

5/21/2026

## Healing Touch Program Communication Guide

### *Communication Pathways, Professional Standards, and Ethics Process*

#### Purpose

This document outlines the communication pathways and the ethics review process within Healing Touch Program (HTP). Its purpose is to help ensure that questions, concerns, and complaints are addressed:

- Promptly, respectfully, clearly, and professionally
- At the appropriate level of responsibility
- In alignment with HTP policies, ethical standards, and scope of practice
- In a manner that supports clear communication, fairness, accountability, and professional integrity

Healing Touch Program is committed to fostering a professional, ethical, and supportive environment for students, practitioners, instructors, mentors, and members of the public. Clear communication pathways help ensure that concerns are directed to the appropriate person or department and that issues are addressed in a constructive and consistent manner.

HTP encourages respectful direct communication and collaborative problem-solving before concerns escalate to a formal ethics review process.

#### Communication Pathways

The following pathways identify the appropriate first point of contact and escalation process for common questions, concerns, and professional situations.

Inquiry	1 <sup>st</sup> Contact and Email	Escalation
General inquiries about Healing Touch, classes, class packages, or tuition	Class Manager <a href="mailto:info@healingtouchprogram.com">info@healingtouchprogram.com</a>	Ethics Advisor (if needed)
Anyone with concerns regarding HTP Staff or Leadership Team	Ethics Advisor <a href="mailto:ethics@healingtouchprogram.com">ethics@healingtouchprogram.com</a>	Ethics Advisor
HTP Student concern with an instructor, class, tuition, or HTP organization	Class Manager <a href="mailto:info@healingtouchprogram.com">info@healingtouchprogram.com</a>	Instructor Manager → Ethics Advisor
Mentee concern with Supervised Mentor	Qualified Mentor	Lead Mentor → Ethics Advisor
Mentee concern with Qualified Mentor	Lead Mentor <a href="mailto:mentorship@healingtouchprogram.com">mentorship@healingtouchprogram.com</a>	Ethics Advisor

Inquiry	1 <sup>st</sup> Contact and Email	Escalation
Supervised Mentor concern with Mentee	Qualified Mentor	Lead Mentor → Ethics Advisor
Qualified Mentor concern with Mentee	Lead Mentor <a href="mailto:mentorship@healingtouchprogram.com">mentorship@healingtouchprogram.com</a>	Ethics Advisor
Supervised Mentor concern with Qualified Mentor	Lead Mentor <a href="mailto:mentorship@healingtouchprogram.com">mentorship@healingtouchprogram.com</a>	Ethics Advisor
Instructor or Instructor-in-Training concern with a class, student, or other instructor	Instructor Manager <a href="mailto:jeannette@healingtouchprogram.com">jeannette@healingtouchprogram.com</a>	Ethics Advisor

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## Professionalism & Standards

All Healing Touch students, practitioners, mentees, mentors, instructors, and staff are expected to uphold professional, respectful, and ethical standards in all interactions.

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## Professional Responsibility

All members of the Healing Touch community are expected to:

- Represent Healing Touch and Healing Touch Program professionally
- Communicate respectfully with clients, students, colleagues, mentors, instructors, and HTP staff
- Follow established communication pathways and policies
- Seek guidance when ethical, professional, or communication concerns arise
- Participate in good-faith communication and resolution efforts when concerns or misunderstandings occur

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## HTP Code of Ethics

The HTP Code of Ethics provides the foundation for professional Healing Touch practice and conduct. It emphasizes:

- Respect, dignity, and client-centered care
- Professional boundaries and informed consent
- Confidentiality and responsible communication
- Integrity, accountability, and ethical decision-making

Providers are expected to practice with professionalism, compassion, self-awareness, and integrity while supporting the highest good of those they serve. The HTP Code of Ethics is available on the HTP website at <https://www.healingtouchprogram.com/professional-standards>.

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## HTP Scope of Practice

The HTP Scope of Practice defines appropriate professional roles, responsibilities, and boundaries for Healing Touch providers. Key principles include:

- Practicing within one's training, credentials, and licensure
- Not diagnosing, prescribing, or treating medical conditions unless licensed to do so
- Using clear, accurate, and appropriate communication with clients
- Referring clients to other healthcare professionals when appropriate

Healing Touch is a complementary practice and is not intended to replace licensed medical or mental health care. Providers are responsible for maintaining appropriate professional boundaries at all times. The HTP Scope of Practice is available on the HTP website at <https://www.healingtouchprogram.com/professional-standards>.

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## **HTP Ethical Review Process**

The HTP Ethics Advisor is available to provide confidential guidance regarding ethical or professional concerns without automatically initiating a formal grievance process. Email: [ethics@HealingTouchProgram.com](mailto:ethics@HealingTouchProgram.com).

Healing Touch Program maintains a formal ethics process to support fairness, accountability, safety, and alignment with HTP professional standards. Upholding ethical integrity helps maintain trust, professionalism, and a supportive environment within the Healing Touch community.

If a client, student, practitioner, mentee, mentor, instructor, instructor-in-training, or staff member is believed to have violated the HTP Code of Ethics or Scope of Practice, a written grievance may be submitted for review in accordance with the HTP Ethical Grievance Process.

All concerns and submissions are handled with care, respect, professionalism, and appropriate confidentiality. The process is intended to support safety, accountability, education, and professional integrity for all involved.

When appropriate, HTP may encourage clarification, facilitated communication, education, or informal resolution efforts before initiating a formal ethics review.

The HTP Ethical Grievance Process and the Submission Form are available on the HTP website at <https://www.healingtouchprogram.com/professional-standards>.

## **When to Engage the Ethics Process**

- Concerns related to ethical conduct or professional boundaries
- Questions regarding the HTP Code of Ethics or Scope of Practice
- Situations involving client or student safety or well-being
- Unresolved conflicts after appropriate communication pathways have been followed
- Situations in which respectful communication or informal resolution efforts have not been successful or appropriate

HTP recognizes that misunderstandings and conflicts can occur in professional and educational environments. The organization seeks to approach concerns with fairness, professionalism, respectful communication, and a commitment to learning, accountability, and constructive resolution.

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## **How the Ethics Process Works**

### **1. Initial Concern Raised**

The concern is directed through the appropriate communication pathway.

### **2. Review and Clarification**

The appropriate HTP contact gathers information, provides clarification when possible, and seeks constructive resolution.

### **3. Escalation if Needed**

If concerns remain unresolved or involve ethical issues, the matter may be referred to the appropriate HTP role and/or the Ethics Advisor.

### **4. Ethics Review**

The Ethics Advisor evaluates the concern in alignment with:

- HTP Code of Ethics
- HTP Scope of Practice
- HTP professional standards and policies

### **5. Outcome and Recommendations**

The process may result in:

- Education or guidance
- Corrective recommendations
- Formal review or disciplinary action when warranted

Failure to adhere to HTP professional standards may result in:

- Letter of concern or censure
- Suspension or removal from program roles
- Impact on certification status