



Massage Therapist Risk Management Checklist

Massage Therapist Name: _____ Initials: _____

Location: _____ Action Items Needed: _____

Date of Assessment: _____

Date of Next Assessment: _____

Client Communication

- Use a detailed client intake form before every first session
- Explain the massage process, techniques, and boundaries clearly
- Encourage clients to speak up during the session if they feel discomfort
- Discuss and obtain written consent for any specialized treatment

Hygiene & Safety

- Sanitize table, tools, and common surfaces before/after each client
- Check for expired oils, lotions, and other products
- Keep massage space free of cords, spills, or tripping hazards
- Confirm massage table is sturdy and properly set up
- Wash hands before and after each session
- Wear protective gloves or masks if there's risk of illness, bodily fluids, or open wounds (especially during flu season or with high-risk clients)

Documentation & Records

- Keep signed intake and consent forms on file
- Record session notes after each appointment
- Securely store client information (i.e. locked cabinet or encrypted software)
- Document any unusual incidents or complaints

Documentation & Records

- Have a stocked first aid kit readily available
- Keep sugary snacks or juice on hand for low blood sugar emergencies
- Maintain current CPR/First Aid certification
- Know emergency contact numbers and procedures

Professional Boundaries & Ethics

- Stay within your scope of practice — never diagnose or promise cures
- Decline clients who raise red flags (e.g., inappropriate behavior or requests)
- Set clear cancellation and session boundaries in writing
- Maintain a professional code of ethics and stick to it

Business & Legal Protection

- Carry current massage liability insurance
- Avoid misleading or exaggerated advertising claims
- Use only original or licensed content in marketing
- Have a written policies & procedures manual (and review regularly)

Professional Community

- Stay connected to other massage therapists (online or locally)
- Report or share info about unsafe client behavior within your network
- Participate in continuing education to stay current with industry standards

Need affordable, top-rated massage liability insurance? Coverage from Beauty & Bodywork Insurance (BBI) starts from \$9.99/month so you can help clients feel their best — with total peace of mind.