromised.
- Any decision to terminate treatment will be made respectfully and documented.



### Related Policies

- Professional Boundaries Policy
- Medical Emergency Policy
- Incident Reporting Policy
- Informed Consent Policy

### Professional Standards

This policy aligns with the Natural Health Practitioners of Canada (NHPC) Code of Ethics and Standards of Practice and reflects current evidence-informed, client-centered, trauma-aware practice.

## 5.4 Infection Prevention & Clinic Cleanliness Policy

### Purpose

True Me Massage is committed to providing a clean, safe, and professional therapeutic environment that supports the health and well-being of every client. Infection prevention is an essential component of safe healthcare practice and helps reduce the risk of illness transmission while maintaining a welcoming and comfortable clinic environment.

This policy outlines the infection prevention, cleaning, and hygiene practices used throughout the clinic. It reflects current evidence-informed practices and may be updated as recommendations from public health authorities evolve.

### Policy

True Me Massage follows Routine Practices (also referred to as Routine Infection Prevention and Control Practices), which are designed to reduce the risk of transmitting infectious diseases in healthcare settings. Maintaining a safe environment is a shared responsibility between the therapist and clients. Every reasonable effort is made to reduce the risk of illness transmission while maintaining a comfortable, relaxing, and professional clinic environment.

Infection prevention measures are based on current guidance from Alberta Health Services (AHS), the Public Health Agency of Canada (PHAC), and professional standards established by the Natural Health Practitioners of Canada (NHPC).

### Hand Hygiene

Hand hygiene is recognized as one of the most effective ways to reduce the spread of infection. The therapist will:

- ✓ Wash or sanitize hands before and after every client.
- ✓ Perform hand hygiene before and after any assessment procedures.
- ✓ Wash hands after handling used linens or cleaning equipment.
- ✓ Perform hand hygiene after coughing, sneezing, or touching potentially contaminated surfaces.

Clients are encouraged to wash or sanitize their hands upon arrival and after using the washroom. Alcohol-based hand sanitizer is available throughout the clinic.

### Treatment Room Cleaning

The treatment room is cleaned and prepared between every client appointment. Between appointments, the following are cleaned and disinfected as appropriate:

- ✓ Massage table
- ✓ Face cradle
- ✓ Face cradle cushion
- ✓ Bolsters



- ✓ Therapist stool
- ✓ Frequently touched equipment
- ✓ Door handles
- ✓ Light switches
- ✓ Countertops
- ✓ Any equipment used during treatment

Cleaning products are selected according to manufacturer recommendations and intended use. Only products appropriate for healthcare or commercial environments are used.

### Linens

Fresh, clean linens are provided for every client. Clinic practices include:

- ✓ Fresh sheets for every appointment
- ✓ Fresh face cradle cover for every client
- ✓ Clean blankets and towels
- ✓ Used linens stored separately from clean linens
- ✓ Regular laundering using appropriate detergent and drying methods

Any linen that becomes visibly soiled during treatment is immediately removed from service.

### Massage Oils, Lotions & Equipment

Massage products and equipment are handled using hygienic practices to reduce cross-contamination. Whenever possible:

- ✓ Pump dispensers are used instead of open containers.
- ✓ Lotion and oil bottles are cleaned regularly.
- ✓ Reusable treatment tools are cleaned and disinfected after each use according to manufacturer recommendations.
- ✓ Single-use items are disposed of immediately after use.

### Therapist Health

Massage therapy requires prolonged close physical contact. If the therapist develops symptoms of a contagious illness or determines it is not safe to provide treatment, appointments may be cancelled or rescheduled. Whenever possible, clients will:

- ✓ Be notified as soon as reasonably possible.
- ✓ Receive an explanation that protects the therapist's personal privacy.
- ✓ Be offered the earliest available appointment.

Protecting client health always takes priority over maintaining the appointment schedule.

### Client Health

Clients who are experiencing symptoms of a contagious illness are asked to contact the clinic before attending their appointment.

Examples include:

- Fever
- Vomiting
- Diarrhea
- Influenza
- COVID-19
- Persistent cough
- Strep throat
- Chickenpox
- Shingles (when lesions cannot be fully covered)
- Other contagious illnesses



Whenever possible, appointments will be rescheduled without penalty when illness is reported promptly.

### **Respiratory Hygiene**

Clients and the therapist are encouraged to practice good respiratory hygiene by:

- ✓ Covering coughs and sneezes.
- ✓ Using tissues when appropriate.
- ✓ Disposing of tissues immediately.
- ✓ Performing hand hygiene afterward.

Additional infection prevention measures may be implemented during periods of increased respiratory illness within the community.

### **Environmental Cleaning Schedule**

To maintain a consistently clean clinic environment, routine cleaning occurs throughout the day and at regular intervals.

Daily cleaning includes:

- ✓ Treatment room surfaces
- ✓ Washroom fixtures
- ✓ High-touch surfaces
- ✓ Treatment equipment
- ✓ Floors as needed

Regular maintenance also includes:

- ✓ Deep cleaning of treatment areas
- ✓ Inspection of clinic equipment
- ✓ Laundering of blankets and towels
- ✓ Checking cleaning supplies
- ✓ Maintaining a clean sitting area

The clinic environment is reviewed regularly to ensure it continues to meet professional standards of cleanliness and safety.

### **Blood and Body Fluid Exposure**

Although uncommon in massage therapy practice, appropriate precautions are taken whenever there is exposure to blood or other potentially infectious body fluids.

If such an event occurs:

- ✓ Treatment will stop immediately.
- ✓ Appropriate first aid will be provided within the therapist's scope of practice.
- ✓ Disposable gloves and appropriate cleaning products will be used.
- ✓ Contaminated materials will be safely disposed of.
- ✓ Any reusable equipment will be appropriately cleaned and disinfected.
- ✓ The incident will be documented according to the clinic's Incident Reporting Policy.

If additional medical assessment is recommended, the client will be advised accordingly.

### **Ventilation and Indoor Air Quality**

True Me Massage recognizes the importance of maintaining a comfortable indoor environment. Whenever reasonably possible, the clinic will:



- ✓ Maintain good airflow within treatment areas.
- ✓ Monitor indoor temperature and humidity.
- ✓ Keep the treatment environment clean and free from unnecessary dust or clutter.
- ✓ Ensure ventilation systems are maintained according to manufacturer recommendations.

These measures contribute to client comfort and support overall environmental quality.

### Client Responsibilities

Clients contribute to a safe clinic environment by:

- ✓ Rescheduling appointments when experiencing a contagious illness.
- ✓ Practising good hand hygiene.
- ✓ Following clinic health and safety requests.
- ✓ Informing the therapist of any contagious skin conditions or infections that may affect treatment.
- ✓ Reporting any concerns regarding clinic cleanliness or safety.

### Therapist Responsibilities

The therapist is responsible for:

- ✓ Maintaining a clean and professional clinic.
- ✓ Following routine infection prevention practices.
- ✓ Cleaning and disinfecting treatment areas.
- ✓ Using clean linens for every appointment.
- ✓ Staying informed about current infection prevention recommendations.
- ✓ Cancelling or rescheduling appointments when illness could place clients at risk.
- ✓ Reviewing and updating infection prevention practices as needed.

### What This Means for You

- ✓ Every client receives fresh linens and a clean treatment environment.
- ✓ The treatment room is cleaned and prepared between appointments.
- ✓ Infection prevention practices are routinely followed.
- ✓ Appointments may occasionally be rescheduled if illness could place others at risk.
- ✓ Your health, safety, and comfort are always the priority.

### Related Policies

- Illness & Rescheduling Policy
- Medical Emergency Policy
- Incident Reporting Policy
- Physical Safety & Termination of Treatment Policy
- Home-Based Clinic Policy

### Professional Standards

This policy reflects the Natural Health Practitioners of Canada (NHPC) Code of Ethics and Standards of Practice and incorporates the principles of Routine Practices recommended by Alberta Health Services (AHS) and the Public Health Agency of Canada (PHAC) for infection prevention and control in community healthcare settings. True Me Massage is committed to maintaining a clean, safe, and professional environment through ongoing education, regular review of infection prevention practices, and adherence to current evidence-informed recommendations.

## 5.5 Medical Emergency Policy

### Purpose



True Me Massage is committed to providing massage therapy in a safe, professional, and prepared environment. Although medical emergencies are uncommon in massage therapy practice, this policy outlines how emergencies will be managed to protect the health, safety, and well-being of clients, visitors, and the therapist.

The primary goal during any medical emergency is to ensure the individual receives appropriate care as quickly and safely as possible.

### Policy

Massage therapy is provided only when it is considered safe and clinically appropriate. If a client experiences a medical emergency before, during, or after treatment, the therapist will respond promptly within their education, training, and professional scope of practice.

A medical emergency may include, but is not limited to:

- Chest pain or suspected heart attack
- Difficulty breathing or respiratory distress
- Loss of consciousness
- Stroke symptoms
- Seizure activity
- Severe allergic reaction (anaphylaxis)
- Sudden confusion or altered mental status
- Significant bleeding
- Serious falls resulting in suspected injury
- Any condition where immediate medical attention is required

If a medical emergency occurs:

- ✓ Massage treatment will stop immediately.
- ✓ The therapist will assess the situation and provide appropriate first aid within their level of training.
- ✓ Emergency Medical Services (911) will be contacted immediately when necessary.
- ✓ The client's emergency contact may be notified when appropriate.
- ✓ The client will remain as comfortable and safe as possible until emergency responders arrive.
- ✓ The therapist will cooperate fully with emergency personnel and provide relevant information when appropriate.

The therapist will never attempt to diagnose medical conditions or provide treatment beyond the professional scope of massage therapy.

### Emergency Contact Information

Clients are encouraged to provide an emergency contact during their initial intake appointment and to notify the clinic if this information changes.

Emergency contact information will only be used when reasonably necessary to support the client's health and safety.

### After a Medical Emergency

Following any medical emergency:

- ✓ An Incident Report will be completed.
- ✓ Relevant clinical documentation will be added to the client's health record.
- ✓ Future treatment recommendations will be based on updated medical information and client safety.



- ✓ Medical clearance may be requested before additional massage therapy appointments are scheduled when appropriate.

### Therapist Responsibilities

The therapist will:

- ✓ Maintain current First Aid and CPR certification.
- ✓ Maintain a stocked first aid kit.
- ✓ Know how to access emergency services quickly.
- ✓ Remain calm and provide appropriate assistance within professional competence.
- ✓ Document the incident objectively and confidentially.

### Client Responsibilities

Clients are responsible for:

- ✓ Providing accurate health information.
- ✓ Updating any changes in their medical condition.
- ✓ Providing emergency contact information.
- ✓ Informing the therapist immediately if they begin feeling unwell during treatment.

### What This Means for You

- ✓ Your safety is always the clinic's highest priority.
- ✓ Emergency procedures are in place should an unexpected medical situation occur.
- ✓ Massage therapy will stop immediately if your health or safety is at risk.
- ✓ Emergency services will be contacted whenever necessary.
- ✓ Any medical emergency will be documented to support continuity of care.

### Related Policies

- Physical Safety & Termination of Treatment Policy
- Illness & Rescheduling Policy
- Incident Reporting Policy
- Informed Consent Policy
- Privacy & Confidentiality Policy

### Professional Standards

This policy reflects the Natural Health Practitioners of Canada (NHPC) Code of Ethics and Standards of Practice and supports the therapist's professional responsibility to provide safe, competent, and ethical care. It also reflects current First Aid and CPR practices and recognizes the therapist's obligation to respond appropriately within their professional scope of practice during medical emergencies.

## 5.6 Incident Reporting Policy

### Purpose

True Me Massage is committed to maintaining a safe, transparent, and continuously improving clinical environment. Incident reporting helps identify risks, improve safety practices, and ensure that unexpected events are documented accurately and managed appropriately.

Incident reporting is intended to support learning and quality improvement and does not imply fault, blame, or liability.

### Policy

Any incident, accident, injury, or unusual event occurring within the clinic will be documented as soon as reasonably possible.



An incident report may be completed whenever an event affects, or has the potential to affect, the safety of clients, visitors, the therapist, or the clinic environment.

Examples include, but are not limited to:

- Client illness during treatment
- Medical emergencies
- Falls or slips
- Client injuries
- Adverse reactions to treatment
- Allergic reactions
- Equipment malfunction
- Damage to clinic property
- Blood or body fluid exposure
- Aggressive or threatening behaviour
- Harassment or discrimination
- Security concerns
- Near misses that could have resulted in injury

### **Incident Documentation**

Incident reports will include, where applicable:

- ✓ Date and time
- ✓ Individuals involved
- ✓ Description of the incident
- ✓ Observations made by the therapist
- ✓ Actions taken
- ✓ First aid provided
- ✓ Emergency services contacted
- ✓ Follow-up recommendations

Documentation will be factual, objective, and free from personal opinions or assumptions.

Incident reports will be maintained confidentially as part of the clinic's quality assurance process and in accordance with applicable privacy legislation.

### **Follow-up**

Following an incident, the therapist will determine whether additional follow-up is appropriate.

This may include:

- ✓ Contacting the client to check on their well-being.
- ✓ Reviewing clinic procedures.
- ✓ Repairing or replacing equipment.
- ✓ Updating clinic policies.
- ✓ Requesting medical clearance before future treatment.
- ✓ Making referrals to other healthcare providers when appropriate.

### **Learning and Quality Improvement**

Incident reporting supports continuous quality improvement. The clinic will periodically review incidents to identify trends or opportunities to improve:

- Client safety
- Infection prevention
- Clinic procedures



- Accessibility
- Emergency preparedness
- Risk management

The goal is to reduce the likelihood of similar incidents occurring in the future.

### **Confidentiality**

Incident reports contain confidential information.

Access is limited to information required for clinical documentation, legal obligations, or quality assurance activities. Personal information is collected, stored, and protected in accordance with Alberta's Personal Information Protection Act (PIPA) and the Natural Health Practitioners of Canada (NHPC) Standards of Practice.

### **What This Means for You**

- ✓ Unexpected events are documented carefully and objectively.
- ✓ Incident reporting supports continuous quality improvement.
- ✓ Your privacy remains protected.
- ✓ Follow-up may occur when appropriate.
- ✓ The clinic continually works to improve safety for everyone.

### **Related Policies**

- Medical Emergency Policy
- Infection Prevention & Clinic Cleanliness Policy
- Physical Safety & Termination of Treatment Policy
- Respectful Workplace & Zero-Tolerance Policy
- Privacy & Confidentiality Policy

### **Professional Standards**

This policy reflects the Natural Health Practitioners of Canada (NHPC) Code of Ethics and Standards of Practice and supports professional accountability, risk management, quality improvement, and client safety. Incident reporting is an important component of ethical healthcare practice and helps ensure that unexpected events are managed consistently, objectively, and confidentially while promoting ongoing improvements in the quality and safety of care.



## Section 6 - Communication

### Introduction

Effective communication is an essential part of safe, ethical, and client-centred massage therapy. Open, respectful communication helps build trust, supports informed decision-making, and contributes to a positive therapeutic relationship.

These policies outline how True Me Massage communicates with clients, manages feedback and concerns, protects privacy during electronic communication, maintains professional boundaries online, and promotes respectful interactions within the clinic.

### 6.1 Client Feedback Policy

#### Purpose

True Me Massage values client feedback as an important part of continuous quality improvement. Feedback helps identify strengths, improve services, enhance the client experience, and ensure care remains safe, professional, evidence-informed, and client-centred.

Clients are encouraged to share compliments, suggestions, questions, or concerns throughout their relationship with the clinic.

#### Policy

Client feedback is welcomed and appreciated.

Feedback may be provided:

- During your appointment
- By email
- By text message
- Through the clinic website (when available)
- Through an online review platform

Constructive feedback is viewed as an opportunity to improve the quality of care and the client experience.

Every effort will be made to acknowledge feedback respectfully and consider reasonable suggestions that support improvements in clinic operations, accessibility, communication, or service delivery.

Clients will never experience discrimination, retaliation, or reduced quality of care for respectfully providing feedback.

#### What This Means for You

- ✓ Your feedback is welcomed and appreciated.
- ✓ Suggestions help improve the clinic.
- ✓ Questions and concerns are encouraged.
- ✓ You will always be treated respectfully.
- ✓ Your feedback contributes to continuous quality improvement.

#### Related Policies

- Complaint Resolution Policy
- Client Rights & Responsibilities
- Professional Boundaries Policy

#### Professional Standards



This policy reflects the Natural Health Practitioners of Canada (NHPC) Code of Ethics and Standards of Practice, which encourage reflective practice, professional accountability, and ongoing quality improvement.

## 6.2 Complaint Resolution Policy

### Purpose

True Me Massage is committed to resolving client concerns in a fair, respectful, timely, and professional manner.

Clients have the right to express concerns regarding their care, communication, clinic policies, or professional conduct without fear of discrimination or retaliation.

### Policy

Whenever possible, clients are encouraged to discuss concerns directly with the therapist. Many concerns can be resolved through respectful conversation and clarification.

If additional review is required:

- ✓ The concern will be acknowledged.
- ✓ Relevant documentation will be reviewed.
- ✓ Additional information may be requested if needed.
- ✓ Every reasonable effort will be made to respond within 10 business days.

If a concern cannot be resolved directly, clients may contact the Natural Health Practitioners of Canada (NHPC) regarding concerns related to professional conduct or standards of practice.

Submitting a complaint will not affect a client's right to receive respectful communication or access to information regarding the complaint process.

### What This Means for You

- ✓ Your concerns will be taken seriously.
- ✓ Concerns will be reviewed fairly.
- ✓ You will receive respectful communication throughout the process.
- ✓ Professional accountability is important to the clinic.

### Related Policies

- Client Feedback Policy
- Professional Boundaries Policy
- Client Rights & Responsibilities

### Professional Standards

This policy aligns with the NHPC Code of Ethics and Standards of Practice, which require members to respond professionally and ethically to client concerns.

## 6.3 Electronic Communication Policy

### Purpose

Electronic communication provides convenient methods for scheduling appointments and communicating with clients while supporting continuity of care.

This policy outlines appropriate use of electronic communication and the measures taken to protect client privacy.

### Policy

True Me Massage communicates with clients using:



- Email
- Text message
- Online booking software
- Electronic appointment reminders

Electronic communication is used for:

- ✓ Appointment scheduling
- ✓ Appointment confirmations
- ✓ Appointment reminders
- ✓ Administrative questions
- ✓ Receipts
- ✓ General clinic updates

Electronic communication should **not** be used for:

- Medical emergencies
- Urgent health concerns
- Detailed clinical discussions

Although reasonable safeguards are used, no electronic communication can be guaranteed to be completely secure.

Clients are encouraged not to send sensitive personal health information by text or unsecured email whenever possible.

Messages are generally answered within one to two business days during regular business hours.

#### What This Means for You

- ✓ Electronic communication is primarily administrative.
- ✓ Emergency concerns should be directed to 911 or your healthcare provider.
- ✓ Appointment reminders are provided as a courtesy.
- ✓ Your privacy remains important.

#### Related Policies

- Appointment Booking Policy
- Privacy & Confidentiality Policy
- Collection and Protection of Personal Information

#### Professional Standards

This policy reflects Alberta's Personal Information Protection Act (PIPA) and the NHPC Standards of Practice regarding professional communication and the protection of personal information.

### 6.4 Social Media Policy

#### Purpose

Social media allows True Me Massage to share educational information, evidence-informed resources, clinic updates, and health promotion messages while maintaining appropriate professional boundaries.

#### Policy

The clinic's social media accounts are intended for educational and informational purposes only.

To protect client confidentiality:



- ✓ Client information will never be shared without explicit written consent.
- ✓ Personal healthcare advice will not be provided through comments or direct messages.
- ✓ Individual clinical concerns should be discussed during an appointment.

Because maintaining professional boundaries is important, requests to connect through personal social media accounts may not be accepted.

Online reviews are voluntary.

The clinic appreciates all respectful reviews but may not respond publicly in order to protect client confidentiality.

Information shared through social media is intended for general education and should not replace individualized healthcare advice.

#### **What This Means for You**

- ✓ Social media provides general education.
- ✓ Individual healthcare advice is provided during appointments.
- ✓ Your privacy is always protected.
- ✓ Professional boundaries extend to online interactions.

#### **Related Policies**

- Electronic Communication Policy
- Professional Boundaries Policy
- Privacy & Confidentiality Policy

#### **Professional Standards**

This policy reflects the NHPC Code of Ethics and Standards of Practice regarding confidentiality, professional boundaries, and ethical communication.

### **6.5 Respectful Workplace & Zero-Tolerance Policy**

#### **Purpose**

True Me Massage is committed to maintaining a safe, respectful, welcoming, and inclusive environment for clients, visitors, and the therapist.

Respectful communication and professional behaviour are essential to creating a therapeutic environment where everyone feels safe and supported.

#### **Policy**

True Me Massage has a zero-tolerance policy for behaviour that compromises the safety, dignity, or well-being of anyone within the clinic.

Examples include, but are not limited to:

- Harassment
- Sexual comments or behaviour
- Discrimination
- Bullying
- Verbal abuse
- Threatening behaviour
- Physical violence
- Intimidation



- Hate speech
- Damage to clinic property
- Behaviour influenced by alcohol or non-prescribed substances that creates a safety concern

Clients are expected to communicate respectfully with the therapist at all times.

If inappropriate behaviour occurs, the therapist may:

- ✓ Pause treatment
- ✓ Modify treatment
- ✓ End the treatment session immediately
- ✓ Decline future appointments
- ✓ Ask the individual to leave the property
- ✓ Contact emergency services or law enforcement if safety is at immediate risk

Because True Me Massage operates from a private residence, behaviour that threatens the safety, privacy, or security of the therapist, family members, clients, or property will not be tolerated.

Any significant incidents will be documented according to the clinic's Incident Reporting Policy.

#### **What This Means for You**

- ✓ You will be treated with dignity, respect, and professionalism.
- ✓ The clinic is committed to providing a safe and welcoming environment.
- ✓ Respectful communication is expected from everyone.
- ✓ Safety concerns may result in treatment being modified or terminated.
- ✓ Serious incidents may result in future services being declined.

#### **Related Policies**

- Professional Boundaries Policy
- Physical Safety & Termination of Treatment Policy
- Incident Reporting Policy
- Client Rights & Responsibilities

#### **Professional Standards**

This policy aligns with the Natural Health Practitioners of Canada (NHPC) Code of Ethics and Standards of Practice, which require practitioners to maintain professional boundaries, protect the safety and dignity of clients and practitioners, and provide care in an environment free from harassment, discrimination, abuse, or intimidation. It also reflects the principles of Alberta's Occupational Health and Safety Act, which recognizes the importance of preventing workplace harassment and violence. Although True Me Massage is a sole proprietorship operating from a home-based clinic, these principles guide the clinic's commitment to maintaining a safe and respectful therapeutic environment for everyone.



## Section 7 – Clinical Practice & Service Delivery

Massage therapy is most effective when it is individualized, evidence-informed, and delivered within a respectful therapeutic relationship. These policies describe the clinical principles that guide assessment, treatment planning, referrals, client education, and professional decision-making at True Me Massage. Treatment recommendations are based on current research, clinical reasoning, professional experience, and each client's unique health history, goals, and preferences.

### 7.1 Evidence-Informed Practice Policy

#### Purpose

True Me Massage is committed to providing massage therapy that is informed by the best available research, professional expertise, and each client's individual values, goals, and lived experience.

Evidence-informed practice supports safe, ethical, and effective healthcare while recognizing that no single treatment approach is appropriate for every person.

#### Policy

Massage therapy recommendations are based upon four equally important components:

- ✓ Current best available scientific research
- ✓ Clinical knowledge and professional experience
- ✓ Client goals, preferences, and values
- ✓ Individual assessment findings and clinical reasoning

Treatment plans are individualized rather than following a standardized approach for every client.

The therapist remains committed to lifelong learning and regularly reviews current research, professional guidelines, and emerging evidence to support high-quality care.

Evidence continues to evolve over time. As research changes, treatment recommendations and educational resources may also change.

True Me Massage does not promote treatments or make health claims that are unsupported by credible evidence.

Clients are encouraged to ask questions about the evidence supporting treatment recommendations.

#### What This Means for You

- ✓ Your treatment is individualized.
- ✓ Recommendations are based on research and clinical reasoning.
- ✓ Your preferences and goals are an important part of decision-making.
- ✓ Honest conversations about what massage therapy may or may not help are encouraged.

#### Related Policies

- Professional Standards Policy
- Scope of Practice Policy
- Treatment Expectations Policy
- Referral Policy

#### Professional Standards

This policy reflects the NHPC Standards of Practice and supports evidence-informed healthcare by integrating current research, clinical expertise, professional judgment, and client preferences.

### 7.2 Therapeutic Relationship Policy

#### Purpose



A respectful therapeutic relationship is the foundation of effective massage therapy. This policy outlines the shared commitment between the therapist and client to create a professional, collaborative, and trusting healthcare relationship.

### Policy

The therapeutic relationship is based on:

- ✓ Mutual respect
- ✓ Trust
- ✓ Honest communication
- ✓ Professional boundaries
- ✓ Collaboration
- ✓ Shared decision-making

The therapist is committed to:

- Listening without judgment
- Respecting client autonomy
- Communicating honestly
- Maintaining confidentiality
- Providing ethical, evidence-informed care

Clients are encouraged to:

- Participate in treatment planning
- Share concerns openly
- Ask questions
- Communicate changes in their health
- Provide feedback throughout treatment

The therapeutic relationship remains professional at all times.

### What This Means for You

- ✓ You are an active partner in your care.
- ✓ Your goals help guide treatment.
- ✓ Honest communication is encouraged.
- ✓ Professional boundaries protect both clients and the therapist.

### Related Policies

- Professional Boundaries Policy
- Informed Consent Policy
- Client Rights & Responsibilities

### Professional Standards

This policy reflects the NHPC Code of Ethics and Standards of Practice regarding therapeutic relationships, professional boundaries, and client-centred care.

## 7.3 Referral Policy

### Purpose

Massage therapy is one component of healthcare. This policy explains when referrals to other healthcare professionals may be appropriate to support safe, coordinated, and comprehensive care.

### Policy



Massage therapy complements, but does not replace, medical care. Referrals may be recommended when:

- ✓ Symptoms fall outside the massage therapist's scope of practice.
- ✓ Additional assessment is warranted.
- ✓ Medical clearance is recommended.
- ✓ Collaborative care would benefit the client.

Referrals may include:

- Family physicians
- Nurse practitioners
- Physiotherapists
- Occupational therapists
- Psychologists
- Counsellors
- Pelvic health physiotherapists
- Dietitians
- Other regulated healthcare professionals

If emergency medical care appears necessary, the therapist will recommend immediate assessment by Emergency Medical Services or the nearest emergency department. Referral recommendations are made in the client's best interest and do not require the client to seek care from any specific provider.

#### **What This Means for You**

- ✓ Referrals are made to support your health.
- ✓ Massage therapy works well alongside other healthcare services.
- ✓ Collaborative care often provides the best outcomes.

#### **Related Policies**

- Scope of Practice Policy
- Medical Emergency Policy
- Treatment Expectations Policy

#### **Professional Standards**

This policy reflects the NHPC Standards of Practice and supports collaborative, client-centred healthcare.

### **7.4 Treatment Expectations Policy**

#### **Purpose**

Every client responds differently to massage therapy. This policy helps establish realistic expectations regarding treatment outcomes while supporting informed decision-making.

#### **Policy**

Massage therapy may contribute to:

- ✓ Reduced pain
- ✓ Improved mobility
- ✓ Improved flexibility
- ✓ Reduced muscle tension
- ✓ Improved sleep
- ✓ Reduced stress
- ✓ Nervous system regulation
- ✓ Injury recovery
- ✓ Improved quality of life



- ✓ Improved mental and emotional well-being

However, massage therapy cannot guarantee:

- A diagnosis
- A cure
- Immediate improvement
- Permanent results
- Identical outcomes for every client

Many factors influence treatment outcomes, including:

- Overall health
- Medical conditions
- Lifestyle
- Social support
- Stress
- Sleep
- Physical activity
- Injury severity
- Consistency of treatment

Treatment recommendations may change as new information becomes available or as your condition changes.

#### **What This Means for You**

- ✓ Massage therapy supports health but is not a cure for every condition.
- ✓ Your treatment plan is individualized.
- ✓ Progress often occurs gradually.
- ✓ Honest discussions about realistic expectations are encouraged.

#### **Related Policies**

- Evidence-Informed Practice Policy
- Informed Consent Policy
- Referral Policy

#### **Professional Standards**

This policy supports informed consent and reflects evidence-informed massage therapy practice.

### **7.5 Chaperone & Support Person Policy**

#### **Purpose**

True Me Massage recognizes that some clients may feel more comfortable having another person present during their appointment.

#### **Policy**

Clients may request that a support person or chaperone attend their appointment when appropriate.

Examples include:

- Spouse
- Partner
- Parent
- Caregiver
- Support worker
- Interpreter



The therapist may also recommend a support person be present when clinically appropriate. Support persons are expected to:

- ✓ Respect client privacy
- ✓ Maintain confidentiality
- ✓ Allow treatment to proceed without interference

Requests must be discussed and agreed upon before the appointment.

#### **What This Means for You**

- ✓ You may request a support person.
- ✓ Your comfort and sense of safety are important.
- ✓ Professional standards remain in place throughout treatment.

#### **Related Policies**

- Informed Consent Policy
- Professional Boundaries Policy
- Minors Policy

#### **Professional Standards**

This policy supports client autonomy, trauma-aware care, and ethical practice.

### **7.6 Minors Policy**

#### **Purpose**

To ensure massage therapy provided to children and adolescents is safe, appropriate, and consistent with professional and legal requirements.

#### **Policy**

Massage therapy may be provided to minors when appropriate informed consent has been obtained. Depending on the client's age, maturity, and legal authority to consent, consent may be provided by:

- A parent
- A legal guardian
- A mature minor capable of making informed healthcare decisions

Parents or guardians may remain in the treatment room unless the minor requests otherwise and it is clinically appropriate. Treatment techniques are modified according to the child's age, development, comfort, and clinical needs. The therapist may decline treatment if appropriate consent cannot be obtained.

#### **What This Means for You**

- ✓ Children's comfort and safety are priorities.
- ✓ Parents and guardians are encouraged to participate.
- ✓ Consent is obtained before treatment.

#### **Related Policies**

- Informed Consent Policy
- Chaperone & Support Person Policy
- Client Rights & Responsibilities

#### **Professional Standards**

This policy reflects Canadian common law regarding mature minors, informed consent principles, and the NHPC Standards of Practice.



## 7.7 Infrared Sauna Policy

### Purpose

The infrared sauna is offered as an optional wellness service that may complement massage therapy by promoting relaxation and comfort. This policy outlines expectations for its safe use.

### Policy

Use of the infrared sauna is voluntary and may not be appropriate for everyone.

Before using the sauna, clients will be asked about relevant medical conditions, medications, pregnancy status, and other health considerations. The therapist may recommend that sauna use be modified, postponed, or declined when it is not considered safe.

Clients are encouraged to:

- ✓ Stay well hydrated.
- ✓ Leave the sauna immediately if feeling dizzy, faint, nauseated, short of breath, or unwell.
- ✓ Inform the therapist immediately if any symptoms develop.

The sauna is cleaned and disinfected between clients according to the clinic's Infection Prevention & Clinic Cleanliness Policy. Sauna use is intended to complement massage therapy and should not replace medical treatment or professional healthcare advice.

### What This Means for You

- ✓ Sauna use is optional.
- ✓ Your safety always comes first.
- ✓ Sauna recommendations are individualized.
- ✓ You may choose not to use the sauna at any time.

### Related Policies

- Informed Consent Policy
- Infection Prevention & Clinic Cleanliness Policy
- Physical Safety & Termination of Treatment Policy
- Medical Emergency Policy

### Professional Standards

This policy reflects the NHPC Code of Ethics and Standards of Practice and supports the safe integration of complementary wellness services into massage therapy practice through individualized screening, informed consent, and ongoing monitoring.

