



**Fédération québécoise
des massothérapeutes
agréés**

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Professional Inspection Regulation

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PREAMBLE

The mission of the Fédération québécoise des massothérapeutes is to qualify and support certified massage therapists¹ in their professional practice and to inform and protect the public.

This professional inspection regulation governs the keeping of offices and records and the issuance of receipts. It thereby ensures quality services for everyone, including members, the public and employers.

¹ The certified massage therapist, depending on the professional context, mobilizes and effectively applies an integrated set of knowledge, know-how and soft skills that, in terms of competency-based training, meets the highest quality standards required by the Fédération québécoise des massothérapeutes agréés.

Chapter 1 The Keeping of Consulting Rooms

General objective

Offer clients a safe, clean and neutral premises where confidentiality and privacy are respected to ensure quality massage administered by professionals.

Objective 1

Offer clients a safe and clean premises

- The building (home or commercial office building) where the member practices their massage therapy activities must be safe and clean.
- The building (home or commercial office building) where the member practices must be properly identified.
- Parking lots and traffic areas must be well maintained, clear and lighted at all times.
- A smoke or thermal heat detector must always be placed close to the consulting room, along with a fire extinguisher.

Objective 2

Offer clients a clean and neutral premises

- The decoration of the massage room and the adjacent rooms must be discreet and must not create any ambiguity in the mind of the client.
- The materials used must comply with the regulations pertaining to hygiene and infection prevention.
- The member must have a properly identified washroom near their consulting room, and it must be available to their clients at all times. The washroom must meet the usual standards pertaining to cleanliness, ventilation and lighting.

Objective 3

Offer clients a premises that ensures confidentiality and privacy

- The room must be protected against prying eyes and ensure privacy during conversation.
- The member must organize their consulting room in such a way that the client has access to a discreet premises for dressing and undressing or a removable panel (screen, curtain, etc.), failing which the member, at all times, must leave the premises before and after the session in order to respect the client's right to privacy and modesty.

Objective 4

A. Offer clients a consulting room conducive to massage

- The surface of this room must measure a minimum of 70 square feet for a closed and unfurnished room, and a minimum of 90 square feet for a closed and furnished room.
- The room must be well lighted and heated, with proper air circulation.
- All the furniture and other ambience accessories used by the member in the performance of their profession are adapted, well maintained and safe.
- The consulting room must include only furniture required for the proper performance of massage therapy activities or related activities.

B. Offer clients outside of the consulting room a premises conducive to massage²

- The member practicing **outside of a consulting room** has a duty to ensure that they are practicing their profession in a premises that meets the minimum conditions set out in this regulation, thereby ensuring the safety, health, comfort, privacy and confidentiality of their clients.
- The member practicing **in a public premises** must undertake to ensure that the safety, health, comfort, privacy and confidentiality of their clients is respected at all times.
- All the furniture and accessories used to practice massage therapy, notably the massage table, sheets, towels, anatomical supports and cushions, must be safe, clean and well maintained.

* The member who receives clients both in and outside of their consulting room will be inspected primarily in their consulting room.

* The member who only receives clients outside of a consulting room will be inspected at their home and must make available to the inspector all the equipment related to the practice of massage therapy.

* Any member, practicing in or outside a consulting room, must always display their FQM attestation or be in possession of their member card.

² A member is deemed to be practicing massage therapy outside of a consulting room when they must go to the client's home to provide services.

Recommendation

Members should hold professional and personal liability insurance so that they can deal with any potential legal action taken during the course of their career as a certified massage therapist.

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

Chapter 2 The Keeping of Records

General objective

Protect clients and the practice of the members' profession by ensuring the confidentiality of client records.

Objective 1

Create a record

- All FQM members must create and keep a record on each of their clients, whether they are practicing full-time, part-time, on their own or as part of a business, as a self-employed worker or an employee.

Objective 2

Carry out personalized follow-up

- All FQM members must record and include in their client records the following information, documents and elements:
 - a) General information, i.e., the date that the client record was created and the date of each consultation, along with the client's name, age or date of birth, address (optional) and telephone number.
 - b) Reason for the consultation and the services required.
 - c) Information on the assessment of the client's health condition based on the practice of massage therapy (contraindications for massage).
 - d) Description summarizing the professional services rendered during the massage therapy session, including the recommendations and the client's reactions.
 - e) Relevant information from another professional or information concerning a client referral to another health professional.
- For a specified and occasional service (e.g., chair massage at a conference, fundraising campaign or other event), the member is not required to create a record, but must have the client complete a written health questionnaire.

Objective 3

Allow optimal follow-up on client records

- Members are required to have all their clients complete a health questionnaire, whether they practice the profession full-time, part-time, on their own or as part of a business, as a self-employed worker or an employee.

Objective 4

Ensure the confidentiality of client records

- Members who use a computer system, in whole or in part, to process information, documents and elements related to a client record, must comply with the *Act for modernize legislative provisions as regards the protection of personal information*, Bill 25.
- Members must keep records in a locked filing cabinet or a room that is not accessible to the public. They must also take reasonable means to preserve the confidentiality of information they hold on their clients.
- FQM members shall sign or initial each note entered into a client record when more than one massage therapist has access to the record.
- Members can have their client sign a document authorizing or denying them the right to share information contained in the client record or to share that record with a colleague and member in good standing of the FQM, in a case where these records are transferred to the latter or a list of names is transferred to a third party for commercial or philanthropic prospecting purposes (art. 22 to 26 of the *Act respecting the protection of personal information in the private sector* as well as the FQM code of deontology).
- When opening a record, members must have their client sign an authorization or a refusal to allow their record to be viewed by a member of the professional inspection committee for purposes of checking the elements cited in Objective 2 (example of a clause in Appendix 1 of this regulation).

Recommendations

- Given that the health questionnaire is required, the FQM provides two types of health questionnaires in Appendix 2, covering any potential situation arising in the performance of massage therapy.
- It is essential to preserve the health questionnaire for purposes of protection in the form of professional and personal liability insurance. The FQM therefore recommends that the health questionnaire be retained for a period of five (5) years.

Chapter 3 Receipts for Massage Therapy

General objective

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

Objective 1

Prepare a receipt for massage therapy

- All FQM members, when issuing a receipt for massage therapy, must ensure that the following elements are included on the receipt:
 - a) Member's name and number
 - b) Client's name
 - c) Member's signature
 - d) Date on which the massage was performed
 - e) Taxes (if applicable)

Objective 2

Ensure the proper use of a massage therapy receipt system

- At the request of an inspector, all members are required to make available to the latter receipt booklets and the professional agenda so that the latter can ensure that they are compliant.
- All members, for the year in progress, are required to keep a proof of issuance of each receipt for massage therapy to their clients. For example, this can be done by keeping the stub attached to the receipts issued for massage therapy.

***Insurance companies** require that members keep stubs for insurance receipts issued for a period of 10 years, in the event that they conduct an investigation to confirm the delivery of care.

*If a member uses receipt stubs for **tax purposes**, the government directive stipulates that these stubs must be retained as proof for a period of seven years. However, a member can retain other documents as proof of income (e.g., an Excel spreadsheet indicating the number of sessions and the amounts collected).

APPENDIX 1

Consent Clause

“I, (name of client), hereby authorize Mr./Ms. (name of certified massage therapist) to share the information contained in my record with any duly authorized representative for purposes of overseeing and managing the professional activities carried out by Mr./Ms. (name of certified massage therapist).”

APPENDIX 2

Types of Health Questionnaire

Two versions of the health questionnaire are available to members:

A. Full health questionnaire

This detailed questionnaire features general questions, the reasons for the consultation, the assessment of pain, the Maigne star diagram, and a therapeutic follow-up plan. It is designed mainly for a regular clientele (clients who receive a massage in the same establishment several times a year).

B. Abbreviated health questionnaire

It is geared towards occasional clients, chair massage clients (on company premises or at special events) or clients whose establishment favours this type of questionnaire. It includes the main questions and can be completed in 60 seconds.

C. Health questionnaire for a massage lasting no more than 30 minutes

This is a version of the abbreviated health questionnaire, but in a half-page format. It is geared primarily towards clients served at events.

*The medical record, including the health questionnaire, can be destroyed in full five years after the client's last appointment, and not on the date that the health questionnaire was completed.