



## **Standard of Practice: Communication**

**Date:** January 1, 2024

**Amended:**

### **Client outcome**

The client receives the information needed to make an informed decision about their care and is given the opportunity to ask questions of their Registered Massage Therapist (RMT).

### **Registered Massage Therapist outcome**

The RMT clearly provides the client with the information required to make informed decisions about their care and communicates in a professional manner.

### **Requirements**

The RMT must:

1. Obtain the client's informed consent prior to conducting an assessment, providing treatment, or modifying a treatment plan. Consent must include a discussion with the client about the following elements:

- The nature of the treatment;
- The areas of the body to be treated;
- The expected benefits;
- Risks and side effects;
- Alternative courses of action;

- Likely consequences of not having treatment; and
  - The client's right to ask questions about the information provided and that assessment or treatment will be stopped or modified at any time at their request.
2. Engage the client in dialogue to ensure they are given the opportunity to discuss their goals, raise concerns, ask questions, participate in decision making, and suggest changes to treatment.
  3. Use effective communication, including plain language and active listening, to accurately transmit information about massage therapy whenever possible.
  4. At the client's request, allow a third party chosen by the client to be present to assist with communication.
  5. Ensure that all forms of communication (spoken, written — including paper and electronic, and social media) are respectful, ethical, professional, and that client privacy and confidentiality is maintained at all times.

### **Relevant documents**

- Personal Information Protection Policy
- Standard of Practice: Consent