**Code of Ethics and Conduct**

Ethical behavior is defined as “acting in a way that reflects one’s moral values and principles.” *Serenity on Fifth* is dedicated to upholding our values within the medical and relaxative fields of Massage Therapy and Professional Scratch Therapy. Our top priority is developing and maintaining respectable relationships with our clients, and the public, by being financially equitable and respecting the rights and dignities of our diverse clientele. Our endeavors to build a great rapport with our clients shall be executed by following all rules and regulations through *Serenity on Fifth* by the RULES AND REGULATIONS of the NORTH CAROLINA BOARD of MASSAGE & BODYWORK THERAPY.

*Serenity on Fifth* and its staff shall adhere to a code of ethics in accordance with the profession and scope of practice. From owner to staff members, every individual of *Serenity on Fifth* shall abide by and uphold the core principles and values as follows (but not limited to): accountability, attentiveness, compassion, confidence, dependability, equity, honesty, integrity, and reliability. From setting an appointment to aftercare, our establishment and staff shall provide a hospitable, law-abiding environment to everyone that graces *Serenity on Fifth*’s doors.

Therapists and Scratchers alike will be held accountable for any non-compliance of the code of ethics thus stated; first violation shall be given a verbal warning, and the second violation will receive a written account of incidences occurred, noting that corrective actions have not been taken to comply with the values and principles of *Serenity on Fifth*. A third violation will result in immediate termination of the therapist and/or scratcher. If any member of the team is suspected of any non-compliant actions or behaviors, it is best that the responsible staff member be reported to management— take assurance that the individual shall be provided discretion, and no retaliation shall be faced.

*Serenity on Fifth* shall provide services within the ethical scope established above. Conduct with clients, unless otherwise consented to (i.e. platonic, non-sexual touches; hugs, shoulder touches, etc.), shall remain professional throughout the staff/client relationship. Clients shall honor the same standards as listed previously. Therapists and Scratchers shall terminate sessions, as well as professional relationships, with clients in cases of consumers’ non-compliance and, if necessary, they will be barred from future sessions.

**Client Intake**

Client Intake forms are necessary for all treatments performed by our staff. Information is just as important as the procedures done; intake forms are utilized for overall efficiency from start to finish— a medical history and treatment preferences are the building blocks to providing exceptional care, preserving all therapy expectations and regulations by giving us the “what” and “where” so that we can deliver the best care to relieve the issues/stress. All pertinent information is necessary to follow the goals of *Serenity on Fifth* and to maintain its professional standing, whether medically inclined or for alternative stress relief. All clients will need to fill out an intake form before any treatment shall be performed. If a client does not complete the form, treatments shall not begin until such time when the form is completed.

**Informed Consent**

Informed consent is the process by which a patient is educated on the benefits, risks, and alternatives to a treatment by their therapist or scratcher, and makes a voluntary, competent decision to continue the treatment. The therapist or scratcher is bound by a code of ethics— no treatment shall be conducted without consent, whether the alteration of the original treatment, or that which goes against the client’s wishes.

**Draping**

Draping is the way in which the client is covered with a sheet or drape while working on different parts of the body. This protects the client’s modesty and allows the client to remain clothed and warm while receiving therapy.

Proper draping is an essential aspect of massage therapy, providing a safe and comfortable environment; draping should be a smooth and seamless action on behalf of the therapist, cohesively maintaining the flow of the massage. The main priorities of draping are informed consent, never exposing a client, and always communicating your intentions *before* you do it.

**Documentation**

Accurate and detailed documentation is key to maintaining high standards of care in our massage and scratch practice. The following are types of documentations that will be utilized:

* **Client Intake Forms**- These are mandatory for all new clients, providing health history and consent for treatment.
* **Client Assessment**- This includes pre-treatment evaluations and should be updated routinely.

Record observations, test results, and treatment recommendations.

* **Session Notes (SOAP Notes)**- These are completed following the session. They detail the complaints of the client, the provider’s findings, the assessment, and the plan for future treatments.
* **Billing Records**- Date, Service Provided, Amount Charged, Payment Method, and any outstanding balances. In addition, if pre-paying for services, paper receipts shall be stapled to the Client Intake Form after the initial booking.

**\***All records will be securely stored\*

**Confidentiality**

Massage therapists must keep client information confidential unless otherwise necessitated by legal or ethical obligation to disclose. Confidentiality is a fundamental ethical principle that builds trust between the therapist and the client.

**Policy Notification**

Thank you for choosing us as your massage and wellness provider. To provide the best service possible to our clients, we have implemented the following policies:

**Bookings & Appointments:**

*Serenity On Fifth* has a 60-Day limit for in-advanced bookings. Appointments can be made over the phone, via email, or in-person. Same-day appointments are not permitted unless there are scheduling availabilities/cancellations. Any extenuating circumstances shall be communicated with management to ensure provider availability.

**Cancellations & No-Shows:**

We require at least 24 hours notice to cancel an appointment. Clients who cancel an appointment with less than 24 hours notice will be billed 50% of the price of the scheduled service. Clients who do not show up for a scheduled appointment or notify us in advance will be billed for the full price of the scheduled service. We understand that emergencies and illnesses can arise, therefore last-minute cancellations due to things such as verifiable emergencies, illnesses or inclement weather will generally not result in any missed session charges. However, this is to be determined at the practitioner’s discretion.

**Late Arrival**

All scheduled appointments will end at the scheduled ending time for us to stay on schedule. Late arrivals will be charged the full amount of the session and will not receive a time extension. For your first appointment, please arrive 15 minutes prior to your scheduled appointment time to allow time to complete the Client Intake Form. For all other appointments, please arrive 10 minutes before your scheduled appointment time to allow time to undress and get on the table to enjoy a relaxed and unhurried experience.

**Draping Policy**

During massage, clients will be appropriately draped with a sheet and/or towel during their massage. Only areas of the body that are currently being treated will be exposed. The breasts and genital areas will always remain draped and are never massaged.

Regarding Scratch Therapy, unless a table session is requested, draping is not required. The client may dress in loose-fitting attire to aid the Scratcher in accessibility; if the client requests skin-to-skin contact, the Scratcher shall provide alternative draping techniques for female clients.

**Session Termination:**

*Serenity On Fifth* only offers professional services for relaxation or therapeutic purposes. Services will be terminated immediately in the event of inappropriate conduct of any kind. This includes harassment, threatening speech or behavior, sexual advances or requests, or disrespectful actions or language. A session will not be conducted if the client is under the influence of drugs or alcohol. If the service is terminated for any of these reasons, full payment for the scheduled session is still required.

**Signing below indicates that you have read, fully understand and will abide by the policies as listed above:**

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**Client Printed Name**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Date** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Client Signature**