

Incident Reports

Complaints and Concerns

MTAM Website – Available on Public Side

Why do I need to know this stuff? I am going to be an ethical competent RMT when I leave here!


- It is an important process to understand
 - To raise your standards as an RMT
 - To be able to hold colleagues accountable for their professional practices
 - To be able to answer questions from clients
 - To know which avenue to direct clients
- Others?

In the News...


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January 20 at 12:02 PM · 🌐

According to police, five additional adult females have come forward...
... See More



BDNMB.CA ⓘ
Local massage therapist arrested on five additional Sexual Assault counts | bdnmb....

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Associations do not...

- Investigate Insurance Fraud
 - If you know of insurance fraud taking place you can
 - File a report with local police and/or a provincial Crime Stoppers
 - Make an anonymous call, 24/7, to 1-877-IBC-TIPS (422-8477)
 - Complete an anonymous [online tip form](#) to the Insurance Bureau of Canada.
 - Insurance companies have their own “online tips” that can be submitted
- Investigate Sexual Assault
 - Emergency situations, call 911
 - Non-emergency situations , call Brandon Police
 - (204)729-2345
- If someone confides any of the above to you, you should write an incident report to keep in file

MTAM...

- The MTAM has an arms-length Complaints Investigation team made up of a Professional Ethics Advisor and a retired Police Officer/investigator who review potential misconduct cases.
- All complaints, concerns or reports of possible ethics violations with respect to MTAM members are handled directly by the Executive Director, in confidence.

“I have a concern about an RMT, but do not want to make a formal complaint.”

- What do I do?
- Call or email the Executive Director
 - Direct line 204.927.7977
 - Email tweid@mtam.ca

To Make a Complaint

- 1) Determine if the massage therapist is a member of the MTAM. You can look on their professional receipt for an MTAM registered number (MT####) or search online. ** Determine association**
- 2) We then require a **written complaint** to be filed with the Association by email to the Executive Director, Tricia Weidenbacher at tweid@mtam.mb.ca or by mail to: 175 Marion Street | Winnipeg, Manitoba | R2H 0T3
- 3) We will review the complaint and determine if we can resolve the complaint informally or send the complaint for review to the Complaints Investigation team to gather more information and provide a report and recommendation to the MTAM. The investigation team may need to interview you.
- 4) The Executive Director will then provide you with a written notice of a decision, the reasons for the decision, and any actions we will commit too. Please see the process document below for a list of common decisions and resolutions.

What should be included in a complaint

- 1) Please include your name and contact information.
- 2) Write a concise description of the incident/situation/problem. Include the name of the RMT, location of the service, date, times, and any pertinent details.
- 3) Include copies of relevant documents, like receipts, photos, and supporting information. You also may want to send copies of emails and notes from conversations you have had with the massage therapist about the problem. Please keep your originals.

Complaint process overview

- MTAM Website, Flow Chart

Massage Therapy Act

Regulated Provinces

Regulated Health Professions Act

2014

Each Regulated Health Profession falls under this act

Goal: Is to bring all the RHP's under 1 act

Currently: We model ourselves under this act.

Why?

Biomechanics & Burnout

What can you do to give longevity to your career?

Transference

Occurs when the client transfers feelings thoughts and behaviors related to a significant person in their life onto the therapist

- This event may occur when the needs of the client are not being met in the client's personal relationships and are being met in the therapeutic relationship
- These needs could be touch needs, need for attention, listening, validation and the sense of nurturing that massage can bring
- These unconscious feelings are not about the therapist
- The feelings are about the client being in touch with old or unresolved feelings and patterns of behaviour
- Transference can be referred to as projection – you are projecting your own feelings, emotions or motivations onto another person without realizing it
- Therapist must face transference issues and deal with them
- The therapist can not control how the client thinks
- The therapist must recognize transference and reduce the chance of it becoming problematic

- Red flag signals of possible transference is a client who :
 - Frequently asks about your personal life
 - Calls you during times you have made clear are for personal time
 - Frequently brings you gifts
 - Asks for advice in dealing with personal issues
 - Frequently asks for more time once the session has ended and is openly disappointed when you say no
 - Asks you for a date

Counter Transference

Occurs when the therapist brings their own unresolved issues into the therapeutic relationship

- The therapist counter's the clients transference, reversing roles and tries to get his/her own personal needs met through interactions with the client
- Counter transference can stem from unresolved feelings, thoughts, and perceptions about someone from the therapist past
- Counter transference can also occur when the therapist has trouble maintaining his/ her professional distance and detachment from the client
- A therapist must be self aware and avoid bringing his/her emotional baggage into the therapeutic relationship
- Therapist must leave personal need and burdens outside the treatment room
- The therapeutic relationship is about the client

Red flags of possible counter transference are:

- Having intense feelings towards a client (positive or negative)
- Becoming angry or depressed when a client cancels a scheduled appointment
- Becoming impatient, angry or depressed when a client is not progressing with treatment
- Being argumentative with a client
- Seeking or becoming involved in a clients personal life
- Thinking about the client outside of their appointment time
- Making excuses for a client's inappropriate behaviour
- Giving a particular client additional time during each appointment

If the counter transference has progressed, the best action is to terminate the relationship and refer the client to another therapist

Caution must be taken in this termination because the client might feel rejection

Tissue Memory

Page 91 Rattray

Referral to another healthcare professional may be necessary

Confidentiality is important in these situations

Conflict in the Workplace

Guidelines for Conflict Resolution

- Find a good time and place to talk
- State the problem
 - What happened? Get all the facts.
 - Focus on the problem, not the person
 - Don't blame or insult.
 - Be a good listener.
 - Express your feelings.
- Brainstorm for solutions.
- Choose a solution that works for everyone.
- Try the solution. Did it work?
- Try again if you need to.

Test 4 next
class

Powerpoints 5, 8 and 9