

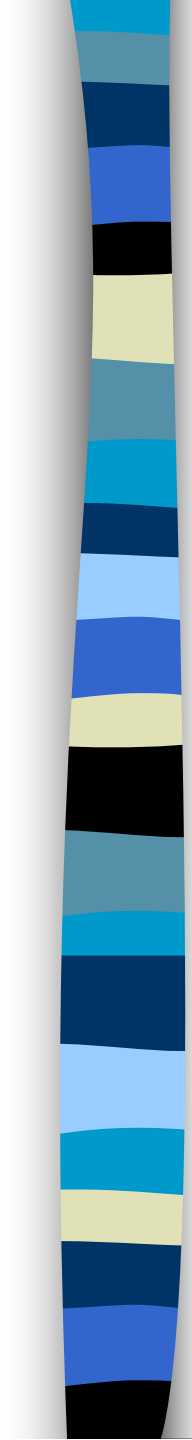


## 9a H&H: Therapeutic Relationships - Introduction, Confidentiality, and Boundaries



# 9a H&H: Therapeutic Relationships - Introduction, Confidentiality, and Boundaries Class Outline

5 minutes	Attendance, Breath of Arrival, and Reminders
10 minutes	Lecture:
25 minutes	Lecture:
15 minutes	Active study skills:
60 minutes	Total



# 9a H&H: Therapeutic Relationships - Introduction, Confidentiality, and Boundaries Class Reminders

## **Quizzes and Exams:**

- 10a Exam (A-73, classes 1b, 2a, 2b, 3a, 3b, 4a, 5a, 6a, and 7a)
- 13b Kinesiology Quiz (tibialis anterior, fibularis longus and brevis, quadriceps, rectus abdominis, and pectoralis major)

## **Preparation for upcoming classes:**

- 10a Exam (1b, 2a, 2b, 3a, 3b, 4a, 5a, 5b, 6a, 7a, and 8b)
- 10b Swedish: Technique Review and Practice - Posterior Upper and Lower Body
  - Packet F: 35-36, and 58
  - In Class: Partial SOAP notes with first and last names, date, Subjective, and Assessment. Signatures and dates on intake form.



# Classroom Rules

**Punctuality** - everybody's time is precious

- Be ready to learn at the start of class; we'll have you out of here on time
- Tardiness: arriving late, returning late after breaks, leaving during class, leaving early

**The following are not allowed:**

- Bare feet
- Side talking
- Lying down
- Inappropriate clothing
- Food or drink except water
- Phones that are visible in the classroom, bathrooms, or internship

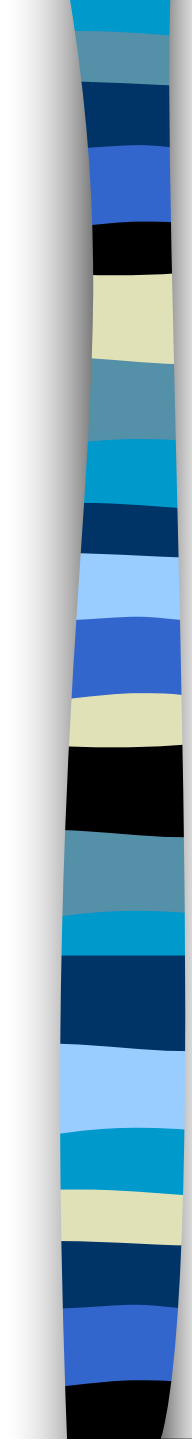
*You will receive one verbal warning, then you'll have to leave the room.*

# Classroom Rules

## Cell Phones – Turn it off!



And put it away!



## 9a H&H: Therapeutic Relationships - Introduction, Confidentiality, and Boundaries H-7

# Introduction

Interpersonal skills help form an important relationship between therapists and clients. This therapeutic relationship is the basis of all treatment approaches regardless of their specific aim.

Research has found repeatedly that development of a positive alliance is one of the best predictors of positive outcomes in therapy.





# The Therapeutic Relationship

**Therapeutic relationship** Relationship between therapist and client that seeks to support the therapeutic goals of the client.

Empathy

Acceptance

Safety

Trust

Respect



# The Therapeutic Relationship

**Empathy** Ability to understand the unique world of another.

- Empathetic listening = trying to understand the other person.
- Experience the client's world as if it were their own.
- Client perceives our empathy both verbally and nonverbally.



# The Therapeutic Relationship

**Acceptance** Accepting the client for who they are.

- Physical, mental, spiritual, and emotional aspects.
- Unconditional positive regard.
- Valuing clients because their humanity warrants your care.
- Nondiscrimination with respect to race, nationality, gender, religion, or sexual preference.



# The Therapeutic Relationship

**Safety** Freedom from danger.

- Scope of practice = safe treatment of client conditions.
- Professional boundaries = predictable and safe interactions.
- Communication = sessions based on client goals.



# The Therapeutic Relationship

**Trust** Willingness to be vulnerable to the actions of another.

- Earned by responsible acts of both parties.
- Grows when risk taking is met with responsible behavior.
- Often results in better therapeutic outcomes for the client.
- Behave consistently in a professional manner.





# The Therapeutic Relationship

**Respect** Consideration/thoughtfulness exhibited by words/actions.

Demonstrated by:

- Informed consent.
- Protecting client information.
- Modifying massage in response to client request.
- Maintaining professional boundaries
- Valuing client's personal space, privacy, time, and financial restrictions
- Draping the client
- Acknowledging and not abusing the power differential.
- Not denigrating other therapists or methods.
- Not performing services for which we are not licensed.
- Referring clients to the appropriate health care provider.
- Show respect for the diversity of different cultures.



# Interpersonal Skills - Response Moment

**Empathy**

**Acceptance**

**Safety**

**Trust**

**Respect**



## Interpersonal Skills - Response Moment

**Empathy** Having understanding for another person's world

**Acceptance** Accepting clients for who they are

**Safety** Freedom from danger

**Trust** Willingness to be vulnerable to the actions of others

**Respect** Consideration exhibited by words and actions

# The Therapeutic Relationship



**Power differential** Imbalance of power between client and therapist.

- Client has a particular need and comes to the therapist for help.
- Therapist has knowledge, skills, and abilities in a specific area.
- Client is vulnerable = needs help, undressed, and lying down.
- Perceived therapist authority = positioned over the client.
- Vulnerability of client puts therapist in a position of power.
- Does not empower the client to say no easily to the therapist.

Explain power differential to your partner in your own words.



# Legal Versus Ethical Issues

**Legal issues** Associated with laws, rules, and regulations.

**Ethical issues** Associated with human duty, appropriate right conduct, and responsibility.



"It doesn't *matter* that you never got caught!"



# Disclosure and Confidentiality

**Disclosure** Honest and open sharing of personal knowledge, as well as ideas and insights.

**Confidentiality** Non-disclosure of privileged information. There are exceptions:

Obligation to the law:

- Client records can be subpoenaed by court order

Obligation to others:

- With the client's written permission, information can be released to other healthcare providers.
- When there is threat to self or others, suspicion of child or elder abuse or neglect, or when a medical emergency exists



# Boundaries

**Boundary** Parameters indicating a border or limit.

## **Characteristics of Healthy Boundaries**

- Awareness: avoid mood altering substances.
- Congruency: boundaries are compatible with core values.
- Mutuality: respect for the boundaries of others.
- Protection of worth and uniqueness of self and others.
- Flexibility and Adaptability: based on different situations/people.

Discuss what your boundaries are when it comes to receiving massage.

# Types of Boundaries

## Physical boundaries

- Create a safe space around us.
- Help define the who, when, where, how and under what circumstances we feel safe with touch.
- They change quickly in massage relationships.
- Depth, duration, and sensitive areas.
- Inadvertent touch, scents, and draping.
- Hugging: only clients who request one



# Types of Boundaries

## Intellectual boundaries

- Encompass our beliefs, thoughts, and ideas.
- Agreement with others = safety, validation, and closeness.
- Disagreement = challenged, rejected, and vulnerable.
- Posters, calendars, and art can be offensive to clients.
- Don't disregard personal beliefs or ideas of clients.



# Types of Boundaries

## Emotional boundaries

- “Seek not, forbid not.”
- Since clients may feel vulnerable or exposed after sharing feelings, refrain from bringing it up in subsequent sessions.
- If your client had an emotional release during a session, gain consent before working on that area again.
- Not within our scope of practice:
  - Encouraging clients to share emotional content.
  - Processing the emotions.
  - Delving for deeper held emotions.
  - Offering unsolicited insight or advice.
  - Intentionally evoking emotional responses in the client.



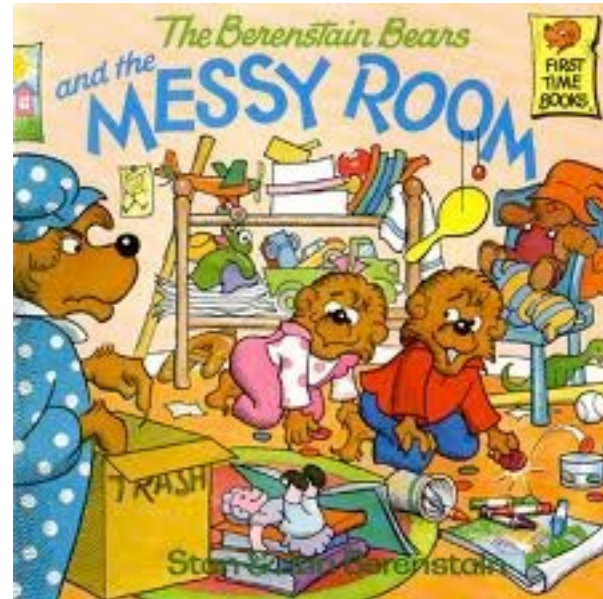
# Types of Boundaries

**Time boundaries** A session is a contract with the client for our time.

- Be ready when client arrives. Music playing and table dressed.
- Begin and end the session on time.
- Focusing on the client during the session. No calls or texts.
- Have policies for:
  - Late therapist and early or late client.
  - Cancellations, no-shows, and office hours.



# Types of Boundaries



## Location boundaries

- Social settings are not appropriate for massage.
- Don't give your professional opinion or advice socially.
- Office space = clean, professional, and barrier-free.
- Out-calls: inform a colleague of location and time.



# Types of Boundaries

## **Appearance boundaries**

- Instills a sense of trust.
- Appropriate for your locality and workplace setting.
- Neat, clean, no scents or odors, nails trimmed, hair pulled back.



# Types of Boundaries

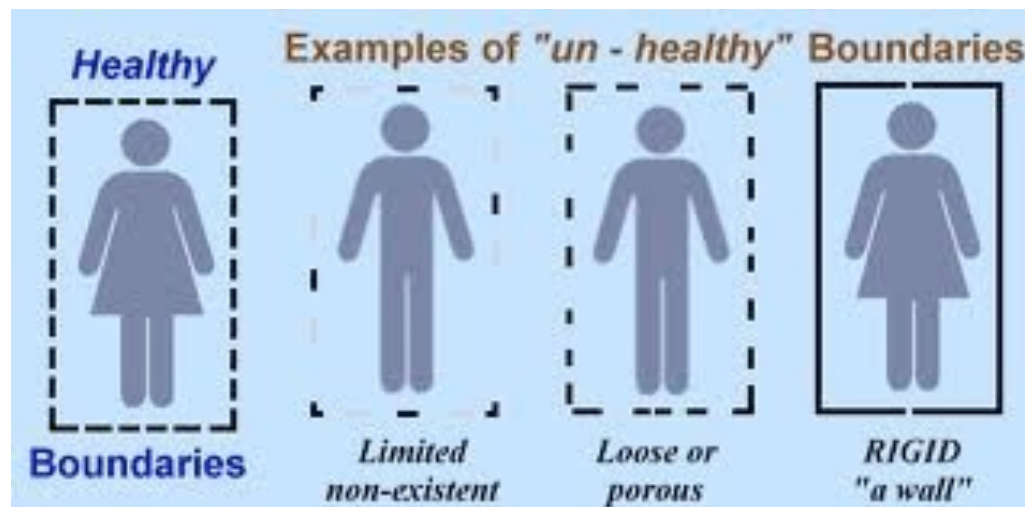
## Financial boundaries

- Fees, when and how to pay.
- Trades with other therapists.



# Boundary Management

After boundaries are established, they need to be managed throughout the course of the therapeutic relationship. When our clients see us in settings outside of side of our office, we must still exhibit professionalism. Boundary violations vary widely and range from mild inconsiderateness to the more serious sexual misconduct.



# Boundary Management

**Learning to Say “No”** Firmly restate your boundaries when clients request that you bend the rules on their behalf.



# Boundary Management

**Professional Distance** When space is provided for clients to relax and be themselves, healing is more likely to occur.



What are some examples of being too distant with your client?

What about being too close to your client?



# Boundary Management

## **Crossing Boundaries: Common Mistakes**

- Lack of proper training and experience
- Intentionally evoking an emotional release
- Asking a client to be your friend
- Making comments about a client's appearance
- Ignoring contraindications



# Boundary Management

**Client Neglect** Unintentional physical or emotional harm resulting from the therapist's insensitivity or lack of knowledge.

Example: mistaking a cyst for a trigger point



# Boundary Management

**Client Abuse** Physical or emotional harm sustained from deliberate acts of the therapist. Consciously takes advantage of a client emotionally, physically, mentally, sexually, or financially.





# Boundary Management

## **Emotional abuse**

- Careless statements have the potential to impact clients deeply
- Example: “You are the tightest person I have ever worked on.”



# Boundary Management

## **Physical abuse**

- Disregarding a client's request for lighter pressure



# Boundary Management

## **Sexual abuse**

- Verbal advances
- Leaning your body against your client during massage

# Boundary Management

## Financial abuse

- Over-charging a client
- Accepting expensive gifts





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