



Massage
Mastery
Online

Scenario Stations

TOPIC A: WHAT IS ETHICS?

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DIRECTIONS:

1. Select one person from your group to read the scenario aloud.
2. Even if you know the answer right away, discuss each option and why it might be right or wrong.
3. Choose an answer and verify if you're correct by checking underneath the posted scenario.
4. If you discover you answered incorrectly, talk about the thinking behind the mistaken response.



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Sami has a positive attitude and excellent hands-on skills. Clients trust Sami to deliver a safe and effective massage that supports their wellness goals. According to ethics definitions, Sami is:

- A. Good
- B. Right
- C. Valuable



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A client tells Marisol, “Please don’t touch my ankle—it feels tender.” Marisol believes her massage technique could help, so she continues anyway. Later, her colleague says, “That was wrong.” What does the colleague mean?

- A. Marisol used a treatment that was not legally allowed under massage regulations.
- B. Marisol ignored a principle of respecting boundaries, even if she believed it would help.
- C. Marisol did not think about the advantages of her actions before deciding.



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During a staff meeting, Ana explains that she avoids slang and dresses in a professional manner. “It’s just how I show respect for clients,” she says. What does Ana’s statement reflect?

- A. Ana is complying with the laws established by the massage licensing board.
- B. Ana is showing that she believes she's superior to her colleagues.
- C. Ana values professionalism, which influences her behavior.



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At her new clinic, where she is a receptionist, Leah notices that all therapists wash their hands between clients. One day, she sees a therapist skip it. When Leah asks why, the therapist shrugs and says, “It’s not required by law.” What does Leah realize?

- A. Handwashing is a personal value, not an ethical expectation.
- B. Handwashing is a professional norm that safeguards safety and fosters trust.
- C. Handwashing is a client preference rather than a professional standard.



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At a massage business, intake forms are skipped because “we’ve always done it this way.” A new therapist says, “We should really add health interviews.” What concept is the new therapist using?

- A. Ethical thinking involves following tradition because it reflects group values.
- B. Ethical thinking involves balancing personal needs with workplace convenience.
- C. Ethical thinking questions the status quo by imagining safer, better practices.



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Baz and Kala stand in the reception area, looking out toward the parking lot. Their massage colleague, Devon, is leaning on a car and talking to his client through the open window. The client's session finished ten minutes ago. Kala says, "I think he has developed feelings for that client." Baz replies, "It's not illegal to date a client." Kala responds, "Baz, you know this isn't safe." What's happening in this scenario?

- A. Baz considers ethics to be similar to laws, but more difficult to enforce.
- B. Kala is noting that something can be legal but still unethical if it harms the client.
- C. Kala signifies that laws safeguard clients, while ethics safeguard therapists.



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Ethan carefully follows sanitation and draping protocols with every client. His manager explains, “This protects you as much as it protects them.” What does the manager mean?

- A. Clear professional standards decrease the chances of complaints or misunderstandings.
- B. Sanitation and draping are only important for passing inspections.
- C. Following sanitation rules keeps Ethan from missing shifts.



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Nia shows up for her second shift at the massage clinic, and Sophie greets her at the door. Sophie looks at Nia's hands and says, "What's the deal with the nails?" Nia is wearing acrylic nails that are long and painted. "Oh, don't worry," Nia says, "I massage mostly with my forearms and elbows so I won't scratch the client." "Sorry," Sophie replies. "Long nails aren't the norm in massage therapy, and you'll have to remove them to work here." What does Sophie mean when she says that long nails aren't the norm?

- A. Sophie is referring to moral purpose and living life ethically.
- B. Sophie is referring to standards of behavior typical or expected of a group.
- C. Sophie is referring to philosophy and the branch called moral ethics.