



CODE OF ETHICS, CONDUCT AND PRACTICE

The Institute of Sport & Remedial Massage (ISRM)

Members of The Institute of Sport & Remedial Massage, who have been awarded certification, having met the requirements, are required to uphold the professional standards outlined in the following code of ethics, conduct and practice.

Code of Ethics

Members are required to:

- 1:1 Represent their qualifications honestly, including their educational achievements and professional affiliations, and will provide only those services they are qualified to perform.
- 1:2 Be aware of contraindications for massage and bodywork, and refrain from treatment where appropriate.
- 1:3 Acknowledge the limitations of sport and remedial massage and bodywork and refer clients on to appropriate health professionals when necessary.
- 1:4 Provide treatment only where there is reasonable expectation that it will be advantageous to the client.
- 1:5 Consistently maintain and improve their professional knowledge, developing a portfolio of education which meet the requirements of ISRM (appendix A.)
- 1.6 Conduct their business and professional activities with honesty, integrity, and respect the views and beliefs of their clients in regard to gender, ethnic origins, cultural background, sexuality, lifestyle, age and social status.
- 1:7 Refrain from unjust discrimination against clients or other healthcare professionals.
- 1:8 Ensure that clients have an understanding about what is involved in their treatment and that voluntary informed consent is obtained either verbally or in a written form prior to treatment commencing.
- 1:9 Respect the client's right to refuse or terminate treatment at any time, regardless to prior consent given.
- 1:10 Members may exercise the right to refuse treatment to any person, or part of the body, for just and reasonable cause.
- 1:11 Any ISRM member undertaking research must adhere to the code of ethics and standards laid down by the Education Research Trust.

Code of Conduct

- 2:1 Members should be sensitive to a client's modesty at all times, and provide appropriate draping and treatment in a way that ensures their comfort and privacy.
- 2:2 Physical examinations or treatments of children under the age of 16 (18 years for Scotland) must be in the presence of a parent or guardian unless written consent has been given.
- 2:3 Where a client is already receiving medical treatment for their presenting condition, treatment should not be commenced without prior consent from the respective practitioner.

Code of Practice

Records

- 3:1 Members should maintain contemporaneous and up-to-date records of all clients in regard to medical history, presenting complaint, assessment and procedures performed.
- 3:2 The record keeping process should be as transparent as possible, and clients should be made aware that records are being kept.
- 3:3 All records should be kept according to the 8 principles Data Protection Act (1998). These state that data must be:
1. fairly and lawfully processed
 2. processed for limited purposes
 3. adequate, relevant and not excessive
 4. accurate
 5. not kept for longer than is necessary
 6. processed in line with your rights
 7. secure
 8. not transferred to countries without adequate protection.
- 3:4 Where a member works as part of a group practice or clinic, members should ensure that the practice or clinic is registered under the Data Protection Act (1998) where appropriate.
- 3:5 Records must be kept in a secure place, adequately safeguarded and not accessible to third parties. Computerised Records must be kept secure from unauthorised access. Members are advised to seek advice relating to the requirement to register under the Data Protection Act where client records are computerised.
- 3:6 Members should safeguard the confidentiality of all client information. Disclosure to third parties, including other healthcare professionals should be only with the client's written permission. (Where information is disclosed to other parties, advice should be sought relating to the requirement to register under the Data Protection Act. Where Credit Card payments are taken by individuals not covered by a group Data Protection Registration, it is recommended that advice is sought relating to the requirement to register.)
- 3:7 Client records need to be kept for seven years, in the case of children 5 for years after their 21st birthday, for terminally or seriously ill clients records should be retained indefinitely.
- Personal**
- 3:8 Members must hold adequate professional insurance cover and must have a current first aid certificate. (minimum level "Appointed Persons")
- 3:9 Full members may use the designation ISRM after their name.
- Premises**
- 3:10 Treatment areas must be hygienic, safe and equipped to clinical standards. Any couch used must have an adequate working weight for the client and techniques used.
- 3:11 Treatment rooms and public areas all must comply with current health and safety regulations.
- Advertising**
- 3:12 Any Advertising must be legal, decent, honest, truthful and in accordance with the British Code of Advertising Practice.
- 3:13 Full Members may use the logo of the ISRM on business stationery & cards.
- 3:14 Nothing may be published in the name of ISRM without prior agreement from ISRM.