

RMQ

Regroupement des Massothérapeutes du Québec

Massotherapy
Kinesitherapy
Orthotherapy

CODE OF ETHICS (Ratified)

Required reading



FORWARD

The objective of a Code of Ethics is first and foremost to regulate and promote certain practices and principles in the area of activity to which the people to whom it is addressed are committed. As such, it will be used to guide professional practice so that members act in accordance with what is provided for by the Regroupement. Finally, this Code and its Appendices determine and govern the duties, obligations and responsibilities of the members of the Regroupement, regardless of their field of competence in the field of massotherapy.

DEFINITIONS

Regroupement/RMQ:	The Regroupement des Massothérapeutes du Québec , a non-profit corporation.
Member:	A person who meets the admission criteria, has fulfilled his or her duties to the Regroupement and whose status is in good standing.
Code:	Regroupement Code of Ethics.
Recognized school:	A school that meets the Regroupement 's requirements, standards and admission criteria.
Admission criteria:	Minimum Regroupement standards for membership.
Membership certificate:	The presidency of the Regroupement issues a certificate to all members in good standing attesting that the therapist is a member of the RMQ for the current year.
Official receipts:	Receipts issued by the Regroupement to be given to the client by the member at the end of the consultation.
Client :	A person who benefits from the services of a member.
Complainant:	A client or member who complains to the Regroupement about a member's failure to comply with one or more sections of this Code.

1. GENERAL PROVISIONS

Each member must:

- 1.a. Join the **Regroupement** as a member and read this code of ethics.
- 1.b. Use the ethical standards set out in the Code to guide their interactions with clients, the **Regroupement** and other members to ensure the protection of all.
- 1.c. Comply with the standards set out in the Code, otherwise temporary suspension or expulsion of the member will follow.
- 1.d. Comply with this code to be a member of the **RMQ** in good standing.

2. DUTIES AND OBLIGATIONS TOWARDS THE PUBLIC

To their clients, members of the Regroupement must:

- 2.a. Act with dignity, honesty, honour, integrity, and respect.
- 2.b. Practice in suitable premises and use clean and well-maintained equipment.
- 2.c. Offer only those services for which they have complete and adequate training.
- 2.d. Refer to other specialists when their skills cannot meet the specific needs of the client.
- 2.e. Establish and maintain a relationship of mutual trust with the client.
- 2.f. Put the client's interest first in their professional obligations by meeting the client's needs rather than their wishes.
- 2.g. Transmit in plain language, adapted to the client's ability to understand, information related to the consultation.
- 2.h. Avoid carrying out or multiplying unnecessary actions or actions that would be contrary to the client's interest.
- 2.i. Avoid physical, verbal or psychological violence towards the client.
- 2.j. Be in full possession of their faculties during their professional practice.
- 2.k. Avoid any discrimination against people regardless of their social status, religion or nationality.
- 2.l. Demonstrate availability and due diligence.
- 2.m. Notify the client in writing within a reasonable time before discontinuing services with the client.
- 2.n. A member may accept or refuse to provide services to a client.
- 2.o. Collaborate with relatives or any other resource person if requested by the client.
- 2.p. The member must not allow another person to take actions on his or her behalf during the consultation.
- 2.q. Refrain from providing medical advice and/or diagnosis.
- 2.r. Modifying a medical treatment developed by a recognized health professional is prohibited.
- 2.s. Be honest and professional in your advertising messages and make no promises of recovery.

3. TRANSACTIONS AND RECEIPTS

The purpose of official receipts is to indicate the summary data of the consultation: the name of the client, the nature of the meeting, the date and contact information of the member.

Each member shall:

- 3.a. Refrain from requiring full payment in advance for services unless it is a gift certificate or package accepted in advance by the client.
- 3.b. Inform the client as soon as possible of the approximate cost of the consultation(s) and provide the necessary explanations to understand and appreciate the services provided.
- 3.c. Charge a price that is reasonable according to the service provided.
- 3.d. Provide a receipt to the client detailing the summary data of the consultation.
- 3.e. Ensure that receipts are properly and completely completed.

The following measures are intended to ensure the sustainability of massotherapy, as well as the protection of clients, and in this sense, it is strictly prohibited to use receipts for these purposes:

- 3.f. The consultation identified on the receipt was not received by the client.
- 3.g. The service was not provided by the member who signed the receipt.
- 3.h. The rate indicated on the receipt exceeds the actual price of the reason for the consultation.
- 3.i. The service does not constitute a treatment according to the **Regroupement's criteria**. E.g., visits to saunas and whirlpools, daily follow-ups in private training, beauty treatments, etc.
- 3.j. At a session exclusively in energy. Energy treatments can be provided in addition, during a consultation, but cannot constitute the entire treatment.
- 3.k. No receipts shall be issued by members for consultations with members of their immediate family: spouse and children.
- 3.l. To the sale of products, devices and/or books.
- 3.m. For a group course or conference. However, a consultation may be semi-private in a challenging context.

E.g., in a couple or parenting relationship.

4. HARASSMENT AND ABUSE

- 4.a. This Code of Ethics prohibits any form of intimate relationship between the members and their clients as long as these persons remain clients.
- 4.b. Members are strictly prohibited from having any attitudes, behaviours, touching, words, looks, insinuations and/or jokes with a sexual connotation toward their clients during the consultations and/or outside the consultations.
- 4.c. Abusing the inexperience, naivety or poor health of a client in the performance of their duties, as well as deriving physical or psychological benefits from their clients, is strictly prohibited.
- 4.d. A member risks termination of their services as a result of loss of client trust, a conflict of interest or as a result of incitement to perform illegal acts, sexual acts or fraudulent acts.
- 4.e. Any form of retaliation, including dismissal, downgrading, suspension, harassment, or intimidation, will not be tolerated by the Regroupement. The same applies to any other form of discrimination that comes from a report under this Code of Ethics.

5. RECORD FILE, CONSENT, PERSONAL DATA MANAGEMENT AND CONFIDENTIALITY

Each member must have a consultation file for their clients, in this context:

- 5.a. The member is responsible for creating a file for each client and updating it in accordance with the Regroupement's standards. This file must include, at a minimum, the following information: name, sex, age, address, telephone number, medical history, dates of consultations, nature of care provided of each consultation and recommendations made. It must also include the Consent to care and personal data collection form.
- 5.b. Clients may review the documents concerning them in their client file and obtain copies of these documents. The member must, within a reasonable time, provide the client with all the information contained in the client file.
- 5.c. No person shall make a false statement, false report relating to a client's situation or the service provided to the client.
- 5.d. Members are bound by professional secrecy with respect to all information contained in their clients' files.

- 5.e. Members must keep the identity of their clients secret and refrain from any communication that may reveal to anyone else the confidential information they hold.
- 5.f. To provide a service and collect personal data, the member obtains the implicit consent of their client or the person authorized to act on their behalf. The member is required to keep a copy of this consent in the client file. At any time, the client has the right to revoke consent.
- 5.g. The member collects and uses only the personal information required to establish the client file and provide the services to which the client has consented.
- 5.h. All documents and personal data collected and held are the responsibility of the member. To ensure confidentiality, the member takes all reasonable measures.
- 5.i. The member keeps the client's file securely for a period of five years following the last service rendered to the client. After this period, the member is responsible for destroying the entire file.
- 5.j. In case of a personal data leak, the member is obligated to inform their client and report the incident to the Commission d'accès à l'information.

6. LIFTING OF PROFESSIONAL SECRECY

Since members comply with Québec's legislation on the protection of personal information in the private sector, it is only in specific and exceptional circumstances that they will be able to do so:

- 6.a. Communicate information protected by professional secrecy to the appropriate and authorized authorities for the purpose of preventing an act of violence, suicide or reasonable grounds to believe that an imminent danger of death or injury or threats to a person or group exists.
- 6.b. Provide information regarding proposed recommendations to their client or representative whose consent may be required by law.
- 6.c. Communicating information protected by professional secrecy to the competent authorities is permitted if the client gives written consent, in particular by positively signing the information request form that all members possess.

7. USE OF REGROUPEMENT LOGOS

The RMQ is represented by a logo, the original of which is kept at the Regroupement's head office. The Regroupement's logo is also the member's logo, in this respect:

- 7.a. The use of the logo is strictly related to the member's professional activities.
- 7.b. Reproduction of the **Regroupement's** logo for the purpose of advertising a member is permitted. The member must ensure that the logo is compliant. A written communication from the **Regroupement** will ensure compliance by the member.
- 7.c. The use of the **RMQ** logo must not create the impression that such use results from a publication of the **Regroupement**.

8. INDEPENDENCE AND IMPARTIALITY

Each member shall:

- 8.a. Respect the client's right to choose as therapist.
- 8.b. Maintain professional independence.
- 8.c. Arrange the products available for sale out of sight of clients at the time of consultation. The sale of products is accepted as an additional service. However, the sale must not be made at the expense of the quality of the consultation.
- 8.d. Ensure that information is provided to the general public when providing advice on natural products so that clients can choose their product supplier independently of the member.
- 8.e. Respect the client's right to choose a supplier of natural products, other products or devices.
- 8.f. Address the client by avoiding promoting a single product or care technique.
- 8.g. All written or verbal publicity must be made in the name of the member, engaging their sole responsibility and not that of the profession or the **Regroupement**.

9. RELATIONSHIP BETWEEN THE MEMBER AND THE REGROUPEMENT

The member of the RMQ has the duty to:

- 9.a. Contribute to the development of their skills through continuing education in accordance with the **Regroupement's** standards.

- 9.b. Obtain their credentials honestly, legally, through real and qualifying training.
- 9.c. Report to the **Regroupement** any **RMQ** member practising their profession incompetently, dishonestly or in contravention of the provisions of this Code.
- 9.d. Keep their member file up to date by modifying their personal and professional information when necessary and by adding their diplomas, certificates or certifications.
- 9.e. Participate, according to their availability, in the active life of their **Regroupement** by participating in various meetings, training courses and seminars.
- 9.f. Inform the **Regroupement** as soon as they are the subject of an investigation, judicial or disciplinary decision by a professional order or other professional association.
- 9.g. Display the **RMQ** accreditation certificate in public view in their primary place of practice.
- 9.h. Act with respect, caution and diligence with regard to all actors within the **RMQ**, avoiding any comments or actions that could harm the reputation or business activities of other members, the **Regroupement** or the profession.

With regard to the member, the Regroupement shall:

- 9.i. Maintain a member file in which the member's personal and professional information, diplomas, certificates and certifications obtained, specializations and a register including the member's date of entry as a member and renewal history will be kept.
- 9.j. Make available the member file which will be available for consultation at any time by the member.

10. WHISTLEBLOWING, COMPLAINTS HANDLING, AND DISCIPLINARY MEASURES

The Regroupement has a commitment to promoting honesty and integrity and maintaining the highest ethical standards in all its activities. The RMQ will treat any complaint received with due diligence and respect for both the complainant and the member. The Confidentiality Policy and Whistleblower Policy are the basis of its procedures and decisions.

- 10.a. In accordance with these values, the Regroupement does not allow illegal or unethical behavior, such as fraud, criminal acts, infractions, or any violation of this Code of Ethics.
- 10.b. Any complaint about a member's practice or failure to comply with the present code will be referred to the Disciplinary and Termination Committee without delay.

- 10.c. Complaints must be written and signed by the complainant. Reporting a case anonymously could limit the Regroupement's ability to conduct in-depth investigations if the information provided is insufficient. For this reason, the Regroupement will ask the complainant to reveal his/her identity and will ensure confidentiality.
- 10.d. To conduct a proper investigation, the complaint must have sufficient factual information and evidence.
- 10.e. In order to establish the facts, the administrator of the Disciplinary and Termination Committee will contact each of the parties.
- 10.f. The Disciplinary and Termination Committee administrator will investigate the complaint independently, promptly, and confidentially, taking care to protect the identities of the individuals involved.
- 10.g. All complaints will be investigated promptly and the appropriate corrective action will be taken as recommended in the Disciplinary and Termination Committee administrator's report.
- 10.h. The administrator presents his report and recommendations to the person who was complaining. He ensured that all the names of the individuals involved in the incident and all the elements that could prove their identity are ratified.
- 10.i. The administrator has the discretion to communicate or not, in whole or in part, the report and recommendations of their investigation to the person who is reporting the incident, within the limits authorized by the Law and the Confidentiality Policy that the Regroupement has adopted.
- 10.j. Complaint files are owned by the Regroupement and are kept in its archives in a manner that ensures their confidentiality. They can't be used to harm the parties to whom they relate under any circumstances.
- 10.k. The administrator is accountable for imposing sanctions, which can be anything from recommendations to improve practice, to suspension or expulsion. In these circumstances, we will inform the insurance companies involved. Consequently, the member forfeits the privileges of their practice that were provided by the RMQ during the period in question.
- 10.l. No refund will be given for membership in the event of suspension or termination.

11. FINAL PROVISION

- 11.a. This Code of Ethics comes into effect on the fifteenth day following the date of its publication, of which the members have been duly informed.

CODE OF ETHICS

As adopted by the Board of Directors on:
15/08/2019

Entry into force of this Code of Ethics dated:
01/09/2019

Ratified dated on: 2023/09/19



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