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## **Standards of Practice, Code of Ethics & Code of Conduct**

### **Part 1 - Standards of Practice**

#### **Standards Of Practice- Introduction**

The Reflexology Association of Canada has developed Standards of Practice to:

- promote integrity and responsibility in the professional practice of Reflexology
- show a commitment to the protection of the public through use of these standards
- uphold and further the cause of the profession of Reflexology and the Reflexology Association of Canada.

Standards of Practice for Reflexologists have been developed with the intention to be generic and to describe the outcomes of the various practices the Professional Reflexologist is required to perform within the scope of practice. Standards of Practice will evolve as changes in the practice evolve.

The Oxford Dictionary describes a standard as a degree of quality and level of achievement - a model to be followed which has an authoritative quality. It is a description of how well one is required to demonstrate the achievement of a skill. By definition, a professional is a specialist by their breadth and depth of experience.

Standards of Practice must include precise and clear descriptions of practice to the professional Reflexologist who is held accountable for accomplishing them. They must also be clear to the clients and the public.

Standards of Practice should include:

- Technical knowledge – common body of knowledge applicable to the profession, as constituted through explanatory theories, doctrines, scientific and/or scholarly research, and applied principles.
- Practical Knowledge - insight, personal skills, judgment, perceptiveness and assisting the professional in applying what they know to different situations.
- Interpersonal quality – how ethically responsible interactions between different parties are conducted
- Safety – Protecting the interests of the public, member and Association.
- Conditions – the situation in which the practice or task must be accomplished

Standards of Practice serve as a reference tool for:

- Reflexologists to better understand their practice guidelines
- Curriculum design
- Registration
- Complaints and disciplinary investigations
- Eligibility to practice
- Quality assurance
- Client relations
- The public for which to assess the quality of practice

## **Definition and Scope Standards of Practice For Reflexology/Reflexologist**

### **General Definition**

Reflexology is the therapeutic study, science and healing art of applying non-invasive systematic and specific hand, finger and thumb techniques on precise reflex/pressure points located on specific areas of the body - the feet being the primary area of application.

Specific techniques and areas of application define the unique quality of reflexology as apposed to any other practice. These include but are not limited to, the feet, hands and ears. The physical act of applying such pressure without oils, lotions or creams results in stress reduction causing a physiological change in the body.

Reflexology is a hands-on-practice. Client safety as well as efficacy of application can best be served by the use of the practitioner's hands, fingers, and thumbs. Tactile sensory feedback is one of the major principles governing the practitioner's awareness of subtle changes that may indicate areas to be investigated. Tools interfere with this feedback, and improperly or carelessly used, pose a safety risk to the client.

Reflexology, as practiced by the Reflexology Association of Canada does not employ any device that physically violates the structural integrity of the skin or penetrates the body's orifices.

A Reflexologist means a person who practices the principals of Reflexology using specific techniques of the hands, fingers and thumbs to stimulate the reflexes of specific body areas including the hands, ears, feet and lower leg.

Reflexology Association of Canada Definition:

“Reflexology is a natural healing art based on the principle that there are reflexes in the feet, hands and ears and their referral areas within zone related areas, which correspond to every part, gland and organ of the body. Through application of pressure on these reflexes without the use of tools, crèmes or lotions, the feet being the primary area of application, reflexology relieves tension, improves circulation and helps promote the natural function of the related areas of the body.”

*\*Note – Reflexology is not massage as understood in the systematic and scientific manipulation of the soft tissues of the body and is not referred to as such. It stands alone and separate from other therapies or any other form of practice or treatment. It may however, enhance and/or complement other practices.*

### **Benefits of Reflexology:**

- Promotes relaxation and stress reduction
- Improves circulation in both the lymphatic and cardio-vascular systems
- Helps the body to normalize itself naturally without adverse side effects
- Provides preventative health care.

### **Reflexologists Do Not:**

- Diagnose conditions
- Prescribe substances
- Treat for specific conditions
- Use of tools and/or machines (unless qualified).

The session lengths are 45 to 60 minutes. Reflexes are stimulated on specific areas of the body with specific pressure techniques. Sessions may include a foot soak to clean the feet before a session. Reflexology is performed on the exposed surface of the skin unless a specific condition precludes this from happening. Pressure is firm and gentle to elicit a response in the specific reflexes with minimum discomfort to the client although tenderness may be felt at the reflex area itself.

## **Standard of Professional Practice**

### ***The Professional Reflexologist shall, in relation to:***

#### **I To The Profession**

1. Work within their communities towards understanding and acceptance of reflexology as a viable health service and its benefits
2. Abide by all federal, provincial and municipal laws governing the practice of reflexology and support the repeal and/or revision of laws detrimental to the practice of reflexology
3. Respect all health care practitioners who operate ethically and help them in their understanding of what reflexology is. Work amicably with these practitioners to promote health and natural healing.
4. Conduct themselves and aspects of their professional practice in such a manner as to elevate the esteem of the profession
5. Work within the Scope of Practice for the profession and practice only within the limits of their professional training and competency. No unqualified advice should be given
6. Actively support the profession through Association membership and active participation.

#### **II To The Association**

1. Not use or exploit the Association for personal gain or benefit financial or otherwise, self-promotion or publicity, or as a basis for advancing or espousing

- any beliefs which are contrary to the aims and objectives of the Association, or are in conflict with the Code of Ethics, financial or otherwise
2. Not seek to attract business unfairly or unprofessionally or in any way which would discredit the reputation of the Association or Reflexology
  3. Not speak or write disrespectfully of the Association or fellow members, Reflexologists, or otherwise
  4. Be responsible for continuing their personal and professional development by updating their training and conferring with colleagues with a view to increasing their knowledge and awareness.
  5. Report research findings and clinical experience methodically and honestly and to Association standards and guidelines. Speculative theories should be plainly described and clearly defined as such.
  6. Submit themselves to appropriate action if they:
    - a. Are convicted of a crime related to their profession as a Reflexologist or Health Care Professional
    - b. Continue to practice when they are no longer competent to do so due to physical, mental, or emotional impairment and/or from the abuse of alcohol or other substances
    - c. Fail to cooperate with the Association at any point from the beginning of a complaint deemed valid by the Association through the completion of all proceedings with regards to that complaint

### **III To The Clients**

1. Respect confidential information obtained in the course of professional practice except where disclosure is required by law.
2. Obtain written or verbal consent from a client before video taping, audio recording or permitting a third party observation
3. Provide services with compassion, respect, honesty and integrity and recognize the responsibility they have towards a client at all times
4. Skillfully and caringly practice Reflexology for the benefit of the client. The safety, health, welfare and comfort of the client shall have priority at all times
5. Ascertain the client's expectations prior to the first session and clarify any misconceptions or misunderstandings
6. Make clear their individual statement and policies regarding scheduling, fees and structure. These statements and policies should conform to accepted professional practices and be made available to the client at the time of the first appointment
7. Encourage clients to make their own health care choices and decisions
8. Respect the opinions, beliefs, customs and values of others and not impose their own morals or beliefs on others
9. If a member practices other therapies for which they are qualified it should be made clear to the client that they form no part of a Reflexology Treatment
10. Treatment of a client shall be holistic in nature
11. A member who suspects that a client is affected by any condition and/or is unsure of the condition medical or otherwise should advise the client to consult their medical practitioner.

### **IV To The Public**

1. Advertising shall not contain any claim to diagnose, cure or treat for a specific medical condition through reflexology

2. Act in the public's interest when health care and safety are affected by an incompetent, unethical or illegally practicing Reflexologist
3. Communicate with the public in a truthful and accurate manner. They must not use false, inaccurate, or misleading information through personal statements, testimonials, and any type of graphic representation, or identification with any professional organization. Any claims must be verifiable
4. Not use any initials after their name that would convey the false impression of advanced degrees or training. Any credentials or training must be verifiable

## **Part 2 - Code of Ethics**

### ***The Professional Reflexologist shall:***

1. Acknowledge, without prejudice or discrimination of clients or colleagues, the inherent worth and individuality of each and every person and living being
2. Not refuse service to anyone on the basis of race, religion, national origin, age, sex, disability or sexual orientation
3. Abstain from sexual or other harassment of exploitation of clients, colleagues or anyone under their guidance, tutelage or employ
4. Not diagnose, prescribe or treat for any specific problem or condition unless specifically trained and permitted by law to do so
5. Perform only what specific training allows
6. Does not delegate the care of a client to another Reflexologist or untrained person who is not experienced, qualified, or competently trained to provide the necessary service
7. Support their profession by participating in local, regional or national organizations, which promote these standards of ethics and practice reflexology
8. Practice with integrity, honesty and diligence, and with the best interest in mind in professional relationships with ourselves, our clients, our professional colleagues and Association
9. Accept accountability to society and conduct ourselves in a manner that fosters and promotes high ethical standards

## **Part 3 - Code of Conduct**

### ***The Professional Reflexologist shall:***

1. Ensure that their professional practice is fully covered by professional indemnity insurance against public liability and malpractice
2. Maintain good personal hygiene practices, and maintain hygienic premises, facilities and equipment that conform to professional health standards
3. Maintain their own hygiene, health and well being in such a way as to promote the professional nature of reflexology and so as not to put the client at risk

4. Not refuse treatment, providing the reason for the refusal is explained in an ethical and professional manner
5. Represent accurately their education, training, competence and experience relevant to their professional practice
6. Maintain accurate and up-to-date records of dates of sessions given to each client, and complete financial records as required by law
7. Refer to other qualified health care practitioner when services required are outside the Reflexologist's Scope of Practice