

Professional Ethics Practice Exam

1. Being a professional is an educated way of being kind.
 - A. True
 - B. False

2. Boundaries are:
 - A. A protective circle around the relationship that separates what is appropriate and what is not.
 - B. For keeping relationships/clients "safe."
 - C. A way to clarify what will happen between a client and a practitioner.
 - D. All of the above.

3. Boundaries clarify each person's limitations and expectations.
 - A. True
 - B. False

4. Which of the following is a common misconception when establishing professional boundaries?
 - A. "I'll just use my common sense."
 - B. "I have needs, too."
 - C. Both A and B.
 - D. None of the above.

5. Which of the following best describes the therapeutic contract between a practitioner and a client?
 - A. Being kind to our clients and offering advice if necessary.
 - B. An agreement between the two that implies what each person will and will not do.
 - C. Giving the client what they need at each and every massage session.
 - D. All of the above.

6. The two roles that we always have as a practitioner are:
 - A. A role as a somatic practitioner and a more general role as a professional.
 - B. Determining what is best for the client and offering advice.
 - C. Making clients happy and being a friend.
 - D. All of the above.

7. Learning to be at ease (always distinguishing a clear boundary) with our roles as a professional and a practitioner will always come easily.
 - A. True
 - B. False

8. Which of the following best describes the concept of being client-centered?
 - A. Our actions and words should be motivated by what is best for the client.
 - B. We put aside our personal egos, interests, and needs and act in the best interest of a client.
 - C. Giving the client the right to ask for what they want.
 - D. All of the above.

9. How can we, as practitioners, respect a client's confidentiality?
 - A. After a session has ended, call your friend and tell them how much your client enjoyed their massage.
 - B. Keep everything a client tells you to yourself, from the first phone call through the entire relationship.
 - C. Be professional at all times when you relay the client's complaints to others.
 - D. All of the above.

10. Which of the following best describes informed consent?
 - A. Offering a client water at the end of a session.
 - B. Clients have the right to understand all that is involved in our work with them, and we must have their educated, informed consent to treat them.
 - C. Asking a client if you can treat their shoulder before they are informed of the risks and benefits involved.
 - D. All of the above.

11. Which of the following is an example of what stays out of the therapeutic relationship?
 - A. Social and personal needs.
 - B. Going outside our scope of practice.
 - C. Mixing other business with our practice.
 - D. All of the above.

12. The most common complaint clients have is about practitioners who talk too much.
 - A. True
 - B. False

13. Which of the following is an example of how we, as practitioners, may inadvertently go outside our scope of practice/expertise?
 - A. Making claims about the effects of our methods to clients, on a subject that you have little or no training.
 - B. Telling your clients the simple truth about your training and expertise.
 - C. Informing your clients of the benefits and risks of massage therapy according to your training.
 - D. All of the above.

14. As massage therapists, we don't need to embellish our skills or knowledge. If we do what we're trained to do completely and with compassion, it's more than enough.
- A. True
 - B. False
15. Which of the following types of advice is not appropriate for massage therapists to give to clients?
- A. Medical advice.
 - B. Psychological advice/counseling.
 - C. Spiritual advice.
 - D. All of the above.
16. Which of the following best describes mixing other business with our practice?
- A. Taking on business associates as clients or trying to involve our clients in other kinds of business transactions.
 - B. Practicing within your scope of practice on a client with whom you have not had a previous business relationship.
 - C. Listening to a client without offering to sell them supplements to help their condition.
 - D. All of the above.
17. Boundaries should be looked at as a barrier between the client and the therapist.
- A. True
 - B. False
18. Every relationship in our life, whether professional or social, has boundaries and roles.
- A. True
 - B. False
19. Boundaries help to keep us:
- A. Within the limits of our training.
 - B. Honest.
 - C. Skillful and compassionate.
 - D. All of the above.
20. Framework refers to:
- A. The logistics by which we define ourselves as professional.
 - B. The "nuts and bolts" of good boundaries.
 - C. The details of a practice, such as fees, appearance of the room, and advertising.
 - D. All of the above.

21. Attending to framework is more than just buying massage oil and soothing music; we need to take care of all the details that make us professional.
- A. True
 - B. False
22. Which of the following is an element of framework?
- A. Business cards.
 - B. Advertising and reaching the public.
 - C. Phone and voicemail guidelines.
 - D. All of the above.
23. Framework is important for which of the following types of clients?
- A. New clients.
 - B. Regular clients.
 - C. Clients with whom you have another relationship.
 - D. All of the above.
24. Which of the following can best summarize transference?
- A. Projecting unresolved feelings, needs, or issues onto a practitioner.
 - B. An unconscious transferring of feelings and emotions from the client to the therapist.
 - C. The process of how clients react to the power imbalance.
 - D. All of the above.
25. Transference can be negative or positive.
- A. True
 - B. False
26. Which of the following best describes counter-transference?
- A. An unconscious transferring of feelings and emotions from client to therapist.
 - B. When a practitioner allows unresolved feelings and personal issues to influence their relationship with a client.
 - C. The process of how clients react to the power imbalance.
 - D. All of the above.
27. Which of the following is a sign of possible transference?
- A. A client being respectful of you but asking for what they want from the massage session.
 - B. A client who respects the sexual boundary between the client and practitioner.
 - C. A passive client who never expresses their unhappiness.
 - D. All of the above.

28. If you feel as though a client is transferring feelings to you, what should you do?
- A. Talk to your client about what you think the transference is about.
 - B. Keep the boundaries clear, don't take advantage of your client, and keep giving the power back to them.
 - C. Offer advice to the client about their feelings.
 - D. All of the above.
29. What is the ethical standard regarding a sexual relationship with a client?
- A. It is unethical to have a sexual relationship with a client.
 - B. It is OK to have a sexual relationship with a client, as long as you keep the two relationships separate.
 - C. It is ethically acceptable to have a sexual relationship with a client.
 - D. All of the above.
30. What is the ethical standard regarding confidentiality in and after a session?
- A. It is OK to discuss your massage session with others.
 - B. Respect your client and keep all information private.
 - C. Only discuss information with a client's family.
 - D. Only discuss information with a client's spouse.
31. Having a client sign an "informed consent" form before a session is ethically acceptable.
- A. True
 - B. False
32. Which of the following are correct general guidelines and suggestions for talking with clients?
- A. Using the client's words and images when speaking to them.
 - B. Talk in terms of what the client's values are.
 - C. Talk to the client in words they understand.
 - D. All of the above.
33. What can you do to protect yourself from inappropriate clients?
- A. End the session and let them know that they are not welcome as a client any longer.
 - B. Set firm limits with the client.
 - C. Let the client know that you are uncomfortable with what they are doing and that it is not appropriate.
 - D. All of the above.

34. Which of the following is a precaution that can be taken to avoid a sexually uncomfortable situation?
- A. Leave the door open when a client is undressing or dressing.
 - B. Provide a lock on the massage room door for clients to use while changing.
 - C. Avoid the use of draping during the session.
 - D. All of the above.
35. It is very important to protect our clients and ourselves from sexual situations while performing a massage session.
- A. True
 - B. False
36. Which of the following is a step that can be taken in order to avoid a “mistaken identity?”
- A. Seductive advertising.
 - B. Advertising in the right place, with ethical and safe ads.
 - C. Hanging seductive pictures in your massage room.
 - D. None of the above.
37. Professional self-representation (appropriate clothing and hygiene) is a way to send a message about what kind of business you run.
- A. True
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38. The best way to protect ourselves from sexual predators and predatory behavior is:
- A. Dress appropriately.
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39. Which of the following are basic guidelines for setting limits and talking to your clients about money?
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40. Charging everyone the same fee creates chaos and boundary confusion for both you and your clients.
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41. What are some of the things we can do to become more comfortable with money?
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42. What is the definition of a dual relationship?
- A. Performing more than one massage session in a day.
 - B. Having more than one type of relationship with a client.
 - C. Something that is encouraged as massage therapists.
 - D. All of the above.
43. In what type of situation could a dual relationship be harmful?
- A. Becoming friends with clients.
 - B. Mixing social occasions with work.
 - C. Involving clients in other business relationships.
 - D. All of the above.
44. Utilizing supervision as massage therapists can be:
- A. Something that frees us to do our best work.
 - B. Something that nourishes us and makes our work easier.
 - C. Defined as using a trained professional to help us understand the dynamics of client relationships.
 - D. All of the above.
45. Which of the following is a benefit of using supervision and consultation?
- A. Having many clients that challenge our boundaries.
 - B. Identifying blind spots in our practice.
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46. Supervision can help us to feel supported in the massage profession and further our knowledge.
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