



Woke Wellbeing Limited – Code of Ethics

Adapted from The Reiki Association's – Code of Ethics and applied to all of our therapies and life coaching.

A. KEY VALUES FOR PRACTICE

Every practitioner shall:

1. Give therapy to his or her clients with respect for their dignity, individual needs and values without discrimination and without judgement concerning any protected characteristics as outlined in the Equality Act 2010.
2. Provide comprehensive and easy-to-understand information to allow clients to make informed choices.
3. Respect the client's right to choose his or her own forms and path of healing.
4. Act honestly and maintain professional integrity.
5. Practise only within the boundaries of the therapist's competence/qualifications.
6. Acknowledge and respect all therapists, practitioners and disciplines.
7. Work to foster and maintain the trust of the client.
8. Keep all client information confidential unless required by law to do otherwise.
9. Display on our website relevant certificates or other qualifications.
10. Only use film, tape recording or digital imagery of a client with that client's clear and informed, consent to the precise use of the material.
11. Respond promptly and constructively to concerns, criticisms and complaints.
12. Comply with relevant legislation.

Every Client Shall:

1. Where possible, come to each appointment clean and showered.
2. Respect the client/therapist boundaries.
3. Note that any therapies provided, do not include any sexual stimulation or sexual activity whatsoever and that requesting such of



the therapist will require that therapist to report it to the police under the banner of sexual harassment.

4. Ensure that the safety of the therapist is not compromised in either language or action. Again, the therapist is within his/her rights to report any such threat to the police.
5. Not make any malicious allegations against the practitioner.

B. Confidentiality and record keeping

Every practitioner shall:

1. Gather relevant personal information from the client, including any relevant medical information. If appropriate the client shall be advised to consult his or her GP and this shall be recorded.
2. Maintain full client records, including details of all treatments and advice, whether face to face or by phone, e-mail or letter.
3. Ensure the records are honest, accurate and factual.
4. Practitioner shall not disclose to a third party any information about a client, including the identity of the client, either during or after the lifetime of the client, without the consent of the client or the client's legal representative, unless it is required by due process of the law.
5. Comply with the current Data Protection Act and current relevant legislation in regard to the storage of data. This includes registration and keeping client information secure and confidential unless otherwise required by law. Clients have rights of access to their health records in accordance with the requirements of the law.
6. Keep their records safe for at least seven years from the time of the last consultation.
7. Practitioners are responsible for taking all reasonable steps to ensure that any employee or agent adheres to confidentiality, and that any information relating to a client is protected from improper use when it is received, stored, transmitted or disposed of.
8. Only pass on the client's records to another practitioner where a client has agreed to or requested this, and to complete the transfer as quickly as possible.



9. Appoint a suitable person to undertake the proper security/disposal of all records in the event of any serious incapacity or death of the Reiki practitioner.

C. Professional boundaries

The Therapist shall:

1. Maintain the highest professional standard of relationships with clients and other healthcare professionals. Care, skill and integrity shall be demonstrated at all times.
2. Work in a co-operative manner with healthcare professionals and practitioners, recognising and respecting their particular contribution.
3. Not undermine a client's faith in any form of treatment or regime and respect the client's choices.
4. Not encourage clients away from professional colleagues.
5. Not exploit their clients financially, sexually, emotionally or in any other way. The Therapist will not undertake any form of sexual activity/relationship with a client in their care.
6. State that Reiki does not require the removal of clothing.
7. Not offer Reiki in place of conventional medical treatment.
8. Never give a diagnosis of a medical condition to a client in any circumstances as part of the practice of Reiki.
9. Not countermand instructions or prescriptions given by a doctor. It must be left to the client to make his/her own decision in the light of medical advice. Reiki practitioners shall refer the client back to their medical advisor if the client asks them for any medical advice.
10. A Reiki Practitioner should be aware of their own professional limitations and work only within their own scope of practice, referring clients elsewhere if /when the need arises.

C. Premises

The practitioner shall:

1. Comply with national and local legal regulations regarding premises and the safety of staff and client facilities.
2. Review facilities and working practices on a regular basis to ensure they comply with current health and safety standards.



3. Be aware of his or her responsibilities under Health and Safety legislation (Health & Safety Act 1974) whether employer, employee or self-employed.

D. Insurance

The practitioner shall:

1. Have a current insurance policy that states provision for public liability, professional indemnity and if relevant employee liability.

E. Research

1. Before starting any research, Practitioners must be familiar with and abide by current research ethics requirements, statutory obligations regarding research and research governance.

F. Disclosure obligations

1. The Therapist shall immediately inform a regulator of any misconduct, lack of competence, drug, and child or fraud offences, pending legal actions or actual convictions. Decisions will be made in the light of the circumstances in each case.

G. Disclosure

Disclosure shall only be made to the appropriate authorities, if they are required by law or by order of a court, in the case:

1. That there is a serious risk of suicide by an individual. It is better to get the client's consent to break confidentiality and to keep the information disclosed to the minimum. If however, a practitioner cannot secure a client's consent, the practitioner is still under legal obligation to seek other help and this should be explained to the client.
2. If the practitioner is directed to disclose the information by any official having a legal power to order disclosure.
3. That an individual intends to harm or abuse a child or vulnerable adult. Where there is a legal obligation to inform the authorities, the parent or guardian does not need to be informed that you are doing this. The welfare of a child is always paramount.



4. Of any terrorist activity.
5. The practitioner is obliged to record in writing the reasons for any such disclosure. N.B. Where the practitioner is working as part of a larger team, for example within an Institution or through a multidisciplinary or similar clinical approach, or where the client has been referred by a medical advisor or agency with conditions placed on the referral as to shared disclosure by the practitioner to the advisor or agency, then provided that it is clear that the client consents, confidential information may be shared by the practitioner with the team or referring advisor or agency.

H. Complaint and arbitration procedures

The primary concern of a complaint and arbitration procedures is to protect the public. A regulator will encourage the resolution of differences between practitioners and potential complainants. This can be done through informal mediation before entering into a formal complaint procedure.

Misunderstandings and the breakdown of communication are the major causes of complaints. There may be some areas where there is no absolute right or wrong, in which case the Code of Ethics and Practice will offer guidance and indicates areas where particular challenges may arise. When in doubt, practitioners are encouraged to seek advice from the regulator with whom they are registered, or the association to whom they belong, if not registered with a regulator.

Members of the public should be aware, that to pursue a complaint against a practitioner who doesn't belong to a professional association or who is not registered with a regulator, should take their grievance to their local trading standards.