

Standard SPOTLIGHT

Communication

About the Standard Spotlight

Standard Spotlights are educational resources to help Registered Massage Therapists (RMTs) reflect on whether they are practising in a way that meets the expectations established by CMTO's *Standards of Practice (2022)*. This document is not a *Standard of Practice* or a regulation.

What are some of the key expectations within the Standard?

Key expectations for the *Standard* include communicating in a respectful, ethical and professional manner, and ensuring that all communication protects client privacy and confidentiality.

Why are these expectations important?

RMTs must provide the client with information that is necessary to make informed decisions about treatment.

How do you assess whether you are meeting the expectations of the Standard?

Questions to help you reflect on whether you are meeting the expectations of the *Standard* include:

- What information do you provide to each client to obtain informed consent?
- How do you ensure that your communication with each client is professional?
- How do you help each client feel comfortable asking questions, sharing their concerns and/or expressing suggestions about their treatment?
- How do you ensure that each client understands the information you shared with them?
- What steps do you take to protect client privacy and confidentiality when communicating electronically?