



Policy Created	13,03,2025
Policy Version	V1
Policy Review	Annual
Policy Title	Massage Therapy Student Clinic Policy
Policy Approval	Vice President of Academic and Campus Excellence

## PURPOSE

The Willis College Student Massage Therapy Clinic provides a valuable learning environment for future Registered Massage Therapists while offering high-quality, supervised care to clients. To ensure a safe, professional, and beneficial experience, the following clinic policies must be reviewed and adhered to.

## SCOPE

This policy applies to the Student Massage Clinic operated by Willis College and governs the relationship between clients, students, supervisors and other employees who participate in the operation of the Student Clinic.

## POLICY

### Acknowledgment & Consent

Massage Therapy is a **Regulated Health Care Profession**. By receiving treatment at the Willis College Student Massage Therapy Clinic, clients acknowledge the following:

- Treatments are provided by **students enrolled in the Massage Therapy program at Willis College**, who are not yet registered members of the **College of Massage Therapists of Ontario (CMTO)**.
- As student-provided treatments do not meet the requirements for insurance reimbursement, **receipts cannot be submitted under extended health care plans**.
- A **Registered Massage Therapist (RMT) from the Willis College Faculty** supervises all treatments.

- Student therapists will **explain the purpose and any reasonable risks** associated with the treatment. Clients will have the opportunity to ask questions and receive satisfactory answers before proceeding.

Participation in the Massage Therapy Clinic is voluntary, and clients acknowledge that:

- The clinic functions as a **learning environment** where students apply their knowledge of assessment, massage, and remedial exercise.
- Treatments are conducted in **curtained cubicles** within a shared space, where other student therapists and clients are present.
- As with any healthcare practice, massage therapy may involve **minimal risks**, including but not limited to **delayed onset muscle soreness, bruising, light-headedness, dizziness, and tenderness**.

By signing the clinic's consent form, clients **release Willis College, its employees, instructors, supervising RMTs, students, parent company, and directors from any claims or liabilities** arising from participation in the Student Clinic.

## **Policy & Student Clinic Expectations**

### **1. Booking Appointments**

- Appointments are required and can be scheduled **online, by phone, or in person**.
- A **health history form** must be completed before the first appointment.
- Clients are expected to **arrive 10 minutes early** to allow time for check-in and consultation.

### **2. No-Tipping Policy**

- As the clinic is part of an **educational institution**, clients are **not permitted to offer tips or gratuities**.
- Students are not permitted to accept tips or gratuities.
- The most valuable support for students is **constructive feedback and referrals**.

### **3. Payment & Cancellation**

- Payment is due **at the time of service**. Accepted payment methods include cash, debit and credit.
- A minimum of **24 hours' notice** is required for cancellations or rescheduling. **Late cancellations or missed appointments** may result in a cancellation fee.

### **4. Professional Conduct & Scope of Practice**

- All treatments are performed by **students under the supervision of a Registered Massage Therapist that is a Willis College faculty member.**
- Student therapists adhere to **strict professional boundaries and ethical standards.**
- Treatments focus on **therapeutic massage**, and **requests outside the educational scope will not be accommodated.**

## 5. Health & Safety

- Clients with **certain medical conditions** may be required to provide **clearance from a healthcare provider** before receiving treatment.
- Clients who are **feeling unwell** should **reschedule their appointment.**
- **Proper draping techniques** are strictly followed to ensure **client comfort and privacy.**

## 6. Feedback & Learning Environment

- As a **teaching clinic**, student therapists value **constructive feedback** to enhance their skills.
- Clients with concerns about their session should **speak with the clinic supervisor on-site** during their appointment.


## 7. Complaints Process

- The clinic operates as a **learning environment**, and feedback is collected through **surveys sent within 24 hours** of an appointment. The **clinic coordinator** reviews and addresses feedback in a timely manner.
- For **urgent matters** or **sensitive complaints**, clients should email **massage.therapy@williscollege.com** after discussing the issue with an on-site supervisor.
- Concerns should not be directed to the front desk administrator.

## Additional Information

### Contact Information

For any questions or assistance, please contact:

 Phone: 613-233-1128

 Email: [massage.therapy@williscollege.com](mailto:massage.therapy@williscollege.com)

Thank you for choosing the Willis College Student Massage Therapy Clinic. The support of clients is greatly appreciated, and the clinic looks forward to providing a beneficial experience.

