



**Fédération  
québécoise  
des massothérapeutes  
agréés**

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# **Professional Inspection Regulation**

**MAY 2008**

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## <sup>1</sup>PREAMBLE

The mission of the Fédération québécoise des massothérapeutes consists of qualifying and supporting massage therapists in their professional practice as well as informing and protecting the public.

This professional inspection regulation deals with the maintenance of consultation rooms and records as well as the issuance of receipts, thereby ensuring quality service for members, the public and employers alike.

\* The masculine gender is used in this document without discrimination and for the sole purpose of concision.

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<sup>1</sup> Depending on the professional context, the certified massage therapist effectively mobilizes and uses an integrated knowledge, know-how and interpersonal skill set that, in accordance with competency-based training, is consistent with the highest quality standards required by the Fédération québécoise des massothérapeutes.

## **Chapter 1      Maintenance of consultation rooms**

### **Overall objective**

Offer clients a safe, clean and neutral premises where confidentiality and privacy are respected, for a quality massage performed by professionals.

### **Objective 1**

#### **Offer clients a safe and clean premises**

- The premises (home or commercial office building) in which the member practices his massage therapy activities must be kept secure and clean.
- The premises (home or commercial office building) in which the member practices his massage therapy activities must be clearly identified.
- Parking spaces and areas of circulation must be well maintained, clear and well lighted at all times.
- A smoke detector or thermal detector as well as a fire extinguisher must be kept in proximity to the consultation room.

### **Objective 2**

#### **Offer a clean and neutral premises**

- The consultation room and adjoining rooms must be decorated in a manner that is sober and does not give rise to ambiguity in the mind of the client.
- The material used is consistent with regulations pertaining to hygiene and the prevention of infection.
- With regard to layout, the member shall ensure that a washroom is located in proximity to the massage premises and that it is clearly identified and available to clients at all times. The washroom must meet the usual standards of cleanliness, ventilation and lighting.

### **Objective 3**

#### **Offer clients a premises that ensures confidentiality and privacy**

- The consultation room must be shielded from prying eyes and must safeguard the privacy of conversations.
- The member shall organize his consultation room in such a way that the client has a private area or a movable door (partition, curtain, etc.) in or behind which to dress and undress; failing this, the member, at all times, shall leave the room before and after a session so as to respect the client's right to privacy and discretion.

## Objective 4

### A. Offer clients a consultation room conducive to massage

- The surface area of the consultation room must span a minimum of 70 sq. ft. for an unfurnished closed room and a minimum of 90 sq. ft. for a furnished closed room.
- The consultation room must be well lighted, spacious and well heated.
- All furnishings and other atmosphere-related accessories used by the member in the exercise of his profession must be adapted, well maintained and safe.
- The consultation room must feature only the furnishings necessary to the proper practice of massage or massage-related activities.

### B. Offer clients seen outside of the consultation room a premises conducive to massage<sup>2</sup>

- The member who practices outside of his consultation room has a duty to ensure that the premises in which he exercises his profession meets the minimal conditions cited in this regulation and thereby guarantees the safety, health, comfort, privacy and confidentiality of his clients.
- The member practicing **in public premises** must adopt means to ensure the safety, health, comfort, privacy and confidentiality of his clients at all times.
- All furnishings and accessories used in the practice of massage therapy, notably the massage table, sheets, towels, **anatomical accessories** and cushions, must be safe, clean and well maintained.

\* The member who practices both inside and outside of his consultation room shall be inspected first and foremost in his consultation room.

\* The member who only sees clients in their homes shall be inspected at his own home and must ensure that all of the tools related to his massage therapy practice are made available to the inspector.

\* At all times, each member practicing inside or outside of a consultation room must keep his certificate from the Fédération on display or must keep his membership card in his possession.

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<sup>2</sup> A member is deemed to be practicing massage therapy outside of his consultation room when he must travel to a client's home to deliver services.

**Recommendation**

Members must ensure that they contract professional and personal liability insurance in the event that any legal action is brought against them in the course of their careers as certified massage therapists.

The premises (home or commercial office building) in which the member practices massage therapy must be in compliance with the laws and regulations in force in the municipality where it is located.

## **Chapter 2      Maintenance of records**

### **Overall objective**

Safeguard the confidentiality of client records to protect clients and the practice of the profession.

### **Objective 1**

#### **Constitute a record**

- Each member of the Fédération must constitute and keep a record on every client, whether he practices full-time or part-time, whether he works for a company owned by an individual or by several people, or whether he is self-employed or a salaried employee.

### **Objective 2**

#### **Carry out personalized follow-up**

- Each member of the Fédération must include the following information, documents and items in the client record:
  - a) general information, i.e. the date the record was opened and the date of each consultation, as well as the client's name, date of birth (optional), address and telephone number;
  - b) the reasons for the consultation and the services required;
  - c) information related to the assessment of the client's health status as it relates to the practice of massage therapy (contraindications to massage);
  - d) a summary description of the professional services rendered during a massage therapy session, including the recommendations and reactions of the client;
  - e) relevant information from other professionals or information concerning the client's recommendation to other health professionals.
- For a specific and occasional service (e.g. chair massage in the context of a conference, a fundraising campaign or any other event), the member is not required to open a record but must have the client fill out a health questionnaire.

### **Objective 3**

#### **Ensure optimal follow-up of client records**

- Each member is required to have all of his clients complete a health questionnaire, whether he practices full-time or part-time, whether he works for a company owned by an individual or by several people, or whether he is self-employed or a salaried employee.

### **Objective 4**

#### **Safeguard the confidentiality of client records**

- The member who uses a computer medium to process all or part of the information, documents and items contained in a record must safeguard access to this data using appropriate means, notably by saving the data collected and keeping a copy of it.
- The member must keep his records in a closed and key-locked filing cabinet or in a room not accessible to the public. In addition, he must adopt reasonable means to safeguard the confidentiality of information he possesses on his clients.
- Where more than one massage therapist has access to a given client record, the member of the Fédération shall sign or initial each note he includes in the record.
- The member may ask a client to sign a document giving or refusing him the right to share information contained in the client's record with a colleague and member in good standing of the Fédération, or to hand over such a record to a colleague and member in good standing of the Fédération, where it is possible that such records may be transferred to the latter or where a nominal list may be transferred to a third party for purposes of commercial or philanthropic prospecting (see sections 22 to 26 of the *Act respecting the protection of personal information in the private sector* as well as the FQM's code of ethics).
- When opening a client record, the member must ensure that his client provides written authorization or refusal to have a member of the professional inspection committee consult his record for purposes of verifying the presence of the items mentioned in objective 2 (see Appendix 1 of this regulation for a sample of this clause).

### **Recommendations**

- As the health questionnaire is mandatory, the Fédération provides two types of health questionnaires (see Appendix 2) covering any possible situation encountered in the practice of massage therapy.
- It is essential that the health questionnaire be kept for purposes of protection in relation to professional civil liability and personal liability. For these purposes, the Fédération recommends that the health questionnaire be kept for a period of five (5) years.



## **Chapter 3      Receipts for massage therapy**

### **Overall objective**

Protect the public by ensuring that members make proper use of a system of receipts for massage therapy, thereby demonstrating exemplary transparency and integrity.

### **Objective 1**

#### **Prepare a receipt for massage therapy**

- When preparing a receipt for massage therapy, each member of the Fédération must ensure that it includes the following items:
  - a) The name and number of the member
  - b) The name of the client
  - c) The signature of the member
  - d) The date on which the massage was performed
  - e) The taxes (if applicable)

### **Objective 2**

#### **Ensure the proper use of a system of receipts for massage therapy**

- On request, each member is required to make his booklet of receipts and professional agenda available to the inspector so that the latter can verify that it is compliant.
- For the year in progress, each member is required to keep proof of each receipt issued for massage therapy services. The member may do so by keeping the stubs of the receipts issued for massage therapy services.

## **APPENDIX 1**

### **Consent clause**

“I, (name of client), authorize Mr./Ms. (name of certified massage therapist) to share the information contained in my record with any representative duly authorized to supervise and perform an inspection on the professional activities of Mr./Ms. (name of certified massage therapist).”

## APPENDIX 2

### Types of health questionnaires

Two versions of the health questionnaire are available to the member:

#### **A. Comprehensive health questionnaire**

Includes general questions as well as questions related to the reasons for the consultation and the assessment of pain, together with the *Étoile de Maigne* schema and a treatment plan for follow-up care. Geared mainly toward regular clients (clients who receive massage therapy in the same establishment several times per year).

#### **B. Abbreviated health questionnaire**

Geared toward occasional clients, chair massage clients (in business settings or at special events) or clients in establishment that favour this type of questionnaire. Includes general questions and can be completed in 60 seconds.

#### Table on health questionnaire options

Self-employed worker or salaried employee	Place of practice	Health questionnaire option	Retention of the health questionnaire
	At home	Comprehensive <input checked="" type="checkbox"/> or abbreviated <input checked="" type="checkbox"/>	Recommended
	Inn	Comprehensive <input checked="" type="checkbox"/> or Abbreviated <input checked="" type="checkbox"/>	Recommended
	Private office	Comprehensive <input checked="" type="checkbox"/> or Abbreviated <input type="checkbox"/>	Recommended
	Fitness centre	Comprehensive <input checked="" type="checkbox"/> or Abbreviated <input type="checkbox"/>	Recommended
	Multidisciplinary clinic	Comprehensive <input checked="" type="checkbox"/> or Abbreviated <input type="checkbox"/>	Recommended
	Company	Comprehensive <input type="checkbox"/> or Abbreviated <input checked="" type="checkbox"/>	Recommended
	Special event	Comprehensive <input type="checkbox"/> or Abbreviated <input checked="" type="checkbox"/>	Recommended
	Hotel	Comprehensive <input checked="" type="checkbox"/> or Abbreviated <input checked="" type="checkbox"/>	Recommended
	Hospital	Comprehensive <input checked="" type="checkbox"/> or Abbreviated <input type="checkbox"/>	Recommended
	Spa	Comprehensive <input checked="" type="checkbox"/> or Abbreviated <input checked="" type="checkbox"/>	Recommended
Other	Comprehensive <input checked="" type="checkbox"/> or Abbreviated <input checked="" type="checkbox"/>	Recommended	