

Code of Ethics and Conduct

I. Preamble

The Code of Ethics and Conduct describes the level of behavior which *Trager* Practitioners maintain in order to protect Trager International, national associations, the public, and themselves. All Students and Practitioners of the *Trager* approach are expected to follow these principles.

The guidelines for following Code of Ethics and Conduct are taught within the training program. Detailed instruction of the principles of the Code of Ethics and Conduct is included in the Level I and all subsequent levels of training and continuing education. Support materials in this process include the Standards of Practice, The *Trager* Handbook, the Code of Ethics and Conduct itself, all signed agreements, and other printed materials as needed.

Students' and Practitioners' compliance with the principles outlined in the Code is evaluated through trainings, tutorials, feedback from the public and peers, and other programs or communications as needed.

The ongoing process of evaluation is overseen by a combination of Instructors, Tutors, the Board of the National Association and the Council of Trustees (COT).

Matters involving possible violation of the principles of this Code, if not resolved according to the process mentioned above, are brought to the attention of the Board of Directors for action. Principles of basic fairness are followed in all these procedures. Only the authorized distributor of the license has the power to refuse to grant or renew the individual's service mark license and right to use the *Trager* service marks.

II. Precepts

A. Use of the *Trager* name

1. Only authorized *Trager* Students and Practitioners may do the tablework or demonstrate *Mentastics* or *Trager* psychophysical integration and *Mentastics* (the *Trager* approach).
2. Authorization requirements are specified in "The *Trager* Handbook."

B. Instruction.

1. Only Instructors and/or Workshop Leaders designated by Trager International may conduct Trainings —required or elective—in the *Trager* approach.
2. Authorization requirements for these functions are listed on page 8-2 of this handbook.

C. *Trager* Practitioners provide accurate information to the public about the *Trager* approach.

1. The *Trager* approach is described in terms of an educational model rather than a medical one.
2. Practitioners do not diagnose, prescribe, or claim to treat any condition unless otherwise licensed to do so.
3. Within the context of a session or demonstration, any approach other than *Trager* shall not be represented as the *Trager* approach.
4. Practitioners refer clients to colleagues and health professionals with care, stating the reason for referral and their knowledge of the practitioner or methods recommended.

D. *Trager* Practitioners are responsible for complying with the local laws and regulations governing their practice.

III. Professional Integrity

A. *Trager* Practitioners uphold *Trager* International standards for professional practice.

1. References for the standards of practice are including the standards of practice supported by The *Trager* Handbook, the Practice Guides, the Tutor Manual, the Code of Ethics and Conduct, and all signed agreements.
2. Practitioners fulfill all ongoing continuing education requirements.
3. Practitioners abide by the Code of Ethics and Conduct and all signed agreements.

B. Each *Trager* Practitioner is responsible for the quality of her or his work and for the exercise of sound judgment.

1. Practitioners assess their own state, skills and knowledge so as to avoid misleading or harming a client physically, emotionally, mentally, socially, financially, or in any regard and to seek supervision when needed.
2. Practitioners do not work when their ability to do so is impaired by alcohol, drugs, strong attitudes, motivations or emotional states.
3. Practitioners bear in mind that their own actions may reflect on other Practitioners.

C. *Trager* Practitioners respect the rights and dignity of all individuals and protect the welfare of their clients.

1. Practitioners respect the client's authority about his or her own experience.
2. Practitioners hold as confidential all personal information about others learned in a professional capacity.
 - a. Information learned in a professional context is not divulged in any way that lets the client's identity be known, except with the client's permission.
 - b. Confidentiality and anonymity are maintained when discussing professional issues with teachers and colleagues.
 - c. In the event that a client or colleague presents a personal or public danger, Practitioners are encouraged to refer that person to the proper service directly.
3. Practitioners respect the reputation of colleagues. When discussion of problems about colleagues is necessary, it is done in terms of principles, not personalities.
4. When possible, Practitioners communicate directly with the individuals involved to resolve issues; when necessary they use the resources of Tutors and their National Association for assistance.
5. Practitioners do not use the professional relationship to further their own personal or sexual interests or to promote their own political or religious beliefs.
6. Practitioners do not place their own financial interests above the welfare of their clients.
 - a. Fees reflect the customary range for the experience of the Practitioner, the setting, and the region in which the services are provided.
 - b. Practitioners do not conduct or recommend sessions for the sole reason of receiving payment.

D. *Trager* Practitioners maintain clear and honest professional relationships with clients and colleagues.

1. Fees, appointments, length of session, location and other business arrangements are agreed upon between client and practitioner.
2. Practitioners are responsible for keeping professional agreements they make.

E. *Trager* Practitioners show sensible regard for the social codes and moral expectations of the community in which they practice.

Grievance Procedures

If your National Association has developed a specific grievance procedure it will have precedence over what is stated below. (Section NAs)

Any violation of the Code of Ethics published in The *Trager* Handbook could be subject to this procedure.

Preface: The *Trager* approach is an educative process involving meeting the resistance of a body (or situation) and then finding a way to work with it or just underneath it, allowing more ease. It is not about challenging and assertion and insisting upon a "right" way. As we work at the table and with *Mentastics* movements so also can we work with our communication patterns and grievance situations. There is not one right answer. Mutual respect and willingness to give-a-little, get-a-little are required. All parties involved must look to see what thoughts, attitudes and assumptions they bring to the situation. We must each take into account who we are and what we are responsible for.

Objective: The objective of this Grievance Procedure is to protect the high quality and reputation of *Trager* work and Trager International. (This includes protection of the public and the members of the National Associations.)

Aim: The aim of this Procedure is to educate the parties involved using tools of clear and impartial communication. In cases where punitive action is deemed necessary the situation will be referred to the National Association. The complainant must be aware that Trager International through the National Association can only take away the right to use the *Trager* name and logo. It cannot stop someone from practicing bodywork. If that is the desired outcome, the complainant may want to pursue the situation in a court of law.

Purpose of the Grievance Procedure

1. To listen from a neutral stance to complaints from the public or the membership concerning the policies and practices of Trager International and/or its licensees.
2. To encourage clear dialogue between all parties involved in a complaint.
3. To reach satisfactory resolution whenever possible.
4. To suggest referral to the proper authorities when appropriate.
5. To determine the severity of the violation of the Code of Ethics and Conduct and to oversee its resolution. In cases where dismissal or suspension of license membership and privileges for a Student or Practitioner is recommended, such recommendation will be referred to the National Association for action. For the purposes of this document, the designation of Practitioner includes Tutors and Instructors.

Grievance Procedure

1. An individual encounters a situation with a student or practitioner involving possible violation of the "Code of Ethics and Conduct."
2. A written complaint is sent to the designated Receiver of Complaints (the Receiver of Complaints could be any person or group approved by the respective National Association. Every National Association will designate this person or this group.)
3. The Receiver of Complaints decides whether the complaint is legitimate or frivolous.
4. If frivolous or if the complaint does not involve an ethical violation it is officially dismissed and the complainant is notified in writing. If accepted, the Receiver of Complaints refers

- the complaint to the appropriate person or committee for review.
5. The reviewing committee (established by the National Association or a supranational Ethics Committee) communicates with all of the involved parties, gathers information and encourages Those involved to talk to each other. This may lead to resolution of the situation.
 6. The committee may need to intercede in this process to gather more information, to clarify the "Code of Ethics and Conduct", or to suggest appropriate actions which may lead to resolution. For example, referral to a therapist or mediator could be an acceptable action for both parties.
 - a. If resolution occurs, no further action is taken.
 - b. A record of the events is kept confidentially by the Receiver of Complaints.
 7. If no resolution occurs, the committee writes a report with a specific recommendation to the National Association.
 8. The National Association receives the report from the committee, reviews the situation and makes a decision, based on that report. The decision may be for suspension or expulsion from membership of the National Association and privileges, which means the loss of the *Trager* license.
 9. The results of this Procedure may be appealed to the Board of the National Association for review as to whether or not the reviewing committee has acted fairly and neutrally in coming to its conclusion and resultant recommendation. A decision of the Board of the National Association will be final unless the Council of Trustees determines sufficient cause to review the decision.

Basic Principles

1. There is always more than one way of looking at a situation.
2. The fact of a complaint presumes neither guilt nor innocence.
3. An accused person has the right to know what they are accused of, and by whom.
4. To initiate the Grievance Procedure, a complaint must be written and signed by the complainant.
5. Full disclosure is essential. Detailed information concerning the complaint will be provided to the party complained about.
6. All information is kept confidential by all parties involved. This means only those who need to know will know. Records are kept by the reviewing committee.
7. Anonymous complaints will not be processed through the Grievance Procedure. However, should the Receiver of Complaints receive a written, anonymous complaint, a call will be made to the accused party to let them know what has been said, and a record of the correspondence will be kept by the Receiver of Complaints.
8. The person filing the complaint will be listened to courteously, neutrally and completely. Questions will be answered and advice may be given. This is often enough to take care of a problem.
9. To the best of their ability the reviewing committee will follow rules of common courtesy - acknowledging receipt of letters, acknowledging phone calls, returning phone calls as quickly as possible, acting on the matter as quickly as possible (bearing in mind that this is a volunteer committee), etc.
10. The limitations of the committee and the National Associations are as follows:
 - a. The committee always first suggests direct communication.
 - b. The committee can only recommend an action of suspension or expulsion from the organization. The Board of the National Association makes the final decision.
 - c. The decision may result in the loss of the privilege to use the *Trager* name and logo.
 - d. The National Association cannot prevent anyone from doing bodywork but can proscribe their using the word "*Trager*."