

The image shows a presentation slide. The background is a light green color with a pattern of faint, overlapping hexagons. On the right side, there is a white rectangular box with a thin black border. Inside this box, the word "Boundaries" is written in a green, serif font. Above the word, there is a solid brown rectangular area. At the bottom of the white box, there is a thick, horizontal green line.

Boundaries

Conflict and Resolution

Conflicts can arise from:

Vague or nonexistent boundaries or unmet client expectations such as:

- Not starting the massage on time
- Not adequately addressing the client's problem area
- Cancelling a client's appointment for the 3rd time this month

Conflict and Resolution

Some strategies to help resolve conflicts:

- Identify and accept the problem.
- Communicate with “I” messages.
- Have healthy boundaries.
- Solutions should be in the client's and the relationship's best interest.
- Be open to a variety of solutions .

Conflict and Resolution

More strategies to help resolve conflicts:

- Do not take problems and differences *only* personally .
- Take full responsibility for your own behavior .
- Take a break if you or other person is too angry or excessively emotional.
- Look for the lesson after the conflict is resolved.
- Ask client “What you would like for me to do?” Comply within reason.

Conflict and Resolution

Incident Report – Read p. 28 Incident Report Form – this is not required but is a good way to record the facts for later reference.

Conflict and Resolution

Be careful with respect to your boundaries and your client's if you or your employer is putting you in the position of being a salesperson for products. This can be a conflict of interest as well as a broaching of boundaries.

Transference and Countertransference

Transference is when a client feels consciously or unconsciously that the therapist is someone other than a health care provider. For instance, they want the therapist to be their friend, not only a health care provider.

Countertransference is when a therapist feels the client is something more than just a _____ client _____.

Either of these can be positive or negative (e.g. strong attraction or disappointment).

Transference and Countertransference

Transference often can be transference of feelings or thoughts related to early significant person in their life.

Countertransference can result in the therapist bringing unresolved emotional issues or personal needs into the therapeutic relationship.

Transference and Countertransference

May occur from:

- Inability to maintain professional distance .
- Attention gained from client's transference.
- Clients who act as mirrors of your life.

Signs include:

- Getting involved in a client's personal life.
- Having intense feelings toward a client .
- Thinking excessively about a client.
- Romantic and sexual fantasizing.
- Excusing inappropriate behavior or bending boundaries .

Transference and Countertransference

What to do:

- Find other ways to meet personal needs
- Get help from colleague or counselor
- May need to terminate the relationship
- Refer client to another therapist

Transference and Countertransference

Seductive Client - Seductiveness arises from:

- Dominance
- Control
- Selfishness
- Not about love or sex

What to do:

- Maintain strict boundaries.
- Get help from colleague or counselor.
- May need to terminate the relationship.
- Refer client to another therapist.

Dual Relationships

Dual relationships occur when we have more than one type of relationship with a client; more than just a therapeutic relationship.

Dual relationships may thwart professionalism and ability to focus on client's needs. It changes roles and expectations. Boundaries may be harder to manage.

Dual Relationships

~Avoid wearing “two hats”. When you are a therapist, be a therapist.

When you are a friend, be a friend. When you are a family member, be a family member. Maintaining boundaries is your responsibility, not the client’s responsibility.

Friendship - most common dual relationship.

May be difficult to remain in therapist role if client is a friend. Sessions may become social affairs rather than professional events.

Therapist may not focus on client’s needs.

Dual Relationships

Get explicit understanding re the difference between the professional role you will play as their therapist. They must understand and agree regarding that position and their role as a client to keep clear boundaries and clear roles.

Dual Relationships

Get clarity and agreement beforehand regarding how much you will charge, scheduling appointments, respecting your time by being on time, not cancelling without sufficient notice, honoring all of your policies.

Do not confuse therapeutic relationship with intimate relationships.

Dual Relationships

Some Codes of Ethics recommend discontinuing client-therapist relationship for a minimum of 6 months before either party might initiate something other than the therapeutic relationship.

Dual Relationships

If you are dually licensed, consider carefully the varying boundaries of each and consider the possibility of keeping these roles clearly separated.

For example, seeing someone one time for a nutritional consult if you are a licensed nutritionist and at a separate time for massage therapy.

Sexual Misconduct

Sexual misconduct Any sexual contact between the therapist and client or sexualizing of the therapeutic relationship.

Includes:

- Innocent comments about client's body,
- Dating a client
- Sexual harassment
- Offering clients sexual services.

Sexual Misconduct

Feelings of sexual attraction toward clients and vice versa are normal, but acting out the attraction is inappropriate.

Get professional help when needed.

Potential for sexual misconduct is in every profession, not just massage

Sexual Misconduct

Negative Perceptions of Massage:

- Illusion of massage as euphemism for prostitution is perpetuated by media.
- Society sexualizes touch .

As we become mainstream, negative perceptions will fade but if you encounter a negative perception, respectfully and professionally respond based on fact.

Sexual Misconduct

Examples of Sexual Misconduct:

- Flirting or seductive gestures
- Telling sexual jokes
- Failure to ensure privacy through proper draping practices
- Entering room before client is completely draped or dressed
- Masturbation, intercourse, and rape.

Sexual Misconduct

Precautions

- Avoid terms of endearment.
- Avoid suggestive wording in ads.
- Avoid secluded office with unknown clients.
- Realize issues involved with home office .
- Screen out-calls carefully. Get referrals.
- Avoid unconscious sexual signals (e.g. choice of clothing, aromas, inadvertent body contact)

Sexual Misconduct

Erections:

- Ignore it? - difficult
- Move to very distal area – e.g. the feet, stimulating circulation elsewhere and giving person a chance to redistribute his attention
- Ask the person to roll over?

Sexual Misconduct

Erections:

- If there is one or more instance when you suspect sexualizing of the massage and the relationship, then a conversation is necessary and the session, at least temporarily, discontinued.

The Massage Rules in Texas—

- “A licensee shall immediately discontinue the massage therapy session, activity or the professional relationship when a client initiates any verbal or physical contact with the licensee that is intended to arouse or gratify the sexual desire of either person. “

Sexual Misconduct

Terminating Session:

- Remove hands from client, step back toward door. Tell client the massage is over. State that you will wait.
- Avoid answering questions until client is dressed and out of massage room.
- If therapist works alone and is frightened, call 911 and stay on phone until client leaves or lock yourself in separate room.

Sexual Misconduct

Terminating Session:

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- Always document such events and actions taken.

In 25 years of this school, we have never heard that any graduate found this necessary.

Sexual Misconduct

NEVER COMMIT INAPPROPRIATE BEHAVIOR or violate the trust the client puts in you. The consequences well may be devastating for you and for your client:

Client:

- Trauma or heightening of trauma from past events
- Destroying their trust in massage therapy
- Harming their health

Therapist:

- Loss of income and license
- Loss of reputation .
- Loss of marriage , friendships, and peer relationships.
- Lawsuit for damages , fines, attorney's fees, court costs.
- Jail time

Sexual Misconduct

Sexual Misconduct of a Colleague

Report any even second-hand information about any therapist committing sexual misconduct. Encourage the offended party to report to Texas Department of State Health Services: 834-6616.

http://www.dshs.state.tx.us/massage/mt_complaint.shtm

Call 1-800-942-5540 to request the appropriate form or obtain more information. *This number is for complaints only.*