

Association of Reflexologists

Code of Practice and Ethics

Revised July 2008

1. INTRODUCTION

The AoR Code of Practice and Ethics demands careful observations by all members of the Association of Reflexologists (AoR), and by the students registered on AoR registered courses. The code also incorporates members who act as AoR ambassadors formally representing the AoR.

Members therefore undertake to abide by the Code of Professional Practice and Ethics.

The code also covers those members who play a role in local and national AoR Groups, sub groups, the AoR board and any other member officially representing the AoR.

2. GUIDING PRINCIPLES

This Code of Practice and Ethics is designed to encourage integrity and responsibility in the practice of Reflexology and to uphold and further the standing of our profession and the Association of Reflexologists. This Code may form the basis for discussion in the event of a complaint against a Member.

1. Members shall skillfully and caringly practice Reflexology for the benefit of the client. The safety, comfort and welfare of the client shall have priority at all times.
2. Members shall be aware of the client relationship and develop listening skills and a caring attitude.
3. Members shall conduct themselves in an honorable and moral manner at all times.
4. In recognizing the unique nature of the individual, members shall have respect for all religions, spiritual, political and social views irrespective of race, colour, creed or sex.
5. Any member has the right to refuse to give treatment providing the refusal is carried out in a professional manner.
6. Members should not speak or write disrespectfully of fellow Reflexologists either publicly or to clients.
7. Members are responsible for complying with the AoR Continuing Professional Development Policy and guidance by regarding the AoR CPD guide and updating their training and conferring with colleagues with a view to increasing their knowledge and awareness.
8. Members undertaking a recognized 'ambassador' role should not undertake an action which may bring the Association into disrepute, attract negative perceptions and publicity, but should at all time work alongside AoR board members and staff to ensure the reputation and well being of the Association.
9. Members shall work in a co-operative manner with other health care professionals and recognize and respect their particular contribution within the health care environment, irrespective of whether they perform from an allopathic or natural basis.
10. Members involved in research shall report research findings and clinical experience methodically and honestly. Speculative theories should be plainly described and clearly defined as such.

3. RESPONSIBILITIES TOWARDS CLIENTS

1. A member shall recognize the responsibility he / she has towards a client at all times.
 - (a) Before an initial consultation with a client an accurate description of Reflexology should be given.
 - (b) A statement of fees should be made before commencement of treatment.
 - (c) Full and accurate records of treatments given should be kept. The following details should be included:-
 - i) Name, address, telephone number, Name and Address of G.P.
 - ii) Essential details of medical history
 - iii) Dates and findings of treatments
 - iv) a signed consent form.
2. Case histories may be used anonymously in connection with research or the furtherance of knowledge.
3. If a member practices other therapies it should be made clear to the client that they form no part of a Reflexology treatment.
4. Members shall respect confidential information obtained in the course of professional practice except where disclosure is required by law.
5. The treatment of a client shall be holistic.
6. Members should not:-
 - a. Diagnose a medical condition
 - b. Prescribe
 - c. Claim to cure specific conditions
 - d. Use implements without training

7. A member shall practice only within the limits of his / her professional training and competency. No unqualified advice should be given.
8. A member who suspects that a client is affected by any condition, medical or otherwise, should advise the client to consult their medical practitioner or Practice Nurse.

4. RESPONSIBILITIES TOWARDS THE AOR

All members recognized as an AoR ambassador (any member that is representing the AoR in any capacity) should:

1. Act in a responsible and professional manner at all times
2. Professional knowledge and experience should be used to contribute to the development of the AoR and the specific area they represent.
3. Policies and procedures which uphold human rights and which seek to ensure access, equally and participation for all, should be promoted.
4. Members will ensure that they do not act out of prejudice against any person or group, on any grounds, including origin, ethnicity, class, status, sex, sexual orientation, age, disability, beliefs or contribution to society.
5. Members should seek the advice, guidance and approval from the AoR board on any member or action that may result in damaging the well-being of the AoR.

5. THE PRACTITIONER

1. Full members must ensure that their professional practice is fully covered by professional indemnity insurance against public liability and malpractice at all times and provide the AoR of insurance details.
2. Practitioners working in their own environment should:
 - a) Ensure a private treatment room with easy access to bathroom facilities is provided.
 - b) Ensure premises and equipment are clean and hygienic.
 - c) Ensure that their own health and hygiene are not such as to put the client /patient at risk.
 - d) Ensure local bye-laws are adhered to.
3. Members shall not abuse the trust of existing or potential clients or exploit their lack of knowledge.

6. PUBLICITY

1. Members shall not seek to attract business unfairly or unprofessionally or in any way which would discredit the reputation of Reflexology.
2. Advertisements in the press should be accurate and discreet in accordance with the British Code of Advertising practice.
3. Advertisements should not contain any claim to diagnose or cure a medical condition through reflexology.

7. COMPLAINTS PROCEDURE

1. The purpose of the complaints procedure is to ensure the impartial examination of a concern or complaint against a member (of any class)
2. The AoR Complaints Procedure can be obtained from the Taunton Office or from the member's area of the AoR website.

8. IMPORTANT

This Code may be altered at any time by the AoR Board. Prior to a decision being made, the Membership shall be advised of the alteration and invited to comment. Having considered all comments the Board shall notify members of any alterations.

This Code is not a substitute for those of other professional bodies to which a member may belong. Members are encouraged to join professional bodies particularly concerned with other disciplines that they may practice.

The Association of Reflexologists is registered in England and Wales No. 5651575. Registered Office: 5 Fore Street, Taunton, Somerset, TA1 1HX. VAT no: 629 4731 19. Company Ltd by Guarantee