



*Scottish Massage
Therapists Organisation*

Information and Membership Pack

This pack contains:

- **Information about joining Scotland's Register of Practitioners**
 - **Criteria for Membership**
- **Objects, Aims and Rules of the Organisation**
- **Application form in pull-out centre pages**

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The Scottish Massage Therapists' Organisation

Thank you for your interest in the Scottish Massage Therapists' Organisation. The SMTO was founded by the late Nick Carter DO, MBRA, FSMTO and Maggie Brooks DO, RGN, SMTO, when it was realised that there was no organisation catering for the needs of Scotland's Massage Therapists.

The Scottish Office stated that the SMTO is, in fact, pre-eminent in Scotland.

The aims of the Scottish Massage Therapists' Organisation are to:

- **promote the art and science of massage therapy in all its forms, as the very safe and effective therapy it is**
- **promote Massage Therapy and related techniques in the health care service**
- **promote the holistic approach to healthcare**
- **improve and maintain standards in massage therapies**
- **further the aims and objectives of its Members**
- **provide a central body, giving a voice to and contact between Members**
- **provide a Register of practising Members**
- **promote the advancement of study of its Members**
- **provide a strong and unified voice enabling Members to influence the advancement of massage therapy both here and abroad**

This pack contains the Aims, Objects and Rules of the Organisation together with an application form, all of which should be read through carefully. We also invite you to visit our website.

We do hope you will decide to join this first Scottish organisation for Swedish, Remedial, Remedial and Sports Massage, Advanced Remedial, On-Site Massage Therapists, Manipulative Therapists, Clinical Aromatherapists and Reflexologists who also have a massage qualification.

The Scottish Massage Therapists' Organisation exists to provide a service to Members, the public and the profession as well as establishing, and maintaining standards.

The Organisation helps the public - educating them about massage based therapies and their role in maintaining and restoring health - by attending Health Shows all over Scotland and also by answering telephone enquiries concerning massage itself and locating massage therapists in requested areas. The Register of practising Members is kept up-to-date and distributed widely.

REGIONAL REPRESENTATION

Regional Representatives of the SMTO organise Therapist Exchange sessions, social events and publicity events. At present these are in Aberdeen, Edinburgh, Glasgow and Inverness though with more Members in England, we look forward to the same arrangement, there!

CRITERIA FOR MEMBERSHIP

The criteria for full membership of our Organisation is:

- (i) a Diploma in Swedish Massage gained at a course that has undertaken to provide a good standard of training - minimum 120 hours. This will include practical and theoretical teaching with assessment under examination conditions.
- (ii) proof that the above training has been undertaken (so we ask for a copy of your Diploma(s)).
- (iii) that Members are of good character - (so we ask for references).
- (iv) that you are insured to practise at the level to which you wish to be represented in the Directory of Therapists, e.g. Swedish Massage, Remedial and Sports Massage, Remedial Massage, Advanced Remedial Massage, On-site Massage, Manipulative Therapy, Clinical Aromatherapy and Reflexology.
- (v) that you agree to abide by the Code of Conduct and Rules of the Organisation.

We would also hope that you would help us to spread the massage message by supporting and promoting the Organisation whenever possible.

APPLICATION

When you apply, please return the enclosed application to us, with the annual subscription and copies of your Diplomas/certificates.

CERTIFICATE OF MEMBERSHIP

We will then forward your Certificate of Membership to you, assuming your application is successful.

MEMBERSHIP

The annual subscription is £50.00. For this you will receive a tri-annual magazine *'On The Massage Scene'*, newsletters as necessary, a Directory of Therapists, the advantages of our group insurance scheme, notice of workshops and/or lectures which along with stationery and supplies, will be at special discounted rates.

AFFILIATED SCHOOLS

There are affiliated schools - if your school is affiliated then your application will be processed more quickly. If your school is not affiliated, then we will require you to fill in an additional form about your training. It is essential that our criteria be met. If you would like details about affiliated schools, or if you are a school and would like to affiliate, let us know.

STANDARDS

There is a National Occupational Standard currently being developed for Massage Therapy following the General Council for Massage Therapy's core curriculum.

LEAD BODY

The General Council of Massage Therapy is now the lead body for Massage Therapy in the UK. The Scottish Massage Therapists Organisation is a member organisation and follows the General Council for Massage Therapy's guidelines.

DIRECTORY OF THERAPISTS

If you are a practising therapist, then you will also be entered in the Directory of Therapists, which is updated twice yearly and sent out to Members and distributed nationally. The Directory is also on our website.

ANNUAL RENEWAL CERTIFICATE

Each year on receipt of your annual subscription, you will be sent an annual certificate. This should be displayed for the benefit of the public.

CONTINUING PROFESSIONAL DEVELOPMENT

Continuing education is, as you know, essential for all involved in healthcare. The SMTO runs a variety of post-graduate seminars and workshops for all levels in this field in Aberdeen, Edinburgh, Fife and Inverness. Our lecturers come from the areas concerned as well as worldwide. These include massage therapists, anatomists, pathologists, osteopaths, physiotherapists, nurse teachers, nurses, general practitioners, nutritionists, counsellors and others.

As of 2007, proof of a minimum 18 hours of Continuing Professional Development per annum will be required as part of the renewal process.

CERTIFICATE OF ATTENDANCE

A certificate of attendance is given for each workshop or seminar attended. These should be kept in your portfolio.

MAGAZINE

The SMTO keeps their Membership informed as to what is going on in the profession by means of a Magazine 'On The Massage Scene' - the only publication of its kind in the U.K. and newsletters. Members are encouraged to write articles of interest to Massage Therapists and to keep in touch.

PROMOTIONAL MATERIALS

Flyers, posters and leaflets are available on request to help with individual members' promotional work. We ask for postage and packing costs. Individualised letterhead and gift vouchers are offered for a small fee.

SMTO MERCHANDISE

- **SMTO lapel badges** are available.
- **SMTO poloshirts.** White SMTO short sleeved poloshirts are available with an embroidered logo on the left breast.
SMTO sweatshirts.
- **Stationery**
Consultation packs are available to order. *Consultation pack A* includes 100 double-sided forms, side 1 filled in and signed by client, side 2 filled in by the therapist. *Consultation pack B* includes 100 double-sided forms, laid out to record assessments and treatments given.
Accountancy packs include a loose-leaf daily appointment diary, weekly and monthly record sheets and expenses sheets.

Christmas cards and Gift Vouchers are also available for you to promote your business.

REPUTATION

The Scottish Massage Therapists Organisation has established a respectable reputation over the years. Some therapists are working within the National Health Service already, others in private medical clinics or in private practice.

We want the medical profession to be confident that Membership of the SMTO means professionalism with a high standard of care.

KEEP IN TOUCH

We are always open to suggestions - if you have a specific interest please let us know - also if you have a specialist area that you would like to present!

Please communicate through the Magazine - especially through the Members' Page. If you require any further information, please get in touch. We look forward to hearing from you.

GROUP INSURANCE SCHEME

The Scottish Massage Therapists Organisation is an Introducer Appointed Representative of Balens Ltd, 2 Nimrod House, Sandy's Road, Malvern, Worcs WR14 1JJ. Balens organise a Group Insurance Scheme for the SMTO. Additional cover can be arranged - the highlights of the scheme are:

- Flexibility.
- Lower cost - wider cover for you.
- Specialist attention and personal service.
- Proactive support in event of an incident occurring.
- Fuller retroactive cover for previous work performed.
- Extended range of covers in event of you ceasing practice.
- Multi therapy included if qualified.
- Teaching included.
- Voluntary work and good Samaritan acts included.
- Cover available for your therapy room at low cost.
- Wide range of other insurance service for you.



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Objects, Aims and Rules

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OBJECTS, AIMS AND RULES OF THE ORGANISATION

1. THE NAME OF THE ORGANISATION WILL BE:

'THE SCOTTISH MASSAGE THERAPISTS ORGANISATION'

The Organisation is a limited company.

2. OBJECTS AND AIMS OF THE ORGANISATION:

- a) To provide an organisation for those persons trained in the skills of Swedish massage, remedial and sports massage, remedial massage, advanced remedial massage, on-site massage, manipulative therapy, clinical aromatherapy and reflexology, designating a professional standard of ability, proficiency and experience, thereby conferring a recognised and approved standard by virtue of membership.
- b) To conduct examinations in the theory and practice of basic Swedish massage, massage therapy, remedial massage, remedial and sports massage, advanced remedial massage, on-site massage, manipulative therapy, clinical aromatherapy and reflexology and to grant certificates of proficiency where appropriate. Also, to promote and support the advancement of these therapies in Scotland by furthering education.
- c) To establish, promote and enforce a Code of Conduct and Ethics and Code of Practice to safeguard the integrity of Members' professional status.
- d) To buy, print, publish, or support books or literature or any publication for circulation to Members that may be of interest to them in their professional activities and which will promote the objects of the Organisation.
- e) To purchase, have, hold or dispose of, any buildings for use as training establishments, lecture rooms or clinics, for the advancement of the objects of the Organisation.
- f) To do such other things that will achieve the aims and objects of the Organisation, which may be determined as necessary by the Committee of the Organisation.

3. CODE OF ETHICS:

Members engaged in the accepted practice of Massage Therapy, having satisfied the Committee of the SMTO of their competence in such therapies, shall adhere to the following Code of Conduct and Ethics and comply with the SMTO Code of Practice.

Members shall: -

- a) Act honourably towards their clients and fellow practitioners at all times. They must uphold and maintain the high standards of the profession. They must seek good relationships and co-operate with other health care professionals.
- b) Maintain the high standard of professional conduct appropriate to membership of the SMTO in which the interest and welfare of the client are deemed to be paramount.
- c) Respect the client/practitioner relationship, the confidentiality of the client endeavouring to foster and maintain trust at all times.
- d) Be sensitive to clients in regard to modesty and special needs e.g. language difficulties, disability or if they wish a companion to be present.
- e) Respect the views and beliefs of their clients in regard to gender, ethnic origins, culture, sexuality, lifestyle, age and social status.
- f) Maintain good communication at all times thus ensuring the client understands and has consented to all procedures. Where a client is unable to consent, then consent must be obtained from someone who can give it, on the client's behalf.
- g) Observe the highest degree of integrity and responsibility in regard to the practice of Massage Therapy, working within their professional competence.
- h) To respect totally the confidentiality of the relationship of practitioner to client.
- i) Respect the client's autonomy and allow them a choice and never take advantage of the power that exists in a therapist/client relationship. This would constitute abuse.
- j) Be prepared and competent to administer emergency procedures as may be required by the client, and to maintain such procedures until relieved.

- k) Seek appropriate medical advice in any situation in which the practitioner may lack the necessary competence or experience to administer treatment. Members shall not knowingly treat anyone with a serious medical condition except with the approval of their doctor.
- l) Provide information (if requested) to other health professionals with client's written consent only.
- m) Maintain careful, legible and understandable records of all clients in regard to a full medical history and presenting complaint, assessment and procedures performed, and then keeping up to date medical records, clinical findings to the level of competence gained, information and advice given and any comments made plus details of any suggested referral. Records are the property of the client. To safeguard themselves and their clients, practitioners should complete records for each client and if in doubt as to the client's health or the suitability of the treatment, the client should be advised to consult a doctor. This advice, as all advises, should be recorded.
- n) When records are kept on a computer, registration with the database authorities is required.
- o) Report all notifiable disease states according to applicable laws.
- p) Ensure by means of continuous update of information and training, a level of competence consistent with the highest standards of the profession.
- q) Abstain from any claim or statement misrepresenting the therapeutic benefits of basic Swedish massage, remedial and sports massage, remedial massage, advanced remedial massage, reflexology, on-site massage and manipulative therapy.
- r) Members must refrain from criticising fellow practitioners and must not attempt to entice clients away from another therapist.
- s) Deal with complaints and criticisms efficiently using appropriate procedures.
- t) Maintain a portfolio of continuing professional development.

4. CODE OF PRACTICE:

- a) Insurance
Members must hold adequate professional and public liability insurance cover.
- b) Personal
A practitioner should at all times maintain the correct appearance, behaviour and conduct expected of the professional person; abuse of alcohol, drugs, or good order is deemed to be a serious offence against this code.
- c) Records
An accurate record of client details and treatments is required. These confidential records must be kept in a secure place, properly safeguarded and not accessible to third parties. Client notes should be kept for at least ten years or, in the case of children, a minimum of 21 years. For seriously ill, injured or disabled clients, records should be kept indefinitely.
- d) Referrals
Practitioners should be aware when it is appropriate for the client's best interests to refer the to another health professional.
- e) Conduct
A therapist may not: -
 - i) Address or refer to an assistant as "Nurse" unless the person referred to holds a nursing qualification in the country in which the practitioner is operating a clinic.
 - ii) Call himself/herself "Doctor" unless he/she holds a recognised medical qualification in the country in which the Member is practising.
 - iii) Undertake any physical examination or treatment of a child under sixteen years except in the presence of the parent or an authorised person, or without parental consent.
 - iv) Undertake to attend women in childbirth or treat them 10 days thereafter without permission from the healthcare professional unless they hold an appropriate qualification in midwifery.
 - v) Undertake to treat clients who are mentally unstable addicted to drugs or alcohol, severely depressed, suicidal, or hallucinating unless they have the necessary competence.
 - vi) Make any written or unwritten claims in regard to the 'curative' benefits of massage therapy.
 - vii) Knowingly apply massage therapy to a person who is already receiving medical treatment for the same condition without the respective practitioner's consent.

- viii) Carry out any treatment of a client who has already received similar treatment for the same condition from another therapist unless the client has, of his/her own volition, decided to abandon the original therapist's treatment.
- ix) Treat animals without express permission from a veterinary surgeon.
- f) Premises
 - i) Treatment areas must be hygienic, appropriate and equipped to minimal health and safety standards and must comply with local health and safety regulations.
 - ii) Staff facilities and public areas (waiting rooms, hallways, stairs, toilet facilities etc.) must also comply with current health and safety regulations.
 - iii) When the client is treated in their own home, all reasonable efforts to ensure the client's safety must be made.
- g) Security

Practitioners must ensure that the client's confidential records are properly safeguarded and not accessible to third parties. Client's belongings should also be kept in a safe place.
- h) Advertising

Advertising and professional leaflets must never make exaggerated claims for cures. Therapists shall be free to advertise their services and practices as they see fit, subject to any advertisements:

 - i) Being legal, decent, honest and truthful and in accordance with the British Code of Advertising Practice or appropriate overseas code.
 - ii) Not being of a character that could reasonably be regarded as likely to bring the profession into disrepute.
 - iii) Not being such as to abuse the trust of existing or potential clients or exploit their lack of knowledge.
- i) Stationery and other productions
 - i) Professional letterheads should be of good quality and print.
 - ii) A full member may use the logo of the organisation on business stationery only but otherwise at the discretion of the Committee.
- j) Discipline

The Committee of the SMTTO may, on investigation and using its own discretion, de-register any student or practising therapist contravening the spirit or letter of the Organisation's Code of Ethics and/or Code of Practice or on the grounds of any other act which they may consider to reflect adversely on the good name and reputation of the Organisation. Each case will be reviewed on its own merit and will not set a precedent.

The **Complaint Investigating Panel** will investigate any allegations against a member or training body of any conduct that falls short of the standard required.

The **Professional Conduct Panel** will consider allegations of professional misconduct, referred to it by the Complaint Investigating Panel.

The **Professional Conduct Panel** will investigate allegations of serious impairment due to ill health of a Registered Massage Therapist referred to it by the **Complaint Investigating Panel**
- k) Complaints Procedure

Complaints should be put in writing in the first instance to the Secretary who will acknowledge receipt within ten working days. The Secretary will write to the Member concerned giving details of the complaint lodged and requesting full and detailed information. If no reply is received within 28 working days, a second request for information is sent out to the Member. Failure to bring any response would instigate automatic suspension until the next renewal date. The Member concerned will be requested to explain the situation in writing or in person. The Complaint Investigating Panel will decide if there is a case to answer. Any Member subject to investigation shall be entitled to make representation to the Complaint Investigating Panel either in person or through a representative, before any decision is taken as to whether there is a case to answer or not. Clients should be advised accordingly, if they wish to make a complaint, of the complaints procedure.
- l) Appeals may also be lodged with the Scottish Massage Therapists' Organisation. If the complaint is about the Organisation, the General Council for Massage Therapy should be contacted.

m) Publications

Nothing may be published in the name of the Scottish Massage Therapists' Organisation without the prior agreement of the Committee, or sub-committee or Member acting with the full authority of the Committee.

5. REQUIREMENTS FOR MEMBERSHIP:

There will be the following categories of membership:-

a) Full Membership.

This will be open to:

- i) A graduate from a school whose course has been accredited by the Committee.
- ii) A graduate from a competent school offering a course which, in the view of the Committee, is taught to the required standard.
- iii) A graduate from a competent Swedish massage training school who has passed that school's examination and given proof of competence to the Committee of the Organisation who will then decide if the person concerned has reached the standard of proficiency required by the Organisation.
- iv) An established practitioner who has given proof of competence to practice Swedish massage to the Committee and passed any examination required by the Committee.

b) Student Membership.

This will be open to any student enrolling on an accredited Swedish massage, remedial and sports massage, remedial massage, on-site massage, manipulative therapy, clinical aromatherapy or reflexology course run by an affiliated school.

c) Honorary Membership.

This will be bestowed, at the discretion of the Committee, on any person who, in their opinion, has contributed greatly to the Organisation or to the profession of massage therapy in general.

d) Joint Membership.

This will be available, at a fee to be determined by the committee from time to time, to any two members, both fully qualified who are resident at the same address.

Applications for membership shall be determined by the Committee whose decision shall be final.

6. DESIGNATORY LETTERS:

Full members only will be entitled to use the designatory letters SMTO after their name.

7. MEMBERSHIP FEES:

- a) An annual subscription shall be payable by all Members of the Organisation at an amount so determined at the Annual General Meeting the preceding year.
- b) The Member is required to furnish evidence of insurance on membership renewal.
- c) Subscriptions are payable first on enrolment and then on a yearly basis
- d) If a member's subscription is more than one month overdue, the Committee shall have the power to terminate membership and shall so notify the member who shall, when so notified, return the membership certificate forthwith.
- e) At the discretion of the Committee, long-standing Members retiring from professional work and non-practising full members may be allowed to retain membership of the Organisation at a reduced annual subscription to be determined by the Committee.

8. CERTIFICATE OF MEMBERSHIP:

- a) Each qualifying Member will be given a Certificate of Membership, which will remain the property of the Organisation.
- b) The Certificate must not be used in any way that would be to the detriment of the Organisation and its members, or it may, at the discretion of the Committee, be forfeited, and returnable on demand.
- c) The Organisation shall cause to be issued annually, a dated and signed certificate confirming Practitioners Membership, and insurance cover.

9. THE COMMITTEE OF THE ORGANISATION:

- a) The affairs of the Organisation will be managed by a Committee of a minimum of five Members of the Organisation.
- b) The Committee will consist of the Chairman, and Secretary, and three ordinary members. The Chairman and Secretary shall be the directors of the Scottish Massage Therapists Organisation Limited for the time being.
- c) The election of ordinary Committee Members, excluding the Chairman and Secretary, will take place at the Annual General Meeting, held in the Spring of each year. Committee Members may however be co-opted on to the Committee, to serve in the place of any resigning Member of the Committee, at the discretion of the Committee.
- d) The term of office for an ordinary member shall be one year.
- e) Nominations of Committee Members may be submitted at any time, but definitely not less than 14 days before the Annual General Meeting.
- f) Retiring Committee Members may offer themselves for re-election but serve no more than three consecutive terms of office in the same position.
- g) The Secretary shall be responsible for convening meetings of the Committee of which not less than 14 days' written notice to Members of the Committee shall be given. Three Members of the Committee will constitute a quorum. The Secretary shall convene such meetings when requested to do so by one or more Members of the Committee, verbally or in writing.
- h) The Committee shall have the power to form sub-committees, and to co-opt onto such committees, any person or persons, providing he or she is a Member of the Organisation. At least one Member of the full Committee will be on each sub-committee, and the sub-committees will be answerable to the full Committee at all times.
- i) The Committee shall have the power to decide and adjudicate upon any questions not provided for in the Objects, Aims and Rules of the Organisation, their decision shall be subject to the confirmation of Members at the next Annual General Meeting, or by postal ballot.
- j) The term of office for the first Committee shall commence at the time of the first scheduled Annual General Meeting.
- k) The Committee shall have the power to make standing orders for the conduct of the business of the Annual General Meeting, special General Meeting and meetings of the full Committee and sub-committees. Standing orders will not require the approval of Members.

10. ANNUAL GENERAL MEETING:

- a) The Annual General Meeting of the Organisation shall take place in the Spring of each year, or as required by the Committee, on a date to be determined by the Committee. Not less than one month's written notice of the place, date and time of the meeting shall be given to Members.
- b) The attendance of five members personally present at the Annual General Meeting shall constitute a quorum.
- c) In the absence of the Chairman, the Secretary shall preside at the Meeting, in the capacity of Chairman.
- d) A resolution put to the vote at the Annual General Meeting shall be decided upon by a show of hands, unless the Chairman elects to conduct a poll. The Chairman will be permitted a casting vote, and the declaration by the Chairman of the result shall be accepted as final.
- e) Proposals and Resolutions may only be made by Members attending at the Annual General Meeting, except, if matters arise in the procedures of the business at the Meeting. Notice of proposals and resolutions must be submitted, in writing, to the Secretary at least fourteen clear days before the date of the Annual General Meeting and should be signed by the proposing Member and seconding Member respectively. Proposals and resolutions so received, will be reported to the Committee by the Secretary prior to the Annual General Meeting. The Committee will determine the competency of all such proposals and resolutions before submission to the Annual General Meeting. Resolutions considered incompetent by the Committee will be reported by the Chairman, at the Meeting.

- f) Only a Full Member shall be entitled to vote at any Meeting of the Organisation, and shall be permitted one vote only. This would apply only to a Member who is a fully paid-up Member at the time of the Meeting. Student and Honorary Members may attend Meetings, but shall have no voting rights.
- g) Normally, only attending Members will be permitted to vote at an Annual General Meeting of the Organisation. Members whose absence is unavoidable may nominate another Member, in attendance at the Meeting, to vote for them. The appropriate Proxy Form (obtainable from the Secretary) must be completed and in the Secretary's hands at least forty-eight hours before the Meeting. Proof of posting will not be accepted as proof of receipt. No attending Member may act as Proxy for more than two absent Members.

11. LEGAL ADVISERS TO THE ORGANISATION:

The Committee may appoint a Legal Adviser to perform such legal duties and functions that may be desired by the Committee. The fees of the legal adviser, in this respect, will be paid for by the Organisation.

12. ACCOUNTANT TO THE ORGANISATION:

The Committee shall appoint an Accountant and Auditor to perform such duties and functions in relation to the Organisation's Accounts and Balances Sheet that may be desired by the Committee. The fees of the Accountant in this respect shall be paid by the Organisation.

13. DIRECTORY OF MEMBERS:

The Organisation shall publish, annually, a list of its Members, with details of the qualifications and services available. The directory will be on the Internet on the SMTO website.

14. ALTERATIONS TO RULES:

Any alteration in the above Aims, Objects, and Rules of the Organisation must be agreed by the majority of Members present at an Annual General Meeting of the Organisation. The Chairman may however, at the discretion of the Committee, call a postal ballot to effect necessary alterations to the Aims, Objects and Rules of the Organisation, to achieve their intent.