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Unit 1 CLINICAL OPERATIONS AND PROCEDURES

Section 1.1 GENERAL INFORMATION

1. Our on-site Massage Therapy Student Clinic offers one-hour massage sessions with students in clinical courses in the Massage Therapy Program. The appointments are open to students, college employees, and the general public. Students are supervised by a Clinical Instructor/Licensed Massage Therapist.

2. Student Massage Therapy Clinic Location
   2262 Seneca Street
   Buffalo, NY 14210
   (716) 827-2518

3. Student Clinic Hours of Operation
   a. Hours will vary according to student enrollment in clinical courses.
   b. Holidays and closings
      See College calendar for scheduled closings

4. Clinical Instructors and Staff
   a. Massage Therapy Program Director
      Rachel Minniefield Ersing, DC, MBA, MAOL, LMT, CLT, CCT
      ErsingR@trocaire.edu
      Office Phone: 716-827-2492
   b. Clinical Instructor
      Susan Sullivan, BS, LMT
      SullivanS@trocaire.edu
      Clinic phone: 716-827-2518
   c. Clinical Instructor
      Katie Merrill, BA, LMT
      MerrillK@trocaire.edu
      Clinic phone: 716-827-2518

5. Fee Schedule
   $35.00 for the public
   $25.00 for Trocaire Staff
   $15.00 for Trocaire Students
6. **Academic Requirements for clinical courses**
   Please see course syllabus

7. **Additional clinic entry requirements**
   a. **HIPAA Training**
      Students will complete the online HIPAA training module at http://www.med.unc.edu/security/hipaa/hipaa-train prior to the first week of the first clinical course (MT230 or MT250) and provide proof of completion as specified by the Program Director.

   b. **Physical exam and immunization requirements**
      As previously communicated in the Massage Therapy Program Orientation, students will NOT be permitted to participate in MT230 or MT250 without completion of the following prior to the first day of the course:
      - CPR Certification (online training is not accepted; must be live course)
      - Annual Physical Exam
      - Current immunizations to include the following:
        - MMR
        - Tuberculin skin test (TST/PPD)
        - Chicken pox (varicella) vaccine or titer
        - Tdap (recommended)
        - Hepatitis B (recommended)
        - Influenza (prior to November 1\textsuperscript{st})

**Section 1.2 CLINIC OPERATIONS**

1. **Phone Etiquette**
   a. Use a polite, professional greeting, for example, “Hello, this is Trocaire College’s student massage therapy clinic, how may I help you?”
   b. Be thorough with the necessary information:
      - type, cost, and duration of massage (eg, Swedish, $35.00, 1 hour)
      - directions to the college (found on website)
      - how to get to the clinic office (enter at Seneca St. entrance, door on right)
      - parking options (on the street or in the back parking lot)
      - method of payments available (cash, credit card or check made out to Trocaire College)
   c. Conduct a brief screening for any serious health conditions:
      contagious disease; medications; chronic kidney failure; heart condition; acute inflammatory condition; phlebitis or deep venous thrombosis; recent surgery — people with serious cautions/contraindications should not be treated in the student clinic.
d. When making the appointment, ask for first and last name and phone number. If the person is a returning client, write “R” in appointment block. Always write the phone number in the appointment book. **Always write in pencil in the appointment book.**

e. At the close of your conversation, clearly repeat back the information. Example, “Okay, so we’ll see you on Thursday, December 14th, at 11 am.”

f. Ask, “May I have your permission to leave a message to confirm the appointment?”

g. Ask if the person has any further questions, and thank them for calling.

**When you are booking massages for Trocaire non-massage faculty members — REMEMBER: Massage therapy interns may not treat their current instructors for non-massage courses. There will be no exceptions to this rule.**

2. Voice Mail Retrieval
   - When prompted, enter password.
   - Follow instructions for new messages, saved messages, and to delete messages.
   - Write down messages on message pad. Include date and time called and your initials.

3. Appointment Book
   **Always use pencil.**
   a. Making appointments
      - When making appointments please take down first name, last name, and always include the phone number.
        - Mark whether the client is a repeat (R) or new (N) client.
      - If someone cancels in advance, erase the entry.
      - If there is a no-show, mark N/S by name.
        - Record no shows on page of clinic book spreadsheet — do not make appointments with chronic no-shows.
      - When client arrives, note payment method (cash, check) and amount, or gift certificate number (ie, GC #FA135).
      - Confirm appointments the clinic day before, noting when done with a “c” if you talk to, or “lm” if you left message”, and your initials.

4. Clinic Spreadsheet
   a. The clinic spreadsheet document will be completed by an assigned student by the end of each clinical shift.

   b. At a minimum, the clinic spreadsheet should include client name, date of service, student intern name, method and amount of payment, rationale for any discount (student, faculty, etc.), and if the client was a “no show”.

5. Security
   a. If someone is not present in Room 101, the doors must be closed and locked. Personal belongings of clients, students, and faculty as well as clinic equipment and supplies need to be safeguarded.
b. **Open treatment room doors between clients when you are out of the room.**

c. Be sure to unplug table warmers and lock treatment room doors at the end of the clinical shift.

6. **Money**

a. The cash drawer will hold petty cash for making change for clients.

b. Payments should be received from clients prior to their treatments. Put payments in cash box. Note how much the client paid and by what means (ie, cash or check) next to her or his name in the appointment book. This information will also be added to the clinic spreadsheet.

c. Fill out the 3-part receipt. The top can go to the client; the middle goes into the cash box to be sent to the business office with the deposit; the bottom stays in the receipt book.

d. At the end of the shift, a student will be assigned to:
   o Tally all forms of payment and write a receipt on behalf of the clinic for total amount of payments received (including credit card receipts, gift certificates, etc.) and save customer copy for clinic records;
   o Reconcile the funds to those recorded on the clinic spreadsheet to make sure all payments and services have been accounted for;
   o Complete a Trocaire College Cash Counting Form including second signature;
   o Place all currency, checks, gift certificates, and receipts and Trocaire College Cash Counting Form in an envelope;
   o Seal envelope and sign student name over the sealed flap at the back of the envelope;
   o And, accompanied by another student or Clinical Instructor, log the deposit in the security log book (including a signature from each MT clinic representative and a signature from the security guard on duty) and deposit envelope in the drop box located across from the security desk.

7. **Gift Certificates**

a. Record sales of gift certificates in the gift certificate spreadsheet.

b. Record the number on the gift certificate sold, to whom it was sold, the amount paid, and method of payment.
   - Massage students may purchase 5 gift certificates for $10 each
   - Although non-massage students may pay $15 for massages for themselves, they will be charged $35 for gift certificates
   - All others will be charged $35

c. Envelopes are provided for gift certificates.

d. Redeemed gift certificates should be kept in cash box until recorded in Excel Clinic Log. Do not put gift certificates in deposit envelope.
8. **Paperwork/Files**
   a. After completing SOAP notes and getting them approved and signed by the clinical instructor, make a client folder (last name, first name) and file it.
   
   b. After reading your evaluations from clients, file them in your student folder.

9. **End-of-day closing duties**
   a. Treatment rooms
      - Tidy and prepare treatment room for next clinic day
      - Turn off and UNPLUG table warmers
      - Turn off lamps/lights
   
   b. Linens
      - Deposit full soiled linen bag into large bin
      - Replace soiled linen bag
   
   c. “Hot room”
      - Unplug hydrocollator
         - Add water as needed to fully cover hydrocollator packs
      - Add paraffin as needed (do NOT unplug or turn off)
      - Turn off and unplug hot towel cabinet
         - Remove remaining hot towels, hang to dry
         - Empty drip tray
         - Leave towel cabinet door open to dry
   
   d. Office
      - Complete all SOAP notes prior to the end of clinic day
      - File all client folders and lock file cabinet
      - Tidy up clinic office
      - Prepare clipboards for next clinic day
      - Follow procedure for nightly money deposit

10. **Linen Service**
    a. The service makes a drop of sheets, blankets, pillow cases, and towels. They also pick up the used linen.
       - Place full bags of dirty linen into the blue bin in the dirty linen closet and put empty bag on rack.
       - Keep the linen closet organized so as many sheets as possible can fit.

11. **Hydrocollator maintenance**
    a. The Hydrocollator Heating Unit must be cleaned regularly.
       - See cleaning instructions in the Appendix
Section 1.3 CLIENT PROTOCOL

1. Client intake
   a. If your client is new to the clinic, upon arrival, he will fill out an intake form prior to your consultation.

   b. If client is a repeat, familiarize yourself with the intake form prior to her arrival.

   c. Never erase (i.e., “bump”) appointments from the clinic book without first consulting with the Clinical Instructor. MT students are to be treated as clients.

2. Treatment room
   a. When directed by the Clinical Instructor, lead the client to your treatment room; complete your interview.

   b. Once in the treatment room, complete your review of the client health history form with the client and ask any pertinent questions. Be sure to ask if client has any questions/concerns, and make it clear they may at any time express these concerns throughout the treatment. Also, clearly communicate how you would like them to be positioned (i.e., lie on your back, cover up with the sheet). Don’t forget to mention that the Clinical Instructor will be entering the room to observe briefly during the treatment.

   c. As you are exiting the room so the client may prepare for the session, pull the inner curtain closed, close the door, and leave the treatment room door unlocked.
      • Wash your hands prior to re-entering the treatment room.

   d. Use the time your client takes for preparation to create the treatment plan. Should your client have any specific needs or contraindications, utilize your books as well as the resources in the clinic to find the most beneficial treatment. If any serious questions arise, consult with the instructor.

   e. Use of hydrocollator HotPacs is permitted in the clinic under the guidance of the clinical instructor. Observe all appropriate cautions/contraindications for hydrotherapy and observe the hydrocollator instructions included in the Appendix.

   f. Upon re-entering the treatment room, confirm that your client is comfortable, whether he is warm enough or too warm, and if the music is loud enough or too loud. Remember to check in during the session regarding the pressure of your massage.

   g. During the session, the instructor will look in on your work.
3. **Post-session**
   a. After the treatment is completed, tell your client to take her time getting up from the table and that you’ll be waiting in the hall.

   b. Allow the client a reasonable amount of time to get dressed. Wash your hands in the hallway and wait for your client. Knock and wait for audible permission before re-entering the treatment room.

   c. Guide the client back to the clinic office to a seat at the table, and offer her some water. Explain the client evaluation form, put your name on the evaluation, thank the client for coming, and instruct her to speak with the student/instructor at the desk to make another appointment.

   d. Return to your treatment room immediately to prepare the room for the next client and write your SOAP notes in your treatment room. Fill out a self-evaluation at least once per week and place in your student folder.

   e. Open treatment room doors between clients when you are not in the treatment room.

   f. Be sure to always demonstrate professionalism in the clinic office, especially when clients are present.
Unit 2 PROFESSIONALISM AND ETHICS

Section 2.1 CLINICAL ATTENDANCE

1. Punctuality and attendance
   a. Be on time for your clinical shift. Interns are expected to arrive at least 15 minutes prior to the start of their clinical shift so they may be ready to begin at the start of the clinical shift.
   b. Clinic shifts are 4 hours. Partial shifts are not allowed.
   c. At various points in clinical courses, you must do internal and external clinic rotations as communicated by the Clinical Instructor at the onset of the semester.
   d. If you know in advance that you will be absent from your clinic shift inform your Clinical Instructor immediately.
   e. All missed hours must be made up. It is up to you to schedule make-up hours during the last week of classes. Make up days may not necessarily follow the traditional clinical schedule.
   f. For each of the first 2 unexcused absences, the total clinic grade will be lowered by a half grade. The 3rd absence will result in the grade of FX (failure due to excessive absence).
   g. Massage students who make appointments to receive massage and then “no show” will be suspended from receiving massage in clinic for 5 weeks.

2. Additional hours
   a. All interns may be required to participate in 6 additional special external clinic hours per semester.

3. Transportation
   a. Clinical rotations and events will take place at a variety of locations in addition to the student clinic. You are responsible for securing your own transportation for all offsite activities.

Section 2.2 PROFESSIONAL APPEARANCE AND HYGIENE

1. Clinic uniform
   • The personal appearance and demeanor of Massage Therapy students at Trocaire College reflect the College, the Program, and Professional Standards. Students are expected to be professionally groomed at all times.
   • The Massage Therapy clinical uniform consists of a black scrub set, student ID, and clean sneakers or nursing-style clogs.
2. **Clothing**
   - Scrubs must be plain, without patterns or markings with the exception of the official Trocaire College patch at the left shoulder.
   - Clothing should be clean and without stains and excessive wrinkles.
   - Undergarments must not be visible.
   - Clothing should not be tight or excessively form-fitting, yet fitted enough to avoid obstruction during the massage or draping onto the client’s person.
   - Cleavage and midriffs should not be exposed at any point during the clinical experience.

3. **Shoes**
   - Shoes must be closed-toe.
   - Shoes must be clean and without excessive wear.
   - Boots and open-backed shoes are not permitted.
   - High heels are not permitted.

4. **Hygiene**
   - Hair must be clean, neatly groomed and tied back if necessary.
   - During clinical rotations, dyed hair is limited to natural occurring colors only.
   - **Fingernails must be kept very short.** Nail polish is not permitted.
   - Make-up use should be discreet.

5. **Scents and odors**
   - Highly scented perfumes, colognes, and after-shave lotions are not permitted.
   - Part of our image is hygiene, so it is important that we look and smell fresh. Be sure not to smell of smoke. You may choose to bring a toothbrush to school with you to freshen your breath before massage sessions.

6. **Body art and piercings**
   - **In addition, all Massage Therapy Program students, while enrolled in Massage Therapy Clinical Rotations, will be required to cover any visible tattoos and to remove all visible body piercings.** Repeated occurrences will result in removal from the clinical rotation and a recorded absence for the day.

**Section 2.3 PROFESSIONAL CONDUCT**

1. **Inappropriate language**
   a. Interns will refrain from using profanity at all times during internal and external clinical experiences.

2. **Professional demeanor**
   a. Interns will maintain professional demeanor at all times during internal and external clinical experiences. This includes the avoidance of rude, inappropriate, abusive and/or hostile communication in all forms including the use of any social media platforms (including one’s own) for these purposes.
b. Interns will address all clinic clients, faculty, staff, clinical affiliates, visitors and fellow students in a respectful manner in all forms of communication.

Section 2.4 ETHICAL CONSIDERATIONS

2. Client confidentiality
   a. “Massage therapists will safeguard the confidentiality of all patient/client information, including patient/client records, unless disclosure is required by law or court order. Any situation which requires the revelation of confidential information should be clearly delineated in records of massage therapists.”
      — From the New York State Board for Massage Therapy Guidelines for Practice

b. Confidentiality is a conscious effort by everyone to keep private all personal information regarding a patient/client while she or he is receiving health care. Privacy is a basic right. Safeguarding that right is your obligation as a health care practitioner.

c. Confidentiality Includes patients’ or clients’:
   • Identity
   • Physical or psychological condition
   • Emotional status
   • Financial situation

☞ If you should see a client somewhere outside of clinic, please behave discreetly!
☞ And NEVER gossip about clients!

d. Who is responsible for protecting patient’s/client’s rights?
   EVERYONE!!!
   • Anyone who cares for and consults with patients.
   • Anyone who hears conversations about patients.
   • Anyone who has access to patient information.

e. NEVER comment on or share any details of clinical clients or client experiences on social media platforms, blogs, etc., even without disclosing names and locations.

3. Information Access
   a. ONLY share information with fellow clinical students on a “need to know” basis.

   b. NEVER share written or spoken patient information with strangers or anyone else without prior written consent from the patient and permission from your instructor.

   c. If approached by an attorney, insurance representatives, private investigators seeking answers regarding patient care, do NOT give any information.

   d. Even a patient’s family members may NOT be privy to patient information.
e. NEVER discuss patient information where others can overhear your conversation! (e.g. hallways, elevators, cafeteria, classrooms)

4. Safeguarding Records:
   a. Keep medical records/client files in a secure location.
   b. DO NOT expose patient’s name in any way — this is a direct breach of confidentiality.
   c. DO NOT leave patient information on clipboards in the open in the clinic office.
   d. Take the patient file folder with you to your treatment room and file it after you have completed your notes.
   e. DO NOT discuss your client’s condition in the clinic office or in the hallway on the way to and from the treatment room. These are NOT private areas.

Section 2.5 INTERN-CLIENT CLINICAL RELATIONSHIP

1. General guidance
   a. Interns must maintain an appropriate therapist-client relationship with all clients, even when treating an acquaintance. Interns may not massage a girlfriend/boyfriend or anyone with whom they are having a romantic relationship.
   b. Interns will not misrepresent themselves in any form of communication as Licensed Massage Therapists.
   c. Full draping is required for all clients in the student clinic. This includes complete covering of the breast region for ALL clients to a point above the spinal level of T3.
   d. Students are not to give out their personal contact information to clients. Clients should be directed to utilize the student clinic phone number for scheduling.
   e. Interns are providing services under the guidance of the Clinical Instructor. Interns are to observe all treatment recommendations made by the Clinical Instructor on duty.

2. Inappropriate client conduct
   a. Interns have the right to learn in a safe environment and to be treated with respect by all clients in the student clinic. In the event of inappropriate client conduct, the intern is to professionally remove him or herself from the treatment room and notify the Clinical Instructor immediately. This conduct may include, but is not limited to, refusal to comply with basic clinical requirements, intimidating behavior or language, refusal of or attempted removal of draping, inappropriate or sexual humor and comments, and inappropriate or attempted inappropriate physical contact with the intern. The Clinical Instructor will then address the situation as appropriate.
3. **Client records**
   a. Clinical students are not permitted to leave clinic until all SOAP notes have been completed and reviewed/signed by the Clinical Instructor and closing duties are performed. Interns should budget their time wisely to ensure timely completion of required documentation.
   
   b. Under no circumstances may an intern remove client documents, records or copies of any information contained within client files.

4. **Guideline for professional practice**
   a. Interns will observe the Guidelines for Practice and the Precautions for Massage/Bodywork Therapy published by the NYS Office of the Professions, as depicted on the following pages.
Communication

- Massage therapists will accurately inform patients/clients, other health care practitioners and the public regarding the scope of their discipline and will represent their personal qualifications honestly, including education, experience, and professional affiliations upon request or in advertising.

Providing Treatment

- Massage therapists will have a sincere commitment to provide the highest quality of care to those who seek their professional services, and will provide only those services which they are qualified to perform.
- Massage therapists will provide treatment only when there is a reasonable expectation that it will be advantageous to the patient/client. The therapist will acknowledge the limitations, precautions, and the contraindications for their practice, and will refer patients/clients to other licensed health care professionals when the patient's/client's needs are outside of the therapist's scope of practice.
- Massage therapists will conduct their business and professional activities with honesty and integrity, and will act with respect toward colleagues, including all other health professionals.
- Massage therapists will avoid any interest, activities, or influences which might conflict with their obligation to act in the best interest of their patients/clients.

Confidentiality

- Massage therapists will safeguard the confidentiality of all patient/client information, including patient/client records, unless disclosure is required by law or court order. Any situation which requires the revelation of confidential information should be clearly delineated in records of massage therapists.

Consent

- Massage therapists will respect the patient's/client's right to an informed and voluntary consent for the release of patient/client information. Massage therapists will obtain and keep a record of the informed consent of the patient/client, or, in the case of a minor, of the person in parental responsibility before releasing information, unless required by law to do so.
- Massage therapists will respect the patient's/client's right to refuse, modify or terminate treatment, regardless of prior consent for such treatment.
- Massage therapists will not cause the patient/client more pain than the patient/client is willing to accept, nor will they exert any psychological pressure to induce the patient/client to accept a level of pain higher than the patient/client has expressly agreed to experience.
- When massage of breast tissue is therapeutically indicated, the female patient/client must be fully informed and give consent before the therapist undrapes the breast for treatment.
Boundaries

- Massage therapists will respect the patient's/client's boundaries with regard to privacy, exposure, emotional expression, beliefs and reasonable expectations of professional behavior. Therapists will respect the patient's/client's autonomy.
- Massage therapists will avoid exerting undue influence on patients/clients and will never engage in sexual behavior during the course of the professional relationship. The therapist should not engage in sexual conduct or activities, even if the patient/client attempts to sexualize the relationship.
- No manipulation of the genital areas is permitted, even at the patient's/client's request.

Immoral Conduct

- Massage of genital areas and massage of a patient/client who is not properly draped for massage shall be considered immoral conduct.
- The practice of massage by a massage therapist who is not properly dressed shall be considered immoral conduct.
- Draping includes methods used by a massage therapist to protect modesty, privacy, warmth and/or comfort of a patient/client by the use of sheets, towels, blankets or any item that serves this purpose.

Discrimination

- Massage therapists do not discriminate in providing services to patients/clients based upon culture, ethnicity, age gender, belief, or sexual orientation. Massage therapists may, however, restrict their practice to specific age, gender groups, or to specific conditions as long as this is consistent and not arbitrarily applied.

Hygiene

- Massage therapists will maintain their premises, including supplies, in a sanitary manner. This includes adherence to techniques of communicable disease control (universal precautions).

Competency

- Massage therapists are expected to maintain competency in their practice. This can be done by taking continuing education classes and workshops, and by the independent reading of research and technique materials.
- Massage therapists will not practice under the influence of prescription medication, over-the-counter medication, alcohol, drugs or any other illegal substances which can impair their functioning.
NEW YORK STATE EDUCATION DEPARTMENT
NEW YORK STATE BOARD FOR MASSAGE THERAPY

PRECAUTIONS FOR MASSAGE/BODYWORK THERAPY

The following precautions should be observed by Massage/BODYWORK therapists when conducting their practice.

Massage/BODYWORK therapists should **not treat** a patient or client:

- When the therapist or patient/client is in an altered state of cognitive awareness from the use of prescription, and/or over-the-counter medications, alcohol, or other substances, and the patient/client cannot give informed consent and/or the therapist cannot provide appropriate treatment. Consent for the patient/client may be given by guardians and other caregivers when authorized to do so.
- If a patient/client refuses to give the therapist consent to confer with his or her health care practitioner regarding massage/bodywork therapy when such consultation is essential to the patient's/client's health and safety, the therapist should not treat the patient.

Massage/BODYWORK therapists should **use caution** in treating a patient or client:

- When the therapist or patient/client has a fever or contagious disease
- If the patient/client is on any medication that would be expected to weaken bone structure and/or connective tissue or lead to enhanced bleeding
- When the patient/client has edema due to chronic heart failure or kidney failure
- When the patient/client has decreased sensation, as for example, with diabetes
- If the patient/client has an inflammatory condition in the acute stage
- When the patient/client has acute phlebitis and/or deep venous thrombosis
- When the patient/client has had an acute trauma or recent surgery

Practitioners should observe these guidelines:

1. While massage of splint muscles around a swollen joint is appropriate, direct pressure to the joint itself should be avoided.
2. Avoid the local site of unstable fractures, open wounds, hematomas, varicosities, recently healed scars, burns, and foreign bodies or implanted hardware.
3. In the first trimester of pregnancy, no deep sacral work or abdominal massage should be done.
4. If the patient/client has cancer or other tumors or has acute or chronic infection in the skin or deeper tissues, seek the recommendation of the patient/client's physician or nurse practitioner after obtaining the consent of the patient/client.
5. If the patient/client is overheated due to hot tub, sauna, or exercise, apply appropriate techniques.
Unit 3 SELF-CARE

Ten Tips for Self Care
1. Learn to trust your intuition and your heart.
2. Never give up.
3. Feel the fear and do it anyway.
4. Tell the truth.
5. Allow quiet time for yourself. Check in with yourself to feel how you are, without judgment.
6. Move your body — stretch or practice yoga between clients.
7. Know your limitations. Don’t be afraid to say no. If necessary, practice.
8. Take care of your own business. Keep current with yourself and those you love.
9. Ask for, seek, emotional support. It’s healing!
10. Laugh — deep, from your belly.
11. And, remember to breathe!

Principles of Self Care
[This can be applied to ongoing care of any client, for both critical care and wellness practice.]

Caring for persons with serious illness is a tremendous privilege as well as a challenge. The privilege lies in the opportunity to enter into authentic human relationships with others; the challenge is in being able to enter into such relationships in the face of repeated and inevitable loss. To fully appreciate this privilege and to meet the challenge, the caregiver must take responsibility for his or her own Self. Caring for one’s self is fundamental to developing satisfying human relationships and to maintaining overall health and well-being.

Dimensions of self-care include:
• developing a philosophy of care
• establishing a motivating environment
• taking responsibility for one’s own health
• building a support system
• understanding the experience of serious illness, whether HIV+, cancer, or COPD
• recognizing one’s own grief
• nurturing oneself

Developing a Philosophy of Care

As part of a self-care plan, it is helpful to reflect on your own personal beliefs, values, and attitudes. What do you value most about others? A self inventory and appraisal — not of an evaluative nature — helps caregivers actually “see” what their blueprint for caring is. The clearer or more well-defined one’s philosophy is, the easier it is to act in accordance with it. Congruence between philosophy and action greatly minimizes the possibility of inner conflict.

The caregiver who is well integrated, rooted in a value system, and in harmony with others enjoys a greater sense of well-being and personal satisfaction. The commitment of time, effort, and energy one makes in developing a philosophy of caring tremendously enhances the ability to give quality client care.
Creating a Motivating Environment

As in any healthy human relationship, genuineness, empathic understanding, unconditional positive regard, and overall respect for the client or patient are some of the essential elements.

Caregivers, in turn, need to contribute to the development of an environment that values justice, creates the opportunity for challenge, affirms individual worth, rewards creativity, and respects and invites uniqueness. Asking others about their concerns or needs, offering assistance, expressing thanks, noticing talent, and giving positive feedback, are but a few simple but important ways individuals can begin to make positive changes in the environment. Such gestures are usually contagious and motivating.

Taking Responsibility for One’s Own Health

Self-awareness, taking stock of internal needs and external demands is basic to taking responsibility. Having recognized these needs and demands, caregivers must then learn to communicate their internal needs and validate the external demands. Caregivers must perceive some degree of control over their environment and believe that their actions influence outcomes. When a lack of control is felt, one is likely to experience stress.

As caregivers become more aware of their inner needs and value systems, they become more autonomous and able to act on their own behalf. Strategies for taking responsibility vary, such as practicing assertiveness, establishing priorities, setting limits, and managing time. This process of reclaiming the inner focus of control is empowering.

Building a Supportive Team

Usually caregivers function most effectively in a well-coordinated cohesive, and collaborative team. An integrated team can decrease members’ sense of isolation and offer an invaluable resource — the gift of other skilled caregivers. Teams or support groups can provide a forum to identify actual and potential difficulties, as well as team strengths. They also foster constructive problem solving.

The collective resources of a healthy team can diffuse the intensity of working with persons with serious illness and enhance the coping abilities of the individuals. Belonging to a group can alleviate one’s sense of burden, offer protection from stress, and strengthen potential. As part of a caring community, caregivers are more likely to perceive their stressors as challenges rather than defeats.

A responsive team recognizes that individuals have different perceptions of what their support needs are and how their needs should be met. Such a team will establish mechanisms to address a variety of possible approaches. The value of solid relationships among caregivers cannot be overemphasized. Such relationships are essential to personal rejuvenation and emotional well-being.

Understanding the Experience of Serious Illness

Increasing knowledge and skills relative to caring for persons with serious illness is another way to care for one’s self. This area may be particularly challenging given the rapidly changing knowledge about incidence, diagnosis, and treatment as well as the aggressive pursuit of research, and the
increasing amount of sometimes contradictory information. Well-structured orientation, training and continuing education programs are essential to addressing diverse learning needs. The more competent caregivers are with both technical and human interpersonal skills, the more comfortable they will be in their jobs.

Supervision is necessary for assessment and evaluation of caring approaches, and also promotes continued professional development. Non-judgmental, respectful supervision facilitates accurate, honest self-appraisal and increases autonomy. Supervisors can address caregivers’ self-doubts and questions and suggest or validate helpful approaches. Peer consultation is also useful in the overall process of learning and self-caring.

Recognizing One’s Grief

Caregivers are intimately involved in the loss and grief experience of the person with serious illness. They also experience, whether consciously or unconsciously, personal loss and grief in these caring relationships. However, caregivers tend to minimize or deny the existence of their own emotional distress as they focus on developing helping interventions. Defensive responses are healthy and helpful on a temporary basis. But it is important to realize that grief is cumulative, and if it is not addressed, it can have debilitating effects.

A significant dimension of the caregiver’s grief experience is the tragedy of clients dying at a young age. Caregivers constantly witness suffering and are vulnerable to the turmoil this creates. Bereavement groups, support groups, and educational programs provide structure to deal with loss and grief.

Unless recognized, beyond an intellectual acknowledgement, the necessity of dealing with the ramifications of grief, one may have difficulty continuing to work with persons with serious illness. Recognizing that “I am grieving” is the first step toward dealing with the emotions and strengthening one’s resources to continue this work.

Nurturing Oneself

A holistic approach to self-care demands that the caregiver engage in activities that contribute to physical well-being. Attentive individuals can recognize physiological symptoms of anxiety and depression that can act as a barometer of general health.

A self care program includes proper nutrition, rest, and exercise. There is an art to balancing all these activities. **How one carries out a self care program depends on the individual, but the need for self care is universal.** These strategies nourish and may help reduce or prevent the potentially debilitating effects of stress.

Fit for the Challenge

The health of caregivers has a powerful influence on their ability to deliver high-quality care and to enter into authentic human relationships. A “healthy” care giver is more likely to appreciate the privilege and meet the challenge inherent in caring for persons with serious illness.
Care and Cleaning of Your Hydrocollator® Heating Unit

Your Hydrocollator® Heating Unit is made of high quality stainless steel that should last a lifetime. That is Stainless not Stain proof steel. You must properly care for your Hydrocollator® Heating Unit if you wish for it to last a lifetime. And it will!

Follow these simple steps to ensure that your Hydrocollator® Heating Unit lasts and lasts.

1. **Chlorine means death to stainless steel. No bleach!! Or any cleaner with high chlorine content.** (Ie, Comet cleanser, Clorox spray cleaners, etc — read content label before using.)
2. Clean it regularly if you want it to last for years.
3. Fill it daily with water. Water is constantly lost during operation due to evaporation.
4. Chlorine in regular tap water may be present in high enough concentrations to damage your unit by causing rust. If you suspect high levels of chlorine in your Hydrocollator® Heating Unit, we recommend the addition of a dechlorinator.
5. Certain additives (such as herbal teas, essential oils, etc.) will damage the components of the heating unit including the stainless steel. The Hydrocollator® Heating Unit was designed to heat water and HotPacs™ only.

To avoid the potential for rusting

f. **Do Not use bleach** or cleaners with high chloride content.

g. **Do Not** use paper clips, safety pins, staples, coat hangers, etc., in or on the unit.
h. **Do Not** clean the unit with steel wool or a carbon steel brush.
i. **Do Not** use abrasive cleaners which tend to disturb the grain in the finish.
j. Water level is critical: Add water daily to keep it full!!
k. Do regular cleaning and draining of the tank — every 2 weeks.
l. Remove all deposits from interior surfaces and parts (including heating element). The deposits are concentrations of chlorine that allow rusting to begin. If allowed to accumulate on the heater element, these deposits will lower the efficiency of the element and increase the power consumption of the unit.
m. If you suspect that you have “hard water,” you may need to change your water more frequently. Salt deposits are an indication of hard water that will eventually cause rust.

Cleaning Tips

n. The interior of the unit should be scoured, usually every two weeks, using a low abrasive bathroom cleaner (eg, Bon Ami or Zud). Check for low or no chlorine content in your cleaner and make sure that the residue is thoroughly rinsed away with water.
o. A strong solution of vinegar (white vinegar) and water will usually dissolve away deposits, which then must be thoroughly rinsed away.
p. To maintain the high luster of the handsome stainless steel exterior, use Hydrocollator® Stainless Steel Cleaner and Polish.

Roll the hydrocollator to the janitorial closet in the hallway near room 305. There is a utility floor-sink you can use to drain and clean the unit.
Hydrocollator and Application of HotPacs

Carefully remove HotPac from water using tabs.
Place HotPac in a Hydrocollator terry cover with several layers of dry terry toweling between HotPac and skin.
The steam from the HotPac will penetrate the layers of toweling.
To vary the heat intensity, increase or decrease the number of toweling layers.

Caution
Treatment time should not exceed 30 minutes.
Constantly monitor HotPac application to ensure that skin is not becoming too hot.
Damage to skin can occur from exposure to extreme heat or cold. Use terry covers and towels between HotPac and client’s skin.
Do not apply over insensitive skin or in the presence of poor circulation.
Never lie or sit on top of the HotPac.
Do not use HotPac directly over cuts, abrasions, or wounds.
Consult healthcare professional before using HotPac on non-communicative individuals.
Exercise extreme caution when using HotPac on non-communicative individuals.

Warnings
Do not apply HotPac directly to skin.
Individuals with circulatory problems should consult with a physician before using.
Do not sit or lie on the HotPac.
Do not add chlorine additive to water.
CLIENT CONFIDENTIALITY ACKNOWLEDGMENT
Student Copy

Massage Therapy Interns participating in clinical experiences at Trocaire College will be authorized to access personal health-related information as reasonably necessary to perform massage therapy.

When accessing personal health-related information, MT students shall not:

- Examine documents or computer data containing personal health-related information unless required in the course of their responsibilities;
- Remove from the clinic, department, or unit — or copy — such documents or computer data unless acting within the scope of assigned duties;
- Discuss the contents of such documents or computer data with any person unless that person has authorized access;
- Discriminate, abuse, or take adverse action directed toward a person to whom personal health-related information applies.

I have read the above and reviewed the section on Confidentiality in Trocaire College’s Clinical Manual and I understand my responsibilities in maintaining the confidentiality of personal health-related information. I understand that these policy and procedure items and protocols are based on:

- Public Health Law 27F;
- NYSDOH Regulation Part 50-4;
- Public Officers Law, Article 6A;

and specific regulations relating to the practice of the profession of Massage Therapy.

I understand that violation of confidentiality statutes and rules could lead to disciplinary action or criminal prosecution.

______________________________________________
Name

______________________________________________
Signature

______________________________________________
Date
CLIENT CONFIDENTIALITY ACKNOWLEDGMENT
Clinic Copy

Massage Therapy Interns participating in clinical experiences at Trocaire College will be authorized to access personal health-related information as reasonably necessary to perform massage therapy.

When accessing personal health-related information, MT students shall not:

- Examine documents or computer data containing personal health-related information unless required in the course of their responsibilities;
- Remove from the clinic, department, or unit — or copy — such documents or computer data unless acting within the scope of assigned duties;
- Discuss the contents of such documents or computer data with any person unless that person has authorized access;
- Discriminate, abuse, or take adverse action directed toward a person to whom personal health-related information applies.

I have read the above and reviewed the section on Confidentiality in Trocaire College’s Clinical Manual for MT 230/240, and I understand my responsibilities in maintaining the confidentiality of personal health-related information. I understand that these policy and procedure items and protocols are based on:

- Public Health Law 27F;
- NYSDOH Regulation Part 50-4;
- Public Officers Law, Article 6A;

and specific regulations relating to the practice of the profession of Massage Therapy.

I understand that violation of confidentiality statutes and rules could lead to disciplinary action or criminal prosecution.

______________________________
Name

______________________________
Signature

______________________________
Date
I, (print name) ____________________________, have read, understand and agree to comply with the guidelines and student responsibilities necessary to successfully complete this course as set forth in the 2019-2020 Department of Massage Therapy Clinical Manual.

Student Signature: ________________________________________________
Date: __________________________________________________________