



# 行为准则 道德规范与惯例

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## INTRODUCTION 简介

The International Federation of Aromatherapists (IFA) awards qualifications as an Awarding Body and is also the Professional Body for aromatherapists worldwide, established in 1985. We are a charity set up in the public interest, whose purpose is the preservation of health and wellbeing by advancing the knowledge, practice of and expertise in aromatherapy by education, teaching and training through our approved Centres and curriculum content. We provide a register of nationally qualified aromatherapists who engage in evidence-based practice for the safety of the public. The IFA is the voluntary regulator for aromatherapy operating worldwide.

国际芳疗师协会（IFA）创立于 1985,不仅是芳香医疗认证授权单位,同时也是国际芳疗师专育事业体。我们是公益慈善机构,旨在维护大众的健康及福祉,透过获认证的学校去教授我们制定的课程大纲,从中所学的教育专业、课程内容以及接受相关培训,以增进大众对芳香疗法的认识、应用以致相关专业。我们提供全球具备资格且合法的芳疗师资格注册,为了大众的安全为依归,经 IFA 注册登记的芳疗师都有实际执业的经验。国际芳疗师协会是属于自愿性质的监管机构,在芳香医疗领域一直居于成功的领导地位,同时也是全球芳香医疗的公益规范。

Those entered on our register have met the national occupational standards of practice in aromatherapy, are of good character and are fit to practise.

在我们的登记册上的芳疗师皆符合国家职业标准,具有良好的品格且充分具有实行治疗的能力。

Once registered the individual must:

一经注册,个人必须遵守:

- Abide by this Code of Conduct, Ethics and Practice, which is binding on all registrants.  
遵守本行为准则,道德规范和惯例,这对所有注册在案的人都具有约束力
- Abide by the IFA's Terms and Conditions of Membership.  
遵守 IFA 的会员条款和条件
- Provide evidence, upon request, of having gained 12 CPD points within the year - to ensure they are up-to-date with knowledge relating to their professional practice, that they regularly re-assess and improve their skills and attend to their own personal development.  
提供证明,根据要求,证明在一年内获得了 12 个 CPD 积分点 - 以确保他们掌握专业实践相关的最新知识,并且经由定期重新评估,提高他们的技能并兼顾个人发展
- Hold and maintain adequate public liability insurance to practise in the UK and any other insurance the law requires them to have (or for those who reside outside of the UK any such policy consistent with the rules of their country of residence)  
持有并保持充分的公共责任保险,以便在英国执业以及法律要求他们拥有的任何其他保险(或对于居住在英国境外的个人则需符合其居住国相关政策规定)

- Hold a current first aid certificate (if they are a sole trader)  
持有现行急救证书（如果他们是独自经营者）
- Inform the IFA if there are any changes in circumstance to their initial declaration.  
请通知 IFA 与首次申报状况不同的任何变化，
- Co-operate if asked to provide any information that we require in order to perform our function.  
配合我们提供履行职能所需的任何信息

You can check that a practitioner is registered with the IFA by visiting our website [www.ifaroma.org](http://www.ifaroma.org), where you can search for a registrant by name or location.

您可以访问我们的网站 [www.ifaroma.org](http://www.ifaroma.org)，查看从业者是否已在 IFA 注册，您还可以在该网站上按名称或地点搜索注册者。

### **PURPOSE 目的**

The purpose of the Code of Conduct, Ethics and Practice is to detail the quality of care that clients can expect from an IFA registrant. For registrants, this document is a useful resource, which also sets out the standards against which IFA members will be measured, in the event of a complaint being made to the IFA. Guidance and links to further information e.g. the relevant laws that apply to practitioners, are also provided to help registrants continually meet these standards.

行为准则，道德规范和惯例的目的是详列客户对 IFA 注册者所提供的服务质量的期待。对于注册者而言，本文档是一个有用的资源，其中还列出了当 IFA 收到申诉时衡量 IFA 成员的标准。例如在指导与进一步信息的链接中提供有关从业人员的相应法律和帮助注册人继续满足这些标准。

### **SCOPE OF POLICY 政策范围**

The standards set out in this document apply to all the categories of membership listed on the IFA register (FULL, PEOT and ASSOCIATE registrants), regardless of their employment status or work environment e.g. self-employed, voluntary or within the NHS etc.

本文件中列出的标准适用于 IFA 注册表上列出的所有会员类别（FULL，PEOT 和 ASSOCIATE 注册者），无论其工作状态或工作环境如何，例如自雇人士，自愿者或 NHS 工作人员等。

### **RESPONSIBILITIES 职责**

In applying to be added to the register, practitioners are voluntarily agreeing to be bound by this document and any future version hereof. The IFA will publish the latest version of the Code on its website. When this document is updated, the IFA will inform its members accordingly. However, it is ultimately the registrant's responsibility to ensure they have read and comply with this document and, when considering its contents, are referring to the most up-to-date version. Any member who fails to adhere to the Code of Conduct, Ethics and Practice will be subject to the disciplinary procedure and may be removed from the register.

在申请加入注册会员时，从业者自愿同意受本文件及其任何未来版本的约束。IFA 将在其网站上发布最新版本的守则。更新本文档后，IFA 将相应地通知其成员。但是，最终注册人有责任确保他们已阅读并遵守本文档，这里指的是最新版本内容。任何未遵守行为准则，道德规范和惯例的会员将按程序受到纪律处分，并可能会从注册表中删除。

### **DUTY OF CARE 勤勉义务**

All registrants have a duty of care to protect the health and wellbeing of their clients. All registrants are personally accountable for their actions and must be able to explain and justify their actions. To do this they must engage in 'Evidence Based Practice'.

所有注册者都有责任保护客户的健康和福祉。所有注册者都要对自己的行为负责，并且必须能够解释并证明其行为的合理性。要做到这一点，他们必须做到“循证实践”。

The most common definition of Evidence-Based Practice (EBP) is from Dr David Sackett. *“EBP is the integration of clinical expertise, patient values, and the best research evidence into the decision-making process for patient care. Clinical expertise refers to the clinician’s cumulated experience, education and clinical skills. The patient brings to the encounter his or her own personal preferences and unique concerns, expectations, and values. The best research evidence is usually found in clinically relevant research that has been conducted using sound methodology. (Sackett D, 2002)”*

循证实践（EBP）最常见的定义来自 David Sackett 博士。“EBP 是集临床专业知识，患者价值观和最佳研究证据于一身，结合到患者护理决策过程中。临床专业知识来自于临床医生累积的经验，教育和临床技术。患者会有他/她自己的个人喜好和特殊顾虑，期望和价值观。最好的研究证据通常可以在使用健全的方法进行的临床研究中找到。（Sackett D, 2002）”

<http://guides.mclibrary.duke.edu/c.php?g=158201&p=1036021>

The IFA Code of Conduct, Ethics and Practice below, sets out how to meet these standards and ensure registrants are always acting in the best interests of the client’s health and wellbeing.

以下 IFA 行为准则，道德规范和惯例，规定了如何满足这些标准并确保注册人始终以客户健康和福祉的最佳利益为目的。

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## **A. YOU MUST PROVIDE A GOOD STANDARD OF CARE AND PROFESSIONAL JUDGEMENT**

### **必须提供良好的护理护理和专业判断**

#### **1. CLIENT WELFARE**

##### **客户福利**

- a) The comfort and welfare of the client must take priority over any other requirement.  
客户的舒适及福祉必须放在所有要求的第一位。
- b) You must practise your skills to the best of your ability and assess the most appropriate care plan for each client.  
您必须尽最大努力练习您的技能，并为每位客户评估最合适的护理计划。
- c) You must appreciate that each client is individual and care plans must reflect the client's individuality and requirements.  
您必须了解每个客户都是独立个人，护理计划必须反映客户的个体性和要求。
- d) You must always use your professional judgement to decide how to achieve the best outcome for the client.  
您必须始终使用您的专业判断来决定如何为客户实现最佳结果。
- e) You must involve other healthcare practitioners in the client's care if it is in the best interests of the client to do so and means their health needs will be met more effectively, either by referral or by co-managing the client's care.  
如果是为了客户的最佳权益，您必须让其他医护人员参与客户的护理，这意味着他们的医疗需求将通过转诊或共同管理客户得到更有效的满足。

#### **2. LIMITATIONS OF PRACTICE**

##### **业务限制**

- a) You must recognise and work within the scope of your own knowledge and skills.  
您必须知道自己的知识和能力并在此范围内工作
- b) You may only provide care and advise clients within your area of competence, e.g. in areas which you have received the proper training and qualification.  
您只能在您的能力范围内提供护理和建议给客户，例如：在您接受过适当培训和资格认证的领域。
- c) You must not knowingly treat any person requiring medical treatment without the approval of the client's doctor.  
未经当事人的医生批准，您不得故意治疗任何需要治疗的客户。
- d) You must not contradict instructions given by the client's doctor or another healthcare professional responsible for their care.  
您不得违反客户医生或负责其护理的其他医疗专业人员的指示。

e) You must treat clients on a 'complementary' or 'alternative health' basis and not suggest the treatments you provide are an alternative to orthodox medical treatment. You should also tell clients to inform their doctor what complementary treatments they are receiving as an adjunct to their orthodox medical treatment.  
您必须以提供“辅助”或“代替健康”疗法的立场告知客户，而不是主张您提供的治疗是正统医疗的代替方案。您还应该让客户通知他们的医生，客户正在接受哪些辅助正统医疗的治疗手段。

f) Aromatherapy is a Complementary and Alternative Medicine (CAM) discipline, defined to promote health, relieve sickness and alleviate a variety of medical conditions. You must never claim to cure or diagnose a medical condition (unless you are medically qualified to do so), only assist in bringing about and maintaining optimum health.  
芳香疗法是一种辅助和代替医学（CAM），旨在促进健康，缓解疾病和舒缓各种应疗问题。您绝不能声称可以治愈或诊断出某种疾病（除非您有医疗资格），只能帮助实现和保持最佳健康状态。

g) You must use your professional judgement to identify your own limitations and where appropriate:

您必须用您的专业判断来确定您自己的能力及适用范围：

i. Refer clients to other healthcare practitioners when the client's needs are outside your scope of practice e.g. to an osteopath, GP etc.

当客户的需求超出您的业务范围时，请将客户介绍给其他医疗护理从业者，例如 整骨医生，GP 等

ii. Collaborate or co-manage the clients care with another healthcare practitioner.

与其他医疗护理从业者协作或共同管理客户服务。

iii. Seek counsel from an appropriate source if the complexity of the client's case is beyond your own knowledge and skills.

如果客户案件的复杂性超出了您自己的知识和技能，请从适当的来源寻求咨询。

### 3. ASSESSMENT OF CARE

#### 护理评估

##### a) Provide Information

##### 提供信息

When you first come into contact with a new client you will need to assess the client before you care for them and explain:

当您第一次接触新客户时，您需要在护理客户之前对其进行评估并解释：

i. How you will assess their care e.g. by completing the consultation form to build a case history

您将如何评估他们的护理，例如 通过填写问诊表来建立诊断历史

ii. The necessity of acquiring that information

获取该信息的必要性

- iii. Your findings from the initial assessment so the client can make an informed decision regarding their care plan  
您的初步评估结果，以便客户可以就其护理计划做出明智的决定
- iv. Provisions for reassessments at relevant future stages.  
有关未来阶段的重新评估规定
- v. See C.2 for more general information you should provide to clients.  
关于您应向客户提供更多的信息，请参阅 C.2

## b) **Case Histories**

### 病历

Case histories inform the type of health needs the client has. You must obtain and document the client's case history which will enable you to draw sound conclusions before prescribing or commencing a care plan.

透过病历了解客户的健康需求属于什么类型。您必须取得并记录客户的病历，这样您才能在确诊或开始护理计划之前得出合理的结论。

The following is a guideline of information to collate:

以下是整理信息的指南：

- i. The client's medical history e.g. contra-indications, if they are pregnant etc.  
客户的病史，例如禁忌症，如果怀孕等
- ii. The client's reason for wanting care  
客户想要治疗的理由
- iii. Elements of the client's overall lifestyle e.g. stress levels, occupation, exercise routine, known triggers etc.  
客户整体生活方式的要素，例如压力水平，职业，运动规律，已知触发因素等

Only information that is relevant to the treatment should be included in the consultation.

只有与治疗相关的信息才应包含在问诊中。

The consultation form must be signed and dated as a true record, by you and the client or an appropriate adult. When providing taster treatments, a consultation must still take place but is not required in as much detail, and again, must be signed. 问诊表必须由您和客户或合适的成年人签字并注明为真实记录。在提供尝试治疗时，仍然必须进行问诊，但不需要详细说明，并且必须签字。

## c) **Physical Examination**

### 体检

If you want to gain more information about a client's health by physically examining them then you may do so, with the client's permission.

在客户允许的情况下如果您想通过体检获得有关客户健康的更多信息，那么您可以这样做

## d) **Identify when further investigations are required**

### 确定是否需要做进一步调查

You must identify when further investigations are required and act on this without delay. You must:

您必须确定是否需要做进一步调查并立即采取行动。您必须：

- i. Carry out further questioning and research to ensure compliance with good practice guidelines and any relevant legislation.  
进一步提问和研究，确保遵守良好业务指南和任何相关法律。
- ii. Only conduct further investigations to confirm the information you require e.g. on a condition they may have and if it is within your scope of practice, alternatively refer the client to an appropriate practitioner.  
进一步调查只需确认您所需的信息，例如 他们已有的症状，并且在您的业务范围内，或是将客户转诊给适当的从业者。
- iii. Use your professional judgement to interpret the results on any further investigations.  
使用您的专业判断来解释任何进一步调查的结果
- iv. Record the results of the further investigation and act on the necessary information.  
记录进一步调查的结果并根据必要的信息采取行动。

### e) Ceasing Assessment

#### 停止评估

If a client asks you to stop the assessment at any point then you must cease. You may also choose to cease an assessment if the information the client provides means it would be inadvisable for you to care for them (see E.6 contra-indications).

如果客户要求您在任何时候停止评估，那么您必须停止。如果客户提供的信息意味着您不宜对其进行护理，您也可以选择停止评估（参见E.6禁忌症）。

Useful links to further information:

更多信息实用链接：

#### Consultation Template

问诊模板：

You can download a consultation template form in the member's area of the IFA website.

[www.ifaroma.org](http://www.ifaroma.org)

您可以在IFA网站的会员区域下载问诊模板表格。 [www.ifaroma.org](http://www.ifaroma.org)

## 4. APPLY APPROPRIATE CARE

### 应用适当的护理

The care plan you decide must be:

您决定的护理计划必须是：

- a) Based on your clinical expertise, the client's values, and the best available research evidence.  
基于您的临床专业知识，客户的价值观和可取得最佳的研究证据

- b) Appropriate and proportionate to the client's current health needs and minimise risk of harm.  
适当且符合客户当前的健康需求，并将伤害风险降至最低。

## 5. RATIONALE FOR CARE

### 护理原则

Only after obtaining the client's case history, can you arrive at a rationale for care and draw upon your professional judgement to select the safest and most suitable care plan for the client.

只有在取得客户的病历后，您才算获得护理的理由根据，并根据您的专业判断为客户选择最安全，最合适的护理计划。

- a) When making decisions you must consider relevant factors such as:  
在做出决定时，您必须考虑以下相关因素：
  - i. The history and longevity of any healthcare complaint of the client and the likelihood of recurrence and need for long term management.  
客户的任何医疗投诉的历史和年资以及复发的可能性和长期管理的需要。
  - ii. Relevant contra-indications and the benefits and risks of care.  
相关的禁忌症以及护理的益处和风险。
- b) If you are working as a locum, you may rely at first on the rationale developed by the practitioner for whom you are acting.  
如果您是一名临时代理，您可以先以您代理的医师所提出的基本原则为依据。

## 6. CARE PLAN

### 护理计划

Every client is an individual and care plans must reflect the individual's health needs and interests in having care. You must develop and record care plans in discussion with the client.

每个客户都是独立个体，护理计划必须反映个人的健康需求和护理的意愿。您必须制定并记录与客户讨论的护理计划。

- a) You must take into account the client's personal preferences as far as it is safe and suitable to do so and explain to clients the various care plan options available and the advantages and disadvantages of each option.  
您必须在安全和适当的情况下考虑客户的个人喜好，并向客户解释可用的各种护理计划选项以及每个选项的优劣势。
- b) You must inform clients of the fees related to their care plan and ensure that any ongoing care fee structures are easily accessible.  
您必须告知客户其护理计划相关的费用，并确保整体护理费用结构便于为客户接受。
- c) It is also good practice to provide optimum information to clients (see section C.2) so that clients do not have any unrealistic expectations.  
向客户提供优化信息也是一种好的做法（见 C.2 节），这样客户就不会有任何不切实际的期望。

- d) Allow clients time to think about their options and inform them they can change their mind.  
让客户有时间思考他们的选择并告知他们可以改变主意。
- e) Where appropriate, you should also make clients aware of any arrangements in place should you be unavailable, which might include being cared for by a colleague, locum or local practice.  
在适当的情况下，您还应该让客户了解万一您不在的时候为客户所做的安排，其中可能包括由同事，临时代理或当地从业人员进行护理。

## **7. REVIEWING THE CARE PLAN**

### **审查护理计划**

You must continuously review the rationale for care while you care for the client.  
在为客户提供护理的同时，您必须不断审查护理的基本原则。

- a) You must continuously review the client's health needs and evaluate the effectiveness of treatments, especially if a client has come to you for preventative or remedial purposes.  
您必须不断审查客户的健康需求并评估治疗的有效性，特别是如果客户为预防或补救目的而向您求助。
- b) Treatment outcomes and any possible risks associated with the care plan must be discussed with the client prior to the commencement, and their records updated. Outcomes such as increased urination following a massage may be defined as 'normal' responses to treatment.  
治疗结果和与护理计划相关的任何可能的风险必须在提前与客户讨论，并更新其记录。按摩后排尿增加的结果可以被定义为治疗的"正常"反应。
- c) If a care plan is no longer achieving the desired effect you must review the original care plan and modify the care plan where appropriate, keeping in mind the desired outcome.  
如果护理计划不再达到预期效果，则必须审查原始护理计划，并在适当的情况下依照所需的结果来修改护理计划。
- d) In the event the client reports an adverse reaction, during or after the treatment, this must be noted on the client's records, alongside any relevant advice you provide. You must also detail information regarding the type and length of treatment and products used. If the reaction was severe or allergic in nature, it must also be noted on the client's records that these treatments/products must not be used in the future.  
如果客户在治疗期间或治疗后报告不良反应，必须在客户的病历上注明这一点，以及您提供的任何相关建议。您还必须提供所使用的产品类型，治疗方案和长度的详细信息。如果反应严重或过敏体质，则必须在客户的病历中写明此类治疗/产品在将来不可使用。
- e) You must discuss modifications with the client at the relevant stage and get the consent of the client to modify the care plan.  
您必须在相关阶段与客户讨论修改方案并得到客户的同意后再修改护理计划。

- f) Modifications must be recorded.  
修改方案必须记录下来。

## **8. CHAPERONE** **陪护**

You must identify when there is a need for another person to be present whilst assessing or caring for a client and make appropriate arrangements to enable this to happen.

在评估或护理客户时，必须确定是否需要第三者在场，并作出适当安排。

- a) If a client requests to have someone with them during their programme of care this must be respected.  
如果客户要求在其护理计划期间需要其他人陪同，则必须尊重客户的要求。
- b) If you are concerned that a client does not fully understand what you are explaining to them or is incapable of making a decision regarding their care, you should insist a third party is present, even if the client has not requested it, in the best interests of the client and to safeguard yourself.  
如果您担心客户不完全理解您对其进行的说明或无法作出关于他们的护理方案的决定，您应坚持第三方在场，即使客户没有要求，也应保证客户的最大利益并保护自己。
- c) You may only treat minors under the age of 16 in the presence of an appropriate adult or guardian. See section C5 and C8 regarding treating minors and vulnerable adults.  
在适当的成年人或监护人在场的情况下，您才能对 16 岁以下的未成年人进行治疗。关于处理未成年人和弱势成人，参见第 C5 和 C8 节。

## **9. FITNESS TO PRACTICE** **维护业务能力**

You must maintain and improve your professional knowledge and skills as per the IFA's Continual Professional Development Policy and declare any health issues that may impact on your ability to practice.

根据国际芳香疗法协会的持续专业发展政策，您必须保持和进修您的专业知识和技能，并宣布任何可能影响您业务能力的健康问题。

## **B. YOU MUST RESPECT CLIENTS' INDIVIDUALITY, DIGNITY AND PRIVACY**

**必须尊重客户的个性、尊严和隐私**

### **1. EQUALITY & DISCRIMINATION** **平等与歧视**

You must treat all clients fairly and equally as per the Equality and Human Rights Acts, which is a legal responsibility for anyone providing services to the public.

根据平等和人权法案，您必须公平地对待所有的客户，这对向公众提供服务的人来说都是法定的责任。

- a) You have the right to choose who you accept as a client but you cannot refuse a client on grounds that are discriminatory under the Equality and Human Rights Acts.  
您有权选择可以接受的客户，但基于平等和人权法案您不能因歧视性理由拒绝客户。
- b) You must not refuse a client or lower your standard of care on discriminatory grounds including; disability, gender, race, age, marriage or civil partnership, sexual orientation, religion or beliefs; otherwise known as 'protected characteristics'.  
您不得拒绝客户或由于歧视性降低护理标准，包括 残疾、性别、种族、年龄、婚姻或民事伴侣、性取向、宗教或信仰；以其它方式被称为 "受保护特性"。
- c) You must make sure your own personal beliefs and values regarding a client's protected characteristics do not prejudice your care programme. However, you may take into account relevant factors of a client's lifestyle, and modify treatments accordingly, which directly impact on their health when formulating a care plan.  
您必须确保自己的个人信念和价值观与客户受保护的特性不影响您的护理计划然而，您可以考虑客户生活的方式，并相应地修改治疗方案，这会在制定护理计划时直接影响他们的健康。
- d) You must not offer services on different terms to different people or groups of people.  
您不得以不同的条款向不同的人或群体提供服务。
- e) If you are an employer, you are also legally responsible for any discriminatory actions by your employees in the course of their employment.  
如果您是雇主，您也在法律上对雇员在就业过程中的任何歧视行为负责。
- f) Where, and if, practically possible, you should consider how to make your services as accessible as possible to clients with disabilities.  
如果实际可行，您应考虑如何让残疾客户尽可能得到您的服务。

Useful links to further information:

更多信息的有用链接:

**Equal Opportunities**

平等机会

<http://www.legislation.gov.uk/ukpga/2010/15/part/3>

**Human Rights**

人权

<https://www.equalityhumanrights.com/en>

## 2. DIGNITY & MODESTY

### 尊严与稳重

You must be respectful and sensitive to a client's dignity and modesty. It is important to note that everyone has different opinions of what it means to respect their privacy. To avoid any possible misunderstandings, you must:

您必须尊重客户以及对客户的尊严和稳重保持敏感。重要的是要留意，每个人对尊重隐私都有不同的定义。为避免任何可能的误解，您必须：

- a) Ask clients if they are sensitive regarding removing clothing and act accordingly.  
询问客户是否对脱下衣物反感，并作出相应安排。
- b) Explain to clients why they need to remove clothing and offer a gown or towel when changing to respect their modesty.  
向客户解释为什么他们需要脱下衣服，并向客户提供晨褙或毛巾以示对他们的尊重。
- c) Offer clients the opportunity to have a third-party present during their care, especially if the client is particularly nervous.  
给客户有机会在其护理过程中可以有第三方在场，尤其是如果客户感到特别紧张
- d) Ensure that clients are comfortable once clothing has been removed.  
确保客户脱下衣服后会感到舒适。
- e) Only request that the client remove clothing that is necessary for their treatment e.g. they may only need to partially undress.  
仅要求客户脱下方便治疗所需的衣物，例如，他们可能只需要露出某个部位。
- f) Ensure that only the client removes their own clothing. The only exception to this is if the client is physically unable to remove their own clothing e.g. has poor mobility, in which case you must ask permission before removal or if they have brought a chaperone ask their chaperone to assist them undress.  
确保只有客户才能脱下他们自己的衣服。唯一的例外是，如果客户身体不便，无法自己脱掉衣服，例如行动不便，在这种情况下，您必须在取得客户同意后才能帮他们脱掉衣物，或者如果他们带了一个同伴，可以让他们的同伴来帮助他们脱衣。
- g) Ensure that when clients are removing clothing you either leave the room for an appropriate time and knock before re-entering or put up a suitable partition/screen so the client is not exposed.  
确保当客户脱衣时，您离开房间一段时间并在重新进入前敲门，或放置隔断/屏风防止客户暴露。
- h) If a client does not want to remove clothing you must respect their wishes. No pressure must ever be placed on the client to remove items of clothing if it is against their wishes. You may of course bring to the client's attention the limitations of this but ultimately it is the client's decision.  
如果客户不想脱下衣服，您必须尊重他们的意愿，不得给客户上施加任何压力让他们违心的脱下衣物。当然，您可以提醒客户这会影响到护理，但最终是客户来作决定。

- i) Ensure the client is covered as much as possible during the treatment with a towel to respect their dignity and only expose the areas that are being treated.  
确保在护理时用毛巾尽可能多地覆盖客户，以尊重他们的人格，只允许正在护理的部位暴露在外。
- j) Provide the client with clear guidance how to position towels in such a way that respects their modesty when lying on a massage couch.  
向客户提供明确的指导，躺在按摩床上时如何正确使用毛巾覆盖来保持他们的稳重。
- k) Inform the client if you need to adjust a client's underwear during the treatment, and it would be impractical for the client to make the necessary adjustment themselves, and ask the client permission to do this, before doing so.  
通知客户如果您需要在治疗过程中调整客户的内衣，没有必要让客户自行调整，并在操作之前征求客户同意。
- l) Where appropriate ensure that a client's hands are positioned under the towel when working on other areas to avoid any unnecessary contact during the treatment.  
在适当的情况下，确保客户的手位于毛巾的下方，以避免在治疗其它部位的过程中发生不必要的接触。
- m) Ensure that the client does not remain undressed any longer than is necessary.  
确保客户避免不必要的暴露。

### 3. CONFIDENTIALITY

#### 保密

Confidentiality is essential to the relationship between an aromatherapist and their client. The information your client provides to you is personal and may be highly sensitive. Breaches of client confidentiality may have significant implications by reducing public confidence in not only you as a practitioner but the profession as a whole.

保密对芳香治疗师与其客户之间的关系至关重要。您的客户给您提供的信息是个人的，可能高度敏感。违反客户保密条例可能会大大降低公信力，不仅是您个人，而且是整个行业。

- a) You must treat all clients' information as strictly confidential and only use the information for the purpose for which it was obtained.  
您必须对客户信息保持绝对机密，只能用于与获取目的相关的意图。
- b) If you work with others who are able to access personal data it is important that they are also informed of the requirements of confidentiality, regardless of if it is in their employment obligations.  
如果您的同事能够访问个人资料，务必告知他们保密的要求，即便他们在履行工作职责。
- c) You must not discuss or share a client's details with third parties without their permission, see B7 and E8 for exemptions to this rule.

在未经其许可的情况下您不得与第三方讨论或共享客户的资料，请参见 B7 和 e8，以了解该规则的豁免条件。

#### 4. DATA PROTECTION

##### 资料保护

- a) In order to safeguard a client's best interests, you must collect certain personal and special category data (formerly known as sensitive data) which must be treated in accordance with the relevant Acts. The Data Protection Act and General Data Protection Regulation (GDPR) set out the requirements for processing and handling personal and sensitive data.

为了维护客户的最大利益，您必须收集某些个人和特殊类别资料（曾被称为敏感资料），这些资料必须按照相关法案进行处理。资料保护法和一般资料保护法规（GDPR）规定了操作与处理个人和敏感资料的要求。

- b) Personal data is data that directly or indirectly identifies an individual. For example, it can be anything from a name, a home address, a photo, an email address or bank details. Sensitive personal data includes information about racial or ethnic origin, political opinions, trade union membership, religious beliefs or other beliefs of a similar nature, physical or mental health condition, and sexual orientation.

个人资料是直接或间接识别个人的资料。例如，它可以是名称、家庭住址、照片、电邮地址或银行详细信息等等。敏感的个人资料包括关于种族或人种、政治见解、工会成员资格、宗教信仰或其他信仰、身体或精神健康状况以及性取向的信息。

- c) The processing of personal data, includes but is not limited to all forms of obtaining, retaining, disclosing and recording a person's data, which applies to all forms of paper retention, images and media.

个人资料的处理，包括但不限于所有形式的获取、保留、公开和记录个人的资料，适用于所有形式的纸张保留、图像和媒体。

- d) Under the GDPR rules, clients have more access rights to their personal data which imposes a number of additional requirements on data controllers (i.e. you). The data subject access rights mean that clients can ask to access the personal information you hold on them, and for you to, correct and erase data.

在 GDPR 规则下，客户对其个人资料有更多的访问权限，这些资料对资料控制方（例如，您）施加了一些附加要求。资料取决于访问权限意味着客户可以请求访问您保存的其个人信息，而您可以更正和删除资料。

- e) Before you begin collecting or processing personal data directly from a client you must ensure that an appropriate privacy notice has been issued to the client. The content of the privacy notice must provide accurate, transparent and unambiguous details of the reasons why you require the information you hold on them and for how long you propose to process the client's personal information. You will need to include information about the client's access rights

to their personal data and most importantly, the notice should also explain how you will keep the information secure and protected against unauthorised use.

在您开始收集或处理客户的个人资料之前，必须确保告知客户适当的隐私通知，隐私通知的内容必须提供准确、透明和明确的细节，说明您需要掌握的信息以及处理客户个人信息的时间。您需要将有关客户的访问权限的信息包含到他们的个人资料中，最重要的是，通知里还应说明将如何保证信息安全，并防止未经授权的使用。

- f) Where you intend to collect data indirectly from a third party e.g. where a client gives a family member's medical background (if they are named) to illustrate familial conditions, you must ensure that a privacy notice is issued to them within a reasonable period of time of obtaining their personal data and no later than one month.

如果您打算从第三方便收集资料，例如，如果客户提供家庭成员的医疗背景（如果他们提供姓名）以说明家庭状况，则必须确保在获得其个人资料的合理时间段内发布隐私通知，不得超过一个月。

- g) Under the Privacy and Electronic Communications Regulations 2003 you must not send any marketing material or advertising electronically to a client unless they have consented to receive it e.g. 'opted in' to receive newsletters about any deals or products you may advertise and must be given the opportunity to 'opt out' at any time. You should not automatically assume or rely on the fact that as a customer they would want to receive electronic communications or that it constitutes consent. You must ensure that an appropriate clause is included in your privacy policy and you have a system of recording the individual's consent.

根据《隐私和电子通信条例》，您不得以电子方式向客户发送任何营销材料或广告，除非他们已同意接收，例如，“选择参加”接受您可能宣传的任何交易或产品的时事通讯，并给出“决定退出”的选择。您不可以理所当然地认为客户作为消费者希望接收电子通信或其构成同意的事实。您必须确保在您的隐私政策中包含适当的条款，并且您有记录个人同意的系统。

Useful links to further information: 更多信息的有用链接:

**Data Protection Act**

资料保护法

<http://www.legislation.gov.uk/ukpga/2018/12/contents/enacted>

**General Data Protection Regulation (GDPR)**

一般资料保护法规 (GDPR)

<https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/>

**Privacy Policy Template**

隐私政策模板

You can download a privacy policy template in the member's area of the IFA website

您可以在 IFA 网站的成员区域中下载隐私策略模板。

[www.ifaroma.org](http://www.ifaroma.org)

## 5. PROTECTING CONFIDENTIAL & PERSONAL INFORMATION

### 保护机密和个人信息

You have a responsibility to protect your client's personal and confidential information from improper disclosure. The personal data you hold must be kept secure and only processed by authorised personnel.

您有责任保护您的客户的个人和机密信息防止不当的公开。您持有的个人资料必须保持安全，仅由授权人员处理。

- a) You must not disclose the information of a client, including all third parties' information you obtain either directly or indirectly, without the written consent of the individual or the client's legal representative. This applies indefinitely even after the client has ceased using your services.

未经个人或客户的法定代表人书面同意，您不得公开客户的信息，包括您直接或间接获得的所有第三方信息。即使客户已经停止使用您的服务，这也会无限期地适用。

- b) You must ensure that a client's personal data is stored in such a way that it cannot be viewed by unauthorised or unnecessary personnel.

存储客户的个人资料的方式必须确保使其不能被未经授权或不必要的人员查看。

- c) You must only disclose what is absolutely necessary to authorised personnel. If, for example, you employ a book keeper, the book keeper must see all financial transactions but must not be able to view the client's health records. If pursuing late payments, minimum information must be specified, especially if given to a third party to pursue on your behalf.

您必须只向授权人员透露绝对必要的信息。例如，如果您雇佣了一个会计，您的会计必须查看所有的金融交易，但不能查看客户的健康记录。如果要求延迟付款，必须指定最基本信息，特别是如果提供给以您的利益进行追讨的第三方。

- d) You must have in place appropriate and proportionate technical and organisational measures to protect against unauthorised or unlawful processing of personal data and against accidental loss or destruction of, or damage to, data e.g. that the system is safely backed up on a regular basis. Appropriate obligations should also be incorporated into any third-party contracts.

您必须具备适当及相称的技术及组织支持，以防止未经授权或非法处理个人资料，以及防止意外遗失或损毁资料，例如系统已定期得到安全存档。适当的义务也应纳入任何第三方合同。

- e) To avoid improper disclosure:

为了避免不当公开:

- i. refrain from discussing clients where you could be overheard  
不要在客户可能会听到的地方谈论
- ii. refrain from leaving client records where they could be viewed by others  
不要把客户资料放在别人可能会看到的地方
- iii. refrain from storing data in electronic form on a shared hard drive e.g. install a system with access permissions  
避免以电子形式储存资料在共享的硬盘上，例如安装有存取权限的系统

- iv. ensure record systems cannot be accessed by others when you are on or off the premises.

确保当您在或不在场时，其他人都无法访问记录系统。

- f) It is good practice to inform clients at their first appointment who else has access to their records apart from the client themselves (or appropriate guardian if applicable) e.g. you, managers, receptionists, other practitioners in your absence. 在第一次约见客户时，最好告知除客户本人（或适当的监护人）外，还有哪些人可以查阅他们的记录，例如您、经理、接待员和其他临时代替您的治疗师。

- g) Records must be disposed of securely and in a way that maintains client confidentiality e.g. shredding.

记录必须以安全和保持客户机密性的方式处理，例如撕碎。

- h) If you are winding down your practice you will need your clients' consent to transfer their records. You must ensure the new practice owner understands the necessity of confidentiality and the obligation to provide the clients with access to their information.

如果您正在逐步减少您的业务，需要让您的客户同意转移他们的记录。必须确保新的芳疗师了解保密的必要性以及有责任向客户提供通道访问其个人信息。

## 6. SHARING INFORMATION WITH THIRD PARTIES

### 与第三方共享信息

Gaining consent from clients to disclose their information is essential to the working relationship between you and your clients.

获得客户的同意以公开他们的信息对您及您的客户之间的工作关系是至关重要的。

- a) You must get express consent from clients before providing their personal details to any third parties. For example: to the client's GP, during discussion of client cases with other practitioners during supervision, for research audit purposes or case studies for publication.

在向任何第三方提供客户的个人信息之前，您必须得到客户的明确同意。例如：向客户的医生，在监督过程中与其他治疗师讨论客户案例，用于研究审计目的或发表案例研究。

- b) Express consent is permission given specifically and can be, either verbally or in writing. Express consent contrasts with implied consent, which is an assumption of permission that is inferred from actions on the part of the individual. It is in your best interests to seek written consent to safeguard yourself against any possible misunderstanding.

明确的同意是具体的，可以是口头的或是书面的。明示同意与暗示同意形成对比，暗示同意是一种假设的许可，是由个人的行为推断出来的。寻求书面同意以保护自己不受任何可能的误解，符合您的最大利益。

- c) It is good practice to:

最好的做法是：

- i. only disclose what is absolutely necessary to third parties;

只向第三方公开绝对必要的信息；

- ii. remove all personally identifiable data where possible e.g. for case studies, names and addresses;  
尽可能删除所有可识别个人身份的资料，例如个案研究、姓名及地址；
  - iii. anonymise data if this will serve the same purpose to the person requesting the information;  
如果这将为需求信息的人提供相同的目的，则使资料匿名化；
  - iv. reassure your client about the necessity of disclosure of the information;  
向您的客户保证信息公开事项的必要性
  - v. inform the client they may object and/or seek a second opinion if they want to.  
告知客户他们可以反对或寻求其他意见。
- d) When writing to third parties, explain your responsibilities towards your client before providing the specific information to them.  
给第三方写信时，在向他们提供具体信息之前，先说明您对客户的责任。
- e) If a client consents for you to give their details to a regulated healthcare professional for example, you may assume that the individual will treat the information as confidential.  
例如，如果客户同意您将其详细信息提供给受监管的医疗专业人员，您可能认为该人将把这些信息视为机密信息。

## **7. DISCLOSURE IN THE PUBLIC INTEREST** 为公众利益公开

In exceptional circumstances you may need to disclose information in the 'public interest', which supersedes the right of the individual to confidentiality.  
在特殊情况下，您可能需要为了公众利益而公开信息，这将取代个人的保密权利。

- a) Disclosure in the public interest is when it is in the interest of the general public to be informed of information for their own protection (in contrast to the interest of the individual person, group, or company). It can also be disclosure for the protection of the individual by informing the relevant third parties e.g. if you believe they are in danger.  
为公众利益公开是指为了保护公众利益(与个人、集团或公司的利益相反)而将信息告知公众的情况。它也可以是为了保护个人而进行的公开，通知相关的第三方，例如，如果您认为他们处于危险之中。
- b) When making decisions as to whether to disclose information you must weigh up the potential harm that the disclosure may cause against the interest of society/the individual.  
在决定是否公开信息时，您必须权衡信息公开可能对社会/个人利益造成的潜在伤害。
- c) You may disclose information in the public interest when it is not practical to anonymise the data and you are able to demonstrate that it is absolutely necessary to provide that information.

如果无法对信息进行匿名化，您可以根据公共利益披露信息，并且您可以证明提供该信息是绝对必要的。

- d) The law may also stipulate that you have to disclose the information (dependent on the individual case) or you may be directed to disclose by an official having a legal power to order disclosure. You should seek appropriate advice, if you are advised that disclosure should be made in the public interest.  
法律还可能规定，您必须公开信息(取决于个别情况)，或者您可能被具有命令公开法律权力的官员指示公开。如果您被告知应公开以符合公众利益，您应该寻求适当的意见。
- e) If you are disclosing a client's personal data, even in the public interest, you should at first, and if appropriate, try to inform the client of what you intend to do and discuss your concerns with them (if they have the mental capacity) or with their appropriate guardian e.g. if you suspect a child or vulnerable adult is at risk of abuse or neglect. Explain your reasons for disclosure and provide details of exactly what personal information will be disclosed.  
如果您泄露客户的个人资料,就算是为了公共利益,您应该首先,如果合适,尽量通知客户您打算做什么,与他们讨论您的问题(如果他们有心智能力)或与适当的监护人如如果您怀疑一个孩子或弱势的成人有遭受虐待或忽视的风险。解释您公开的原因，并详细说明将会公开哪些个人信息。
- f) If you still have concerns, then you should discuss it with a colleague or other agencies and contact the relevant social services department.  
如仍有意见，应与同事或其他机构讨论，并与有关社会服务部联络。
- g) As a general rule, the exceptional circumstances for disclosing to third parties is if it is in the best interests of the client's health and wellbeing. For example, if you suspect a client may be suicidal or at risk of death or serious harm to themselves or to others. You must, in this instance, share the relevant information with the proper authorities. In such instances as these you may not be able, or it may not be appropriate, to inform the client before disclosure takes place e.g. to avoid disrupting an investigation, the likelihood of a violent response etc.  
一般而言，向第三方公开信息的例外情况是，是否符合客户的健康和福祉的最佳利益。例如，如果您怀疑病人有自杀倾向，或有死亡的危险，或对自己或他人造成严重伤害。在这种情况下，您必须与有关当局共享相关信息。在这种情况下，您可能不能，或者不合适，在公开发生之前通知客户，例如，避免中断调查，可能发生暴力反应等。
- h) When you disclose confidential information, you must record in writing the reasons for disclosure, to whom it was made, how it was made e.g. written or oral and the date the disclosure was made. If the client was not informed before the disclosure was made the justification for this must also be recorded.  
当您公开机密信息时，您必须以书面形式记录公开的原因、信息公开的对象、信息公开的方式，例如书面或口头公开的日期。如果客户在信息公开前没有被告知，那么就必须对其进行记录。

Useful links to further information:

更多有用的信息链接:

**Public Interest Disclosure Act**

公共利益公开法案

<http://www.legislation.gov.uk/ukpga/1998/23/contents>

**Safeguarding Children**

保护儿童

<http://media.education.gov.uk/assets/files/pdf/w/working%20together.pdf>

## **C. YOU MUST RESPECT CLIENTS' RIGHTS TO BE INVOLVED IN THEIR CARE**

### **护理过程中必须尊重客户的权益**

#### **1. EFFECTIVE COMMUNICATION**

##### **有效的沟通**

Effective care is a partnership based on openness and trust. You should encourage patients to talk openly to you so that you can gain a better understanding of their unique concerns, personal preferences, expectations, and values; allowing them to play an active part in their care.

有效的护理是建立在开放和信任基础上的伙伴关系。您应该鼓励病人开诚布公地与您交谈，这样您就能更好地了解他们的独特关注点、个人喜好、期望和价值观;允许他们在他们的护理中扮演一个积极的角色。

a) Part of showing respect for your clients is by listening to them, acknowledging their views and exploring various care options with them.  
尊重您的客户的方法之一是倾听他们的意见，承认他们的观点，并与他们探讨各种护理方案。

b) It is also good practice when creating a care plan to guide the client on how to improve their own state of health at home.  
在制定护理计划时，指导客户如何改善自己在家的健康状况也是一个很好的做法。

c) When a client's care plan needs to be modified, you must discuss this with them, explain the rationale for doing so and gain consent from the client before proceeding.  
当客户的护理计划需要修改时，您必须与他们讨论，解释修改的理由，并在继续之前获得客户的同意。

#### **2. PROVIDE CLEAR & ACCURATE INFORMATION**

##### **提供清晰准确的信息**

Clients have a right to receive information, explained in an easily understandable way, to enable them to make informed decisions about their healthcare.

客户有权接收信息，并以易于理解的方式进行解释，使他们能够对自己的医疗做出明智的决定。

a) Clients' questions must be answered clearly, accurately and honestly.

客户的问题必须清楚、准确、诚实地回答。

- b) You must also include details of any other healthcare related options you identify that would benefit the client, where appropriate.  
在适当的情况下，您还必须包括任何其他您认为对客户有利的医疗护理相关选项的详细信息
- c) Information that is usually provided to clients include:  
提供给客户的信息一般包括:
- i. the potential outcomes with or without care  
接受与不接受护理的潜在后果
  - ii. likelihood of recurrence without care or need for long term management  
无需护理或需要长期治疗的复发可能性
  - iii. the likely benefits and rationale for care  
护理的可能益处和基本原理
  - iv. the purpose of the assessment methods  
评估方法的目的
  - v. any foreseeable risks, including contraindications  
任何可预见的风险，包括禁忌
  - vi. when their program of care will be reviewed  
他们的护理计划何时会被复查
  - vii. findings from assessments and reassessments  
评估和重新评估的结果
  - viii. their freedom to consult a different therapist as to the best programme of treatment  
他们可以自由地向不同的治疗师咨询最佳治疗方案
  - ix. their right to have a chaperone  
他们可以有一个同伴的权利
  - x. if treatments are provided in a group setting or linked to a research program  
治疗是在一个团体设定的还是与研究项目有关
  - xi. those responsible for their care and personal data e.g. if it will be a co-managed approach  
负责护理其个人资料的人士，例如是否会采用相同管理的方法
  - xii. reasons for referral to other healthcare providers in part or full of the care program  
部分或全部转诊到其他医疗服务提供者的原因
  - xiii. arrangements in place should you be unavailable  
如果您不在，请做好安排
  - xiv. the financial implications of the recommended care  
推荐护理所涉及的费用问题
  - xv. the type of information entered into their records and the necessity of obtaining the information  
输入到记录中的信息类型以及获取信息的必要性
- d) You should also provide supportive related material to clients on request e.g. educational literature or you may direct them to the IFA's website [www.ifaroma.org](http://www.ifaroma.org) for more information.

您还应该根据客户的要求提供相关的支持性材料，例如教育文献，或者您可以将其直接发送到 IFA 的网站 [www.ifaroma.org](http://www.ifaroma.org) 以获取更多信息。

- e) You must always check that the client has fully understood the information you have provided to them and explain further if necessary. Especially, for example, if the client needs an interpreter or would benefit from having a friend or family member present, in such cases you must ensure the client makes the necessary arrangements for that to happen before starting their care.

您必须经常检查客户是否完全理解您提供给他们的信息，并在必要时进一步解释。特别是，例如，如果客户需要一名口译员，或者希望有朋友或家人在场，在这种情况下，您必须确保客户在开始他们的治疗前做出必要的安排。

- f) It is useful to ask clients:

询问客户:

- i. the reasons for their treatment  
治疗原因
- ii. reasons for referrals in part or full (if applicable)  
部分或全部转诊的原因（如果可以的话）
- iii. hopes and expectations from treatment  
治疗的希望和期望
- iv. confirm they have understood the information given  
确认他们已经理解被提供的信息

- g) If a client refuses to receive this information then you must record this in your client record notes.

如果客户拒绝接收此信息，那么您必须将其记录在客户记录笔记中。

### 3. AFTERCARE INFORMATION

#### 护理后信息

Suitable aftercare advice should be given to clients following a treatment so that they may continue their care at home. The information provided should also include any details in accordance with your insurance policy.

在接受治疗后，应向病人提供适当的善后护理建议，以便他们可以在家中继续护理。所提供的信息还应包括您的保险政策的任何细节。

Useful links to further information:

更多有用信息的链接:

#### **Aftercare Information Template**

##### 护理后资讯模板

You can download an aftercare information template in the member's area of the IFA website. [www.ifaroma.org](http://www.ifaroma.org)

您可以在IFA网站的会员区下载一个护理信息模板。 [www.ifaroma.org](http://www.ifaroma.org)

### 4. RESPECT CLIENTS' DECISIONS

#### 尊重客户的决定

- a) You must respect clients' decisions, regardless of whether you believe they are irrational or wrong.  
您必须尊重客户的决定，不管您认为他们的决定是非理性的还是错误的。
- b) If you believe they are irrational or wrong you must explain your concerns to the client and outline the possible consequences to them.  
如果您认为他们不合理或错误，您必须向客户解释您的担心，并概述可能的后果。
- c) Do not, however, pressurise a client to accept your advice.  
然而，不要强迫客户接受您的建议。
- d) Clients have the right to refuse care (in part or full) even if it would benefit their health and wellbeing.  
客户有权拒绝接受（部分）护理，即使这对他们的健康和福利有好处。
- e) The choice of treatment remains with the client, but you may refuse their choice of treatment, if you consider this to be inappropriate or potentially unsafe.  
治疗的选择仍由客户决定，但如果您认为这是不恰当的或可能不安全的，您可以拒绝他们的治疗选择。
- f) If a client is mentally incapable of making a decision regarding their care, by law, another person can make a decision on their behalf as per the Mental Capacity Act 2005. Please refer to the link provided below for the categories of people who can make a decision on their behalf should this happen.  
根据法律，如果客户在精神上没有能力做出有关其护理的决定，另一个人可以代表客户根据2005年《精神能力法案》做出决定。如果发生这种情况，可以代表他们做出决定的人的类别请参考下面提供的链接。
- g) If a previously competent client has refused certain parts of care while they were competent, these decisions should be respected if that client then becomes incompetent.  
如果以前有能力的客户在他们有能力的时候拒绝了某些部分的护理，那么如果客户后来变得无能，这些决定应该被尊重。

Useful links to further information:

更多有用信息的链接：

**Mental Capacity Act**

**精神能力法案**

<http://www.legislation.gov.uk/ukpga/2005/9/contents>

## 5. GAINING CONSENT

### 获得同意

Consent should only be sought after the client is in a position to make an informed decision (based on the information provided to the client and completion of the case history).

只有在客户能够做出知情的决定(基于提供给客户的信息和完成的案例历史)后，才应征求同意。

- a) Before caring for a client, you must get consent from the client, or someone able to act on their behalf.  
在护理客户之前，您必须得到客户的同意，或者能够代表他们行事的人的同意。
- b) Clients must fully understand what they are giving consent for, that they have the right to withdraw their consent at any time, and how they can withdraw their consent.  
客户必须充分了解他们所同意的内容，他们有权在任何时候撤回他们的同意，以及如何撤回他们的同意。
- c) You must gain consent from a client before introducing or incorporating any new techniques or treatments into the client's care plan.  
在将任何新技术或治疗方法引入或纳入客户的护理计划之前，您必须获得客户的同意。
- d) Consent must be given voluntarily and you must ensure they are not under any form of pressure or influence at the time consent is given.  
同意必须是自愿的，您必须确保在同意时他们没有受到任何形式的压力或影响。
- e) Consent should preferably be received in writing and kept with the client's records, signed and dated. Consent, however can also be given orally or implied, for example by the client positioning themselves on the massage couch in preparation. Your employer may also have their own policies relating to how you should obtain consent.  
同意最好以书面形式接收，并与客户的记录保持一致，签字并注明日期。然而，也可以口头或暗示的表示同意，例如，当客户已经自己坐在按摩椅上。您的雇主可能也有他们自己的关于您应该如何获得同意的政策。
- f) If, for any reason a client is unable to communicate consent in writing e.g. if the client is unable to write, then this should be noted in the client's record.  
如果由于任何原因，客户无法以书面形式表达同意，例如，如果客户无法书面表达，则应在客户记录中注明。
- g) Consent is a continual process, throughout a client's care. It is good practice to:  
同意是一个持续的过程，它贯穿于病人的整个护理过程。最好的做法是：
- i. ask the client to sign to confirm that their health records have not changed before commencing each treatment.  
在开始每次治疗前，请病人签字确认他们的健康记录没有改变。
  - ii. gain consent from the client to do so, if you change techniques or methods of care  
如果您改变了护理技术或方法，要得到客户的同意
- h) If consent is given verbally, then you must ensure the client signs a statement confirming this.  
如果口头同意，那么您必须确保客户签署一份声明来证实这一点。
- i) If you are saving records electronically, the software must have a safeguarding log, that shows all amendments made to the client's record, and when these

amendments were made. The client will still need to provide a signature (for example, using a scanner, stylus pen or keyboard).

如果您是通过电子方式保存记录，则软件必须有一个安全日志，其中显示对客户记录所做的所有修改，以及这些修改是在何时进行的。客户端仍然需要提供签名(例如，使用扫描仪、手写笔或键盘)。

- j) If consent has been sought from the client's doctor or other medical professional responsible for their care, and the doctor or medical professional has not responded within a reasonable time frame, then you must use your professional judgement whether or not to proceed with the treatment in the absence of medical consent. The client's wishes must also be respected and involved in the decision to continue.

如果已经向负责客户的医生或其他医疗专业人员寻求同意但没有在一个合理的时间内得到回复,那么您必须使用您的职业判断是否在缺乏医疗同意下继续治疗。客户的意愿也必须尊重，并参与是否继续的决定。

- k) If the client's doctor or other medical professional responsible for their care has expressed any concern about the client having treatment, then you must respect their medical opinion and not proceed with treatment.

如果客户的医生或其他负责其治疗的医疗专业人员对客户进行治疗表示了任何关注，那么您必须尊重他们的医疗意见，而不是继续治疗。

Useful links to further information:

更多有用信息的链接:

#### **Guide to consent**

同意指导

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/138296/dh\\_103653\\_1.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/138296/dh_103653_1.pdf)

#### **Consent Template Form**

同意模板

You can download a client consent form template in the member's area of the IFA website. [www.ifaroma.org](http://www.ifaroma.org).

您可以在 IFA 网站的会员专区下载同意模板

## **6. CAPACITY TO CONSENT**

### **同意的能力**

- a) Consent cannot be given by a third party on behalf of a client if the client has the capacity to make that decision themselves. Only if the adult does not have the capacity to consent can a third party consent on their behalf (see C.7).

如果客户有能力自行作出决定，则第三方不能代表客户作出同意。只有当成年人没有能力同意时，第三方才能代表他们同意(见 C.7)。

- b) You may assume that an adult has the capacity to consent unless they act in such a way that makes you believe otherwise, in which case you will be required to use your professional judgement.  
可以假设一个成年人有能力同意，除非他们的行为使您产生相反的想法，在这种情况下，要用您的专业来判断。
- c) A person has the capacity to consent if they can understand and remember what you have told them to form a decision. It is good practice to adopt one or more of the following methods:  
如果一个人能够理解并记住您告诉他的决定，他就有能力同意。下列一种或多种方法都可采用：
- i. ask them to repeat what you have said.  
让他们重复您说过的话。
  - ii. ask them their understanding of what you said.  
询问他们对您所说的话的理解。
  - iii. ask them questions relating to their proposed programme of care and provide options so that they can weigh up various possibilities before making a decision, demonstrating their understanding.  
向他们提出与他们所提议的护理方案有关的问题，并提供各种选择，以便他们在作出决定之前，能够权衡各种可能性，以显示他们的理解。
- d) You should not accept a client's consent until at least one of these requirements have been met.  
您不应接受客户的同意，除非满足至少其中一项要求。
- e) You must identify if a client needs support to make a decision e.g. an interpreter and ensure that happens before accepting their consent.  
您必须确定客户是否需要支持来做出决定，例如翻译，并确保在接受他们的同意之前做到这一点。
- f) Under Section 8 of the Family Law Reform Act 1969, people aged 16 or 17 are entitled to consent to their own healthcare treatment and can be presumed to have the capacity to give consent for themselves.  
根据 1969 年《家庭法改革法案》第 8 条，16 岁或 17 岁的人有权同意自己的医疗保健治疗，并可推定有能力同意自己的治疗。
- g) In the event a client makes an unexpected decision, this does not necessarily mean the client lacks the capacity to provide consent or is incompetent, it may simply mean that you will need to explain in further detail. It is important to remember that a client may lack capacity to make a complex decision but is able to make straightforward decisions, which is why it is vitally important that information is communicated in a straightforward way.  
如果客户做出了意外的决定，这并不一定意味着客户缺乏提供同意的能力或能力不足，它可能只是意味着您需要更详细地解释。重要的是要记住，客户可能缺乏做出复杂决策的能力，但却能够做出直截了当的决策，这就是为什么以直接的方式交流信息是至关重要的。

- h) You should take all reasonable steps to help the client make their own decisions before forming the judgement that they lack capacity. If this means enlisting the assistance of the client's friends or family members then you should make sure this happens.  
您应该采取一切合理的步骤，帮助客户做出他们自己的决定，然后再做出他们缺乏能力的判断。如果这意味着获得客户的朋友或家人的帮助，那么您应该确保这种情况发生。
- i) If a client does not consent in writing or does not make a decision on their care you must not provide care to them.  
如果客户没有书面同意或没有对其护理作出决定，您不得向其提供护理。

## 7. INCAPACITY TO CONSENT

### 丧失同意能力

- a) Incapacity to consent is when the person either:  
无法同意的情况是:
- i. fails to demonstrate understanding of the information you have provided them  
未能表示对您提供的信息的理解
  - ii. fails to retain the information you have provided to them  
未能保留您提供给他们的信息
  - iii. fails to be able to weigh up the information in order to come to a determination about their care, or  
无法权衡这些信息以决定他们的护理，或
  - iv. is not of age to consent (under 16 year old)  
不符合年龄(16 岁以下)
- b) You may only provide care to minors under the age of 16 with the consent of an appropriate adult or guardian as per the Children Act 1989. Under the Act this includes: the child's parents or the child's legally appointed guardian, whether or not the mother and father of the child were married at the time of conception. A parental responsibility agreement, also has a bearing, so you should always refer to the Act for the different possibilities. As with adults, consent is only valid if the child's appropriate guardian gives their consent voluntarily. However, unlike with adults, the refusal of a competent person aged 16 to 17 may in certain circumstances be overridden by the appropriate guardian or a court.  
按照 1989 年《儿童法》的规定，只能在征得适当的成年人或监护人的同意下，为 16 岁以下的未成年人提供照顾。根据该法，这包括:孩子的父母或孩子的法定监护人，无论孩子的母亲和父亲是否在怀孕时结婚。父母的责任协议，也有一定的影响力，所以您应该随时参考该法案的不同可能性。与成年人一样，只有在孩子的适当监护人自愿同意的情况下，同意才有效。然而，与成年人不同的是，16 至 17 岁的合格人士在某些情况下可能被监护人或法院驳回。

- c) Depending on your employer's requirements, a Disclosure and Barring Service (DBS) check will usually be required of you when working with children or vulnerable adults.

根据雇主的要求，在与儿童或弱勢的成年人一起工作时，通常需要进行披露和禁止服务(DBS)检查。

- d) If you identify that a client is a vulnerable adult then the presence advice of an appropriate adult should always be sought.

如果您确定客户是一个弱勢的成年人，那么就应该寻求合适的成年人的建议。

Useful links to further information:

更多有用信息链接:

**Children's Act 1989**

1989 年儿童法案

<http://www.legislation.gov.uk/ukpga/1989/41/contents>

**DBS**

揭发和禁止服务

<https://www.gov.uk/dbs-check-applicant-criminal-record>

**Family Law Reform Act 1969**

1969年家庭法改革法案

<https://www.legislation.gov.uk/ukpga/1969/46/section/8>

**Safeguarding Vulnerable Adults**

保护弱勢群体

<https://www.gov.uk/government/publications/safeguarding-policy-protecting-vulnerable-adults>

## 8. MAINTAINING CLIENT RECORDS

### 维护客户记录

Good record keeping is essential and protects you should a complaint be raised. In the event of a dispute or potential insurance claim, you may have to rely on these records in court to justify your actions.

良好的记录记录是至关重要的，如果投诉被提起，它会保护您。如果发生纠纷或潜在的保险索赔，您可能不得不在法庭上依靠这些记录来为您的行为辩护。

- a) Client records must be legible and accurate; and be a true representation of your interaction with the client.

客户记录必须清晰准确;成为您与客户互动的真实代表。

- b) A client's records should include the following information:

客户记录应包括以下信息:

- i. the client's persona data  
客户角色数据
- ii. the client's case history

- iii. the client's consent to assessment and care or an appropriate guardians' consent on their behalf  
客户的案例历史  
客户同意评估和照料或适当的监护人代表其同意
- iv. the care provided to the client  
为客户提供的护理
- v. the assessment and reassessment of the client's care  
客户护理的评估与重新评估
- vi. any adverse reactions during or after care  
在护理期间或之后的任何不良反应
- vii. details of when their program of care will be reviewed  
他们的护理计划的细节将被审查
- viii. equipment and products used  
使用的设备和产品
- ix. any aftercare advice provided to the client  
向客户提供的任何护理建议
- x. details of any third parties/chaperones present  
出席的任何第三方/监护人的详细资料
- xi. details of referrals and reasons for referral to other healthcare providers in part or full of the care programme  
部分或全部护理计划转诊至其他医疗保健提供者的转诊和原因的详细信息
- xii. copies of correspondence  
信件的副本
- xiii. you should also make a note of client feedback and write down any distinctive comments they make during or after their treatment  
您还应该记录下客户的反馈，并写下他们在治疗期间或治疗后的独特评论

c) Your records must also make clear who has created, updated or amended a client's records - whether this is at the request of the client or by a colleague involved in their care. All amendments should be initialled by the person who made the amendment.

您的记录还必须清楚谁创建、更新或修改了客户的记录——无论这是应客户的请求，还是由客户的同事负责。所有修改应由修改人草签。

d) You must store client records safely and maintain them in good condition (see B4 & B5).

您必须安全存储客户记录并保持其良好状态(见 B4 和 B5)。

## 9. PROVIDING CLIENTS ACCESS TO THEIR RECORDS

### 提供客户自身信息登录

You must give clients access to their personal records, on request, as per the General Data Protection Regulation. You must respond to access requests without undue delay and provide the information within one month of receipt. This should be provided free of charge or up to a maximum of £10.00.

您必须按照《一般资料保护规例》的规定，在客户提出要求时，允许他们访问其个人记录。您必须立即回复访问请求，并在一个月内提供信息。这应该是免费提供的或者最多收£10.00。

## 10. CHANGES TO CLIENTS' RECORDS

### 客户记录变更

If a client requests that changes be made to their records, you must rectify any inaccurate or outdated information.

如果客户要求更改其记录，则必须更正任何不准确或过时的信息。

## 11. RECORD RETENTION

### 记录保留

You must keep a client's record for a minimum of 8 years from the date of their last treatment in keeping with NHS guidance or, if the client is a child, until his or her 26th birthday if the client was 17 at the date of their last treatment. You should inform clients how long you will retain their records for or have an appropriate record retention policy on your website.

根据英国国家医疗服务体系(NHS)的指导，您必须在病人最后一次接受治疗之日起保持至少 8 年的记录，如果病人是儿童，则要保持到他或她的 26 岁生日，如果病人在最后一次治疗之日是 17 岁。您应该通知客户您将保留他们的记录多长时间，或在您的网站上有一个适当的记录保留政策。

## 12. FINANCIAL RECORDS

### 财务记录

You must keep financial records in keeping with the relevant law of your country.

您必须按照您国家的相关法律保持财务记录。

Use links to further information:

更多有用信息的链接：

#### UK HMRC Guidelines

#### 英国国家医疗服务体系指导

[www.hmrc.gov.uk/index.htm](http://www.hmrc.gov.uk/index.htm)

## 13. WINDING DOWN YOUR PRACTICE

### 结束诊所

- a) If you close your practice you must ensure the continued storage of client records for the required period.  
如果您终止了您的业务，您必须确保在所需的时间内继续存储客户记录。
- b) You should also make such arrangements in the event you die before closure e.g. insert a provision in your will of how records can be released and storage information.  
如果您在结业前去世，您也应该做出适当的安排，例如在遗嘱中加入如何发布信息记录和存储信息的条款
- c) If you are an employee your employment contract may make arrangements to transfer responsibility to another practitioner so it is important that you check these.

如果您是一名雇员，您的雇佣合同可能会安排将责任转移给另一名从业人员，所以检查这些是很重要的。

- d) On closure you should publicise these arrangements to your clients so they know how to obtain their records.  
在结束时，您应该把这些安排公布给您的客户，让他们知道如何获取他们的记录。

## **D. YOU MUST JUSTIFY PUBLIC CONFIDENCE IN AROMATHERAPY** **您必须在芳香疗法中取得公信力**

### **1. POLITENESS AND CONSIDERATION** **礼貌与考虑周到**

You must be polite and considerate and treat clients, colleagues and those you come into contact with in your professional capacity with respect at all times.  
您必须有礼貌、体贴，尊重客户、同事以及那些您在工作中接触到的人。

### **2. HONESTY AND INTEGRITY** **诚实与正直**

You must act with honesty and integrity and never impose your views on other people.  
您必须诚实正直地行事，绝不要把自己的观点强加于人。

### **3. CONDUCT** **行为准则**

You must conduct yourself and your practice in such a way that is a credit to the profession.  
您必须把自己的行为准则和您的诊所都归功于您的专业。

Always keep in mind that the way in which you present yourself to others can affect public confidence in the profession and may also affect the public's perception of other healthcare professions as well.  
永远记住，您向别人展示自己的方式会影响公众对这个职业的信心，也会影响公众对其他医疗行业的看法。

### **4. PRESENT A UNITED FRONT** **表现团结一致**

- a) You must present a united front to the public and not imply criticism of other members, colleagues or any other healthcare professional or profession, regardless if this is said orally in person or by telephone, in writing, posted in the public domain (which may bring criminal charges if unjustified) or sent directly or indirectly to a client or a third party by email or fax (which may also be accessed as per GDPR).

必须向公众呈现一个统一阵线,不对其他成员,同事或其他医疗专业或职业进行隐晦批评,无论这是口头表示或通过电话、书面、张贴在公共领域(如果指控不合理可能带来刑事指控)或通过电子邮件或传真直接或间接地发送到客户或第三方 (或按照通用数据保护条例进行访问)。

- b) It is important for the validity of the profession that aromatherapy is presented in an informed and uniform voice. Your website, social media, articles, press releases and publications must not contain any information promoting the oral ingestion of essential oils or promoting the unsafe or contraindicated use of essential oils (e.g. applying neat essential to the skin) unless you are a medically qualified and registered doctor and an aromatherapist, with specific training in this area (usually found in France)

以明智和统一的口吻呈现芳香疗法专业对芳疗专业的公信力是很重要的。您的网站, 社交媒体, 文章, 新闻稿和出版物不得包含促进口服精油或促进精油不安全或使用禁忌的任何信息(例如, 在皮肤上涂抹纯精油), 除非您具有医学资格和注册医生和芳香治疗师, 或在该领域接受过特殊培训(通常在法国)。

## **5. PERSONAL APPEARANCE**

### **个人形象**

When providing an assessment or care, you must dress professionally and appropriately at all times.

在进行评估或护理时, 您的穿着必须专业得体。

- a) Uniforms should be professional and practical with tops coming above the elbow.  
制服应该是专业且实用, 衣袖要在肘部以上。
- b) Adaptations to uniforms may be made for religious and cultural purposes.  
制服可根据宗教和文化进行修改。
- c) Nails must be trimmed and hair tied back, worn in a style that does not require frequent re-adjustment.  
指甲必须修剪, 头发要束在脑后, 不需要经常整理的发型。
- d) You should not wear jewellery or only the very minimum.  
您不应该戴首饰, 或者只戴最少量的。

## **6. ESTABLISHING PROFESSIONAL BOUNDARIES**

### **建立专业的界限**

You must set and maintain clear professional boundaries between yourself and your clients.

您必须在您和您的客户之间设定并保持清晰的职业界限。

- a) A professional distance must be maintained at all times to avoid potential misunderstandings. This may also include empathising with your client to such

an extent that they may become emotionally dependent on you. Should this happen you should refer them to another appropriate healthcare professional. 始终保持专业距离，以避免潜在的误解。这可能还包括对您的客户产生怜悯，以至于他们可能在情感上依赖您。如果发生这种情况，您应该把他们推荐给另一位合适的医疗专业人员。

- b) You must not abuse your position of trust and exploit the client in any way. 您不能滥用客户对您的信任，以任何方式剥削客户。
- c) To avoid any misunderstanding: 避免任何误解:
  - i. You should always stick to the allocated times for the client's treatment and which the client has paid for. 您应该始终坚守客户已付费的治疗和分配好的时间。
  - ii. You must avoid inappropriate attire, touch or conversation with clients. 您必须避免穿着不当和与客户的接触或交谈不当。
  - iii. You must be cautious when massaging near intimate areas of the body and explain boundaries to clients before commencing a treatment. 在靠近身体的私密部位按摩时，必须小心，并在开始治疗前向病人解释界限。
  - iv. You must not pressurise clients to allow you to massage or touch a part of their body they do not feel comfortable with. If this impedes the effectiveness of the treatment then you can explain this, but ultimately, it is the client's decision and treatments should be modified accordingly. 不要强迫客户让您按摩或触摸他们感到不舒服的身体部位。如果这妨碍了治疗的有效性，那么您可以解释这一点，但这最终是客户的决定，治疗应该相应地修改。

## 7. ESTABLISHING SEXUAL BOUNDARIES

### 建立性界限

Professional relationships between a therapist and their client are based on confidence and trust. A practitioner who displays sexualised behaviour towards a client breaks the trust between clients and their therapist, damages public confidence in the profession, and may also be committing a criminal act.

治疗师和客户之间的专业关系建立在信心和信任的基础上。对客户表现出性行为的治疗师会破坏与客户之间的信任，损害公众对该行业的信心，还可能是犯罪行为。

- a) The Professional Standards Authority (PSA) defines sexualised behaviour as: *'acts, words or behaviour designed or intended to arouse or gratify sexual impulses or desires'*. 专业标准管理局(PSA)将性行为定义为：“设计或意图唤起或满足性冲动或欲望的行动、言语或行为”。

- b) You must establish and maintain clear sexual boundaries with clients.  
您必须与客户建立并保持明确的性界限。
- c) If you are attracted to a client it is your responsibility not to act on these feelings and recognise the damage those feelings could cause.  
如果您被客户吸引，您就有责任不对这些感觉采取行动，并认识到这些感觉可能造成的损害。
- d) If you become concerned that it will affect your professional relationship and you will no longer be objective, you should take suitable action e.g. finding an alternative therapist for the client. If this is the most appropriate course of action, you must also ensure the appropriate transfer of records to the other aromatherapist taking over their care.  
如果您担心这会影响到您的职业关系，而且您不再客观，您应该采取适当的行动，例如为客户寻找替代治疗师。如果这是最合适的做法，您还必须确保将记录适当地转交给其他负责护理的芳香治疗师。
- e) Following the same principle, if you become concerned a client is attracted to you and it will affect your professional relationship you should take the same suitable action by finding them an alternative aromatherapist.  
遵循同样的原则，如果您担心客户被您吸引，这会影响到您的职业关系，您应该采取同样合适的行动，为他们找到一个替代芳香治疗师。
- f) It may also be appropriate to seek advice from a colleague or an appropriate professional body, to help you decide the most suitable course of action but you are reminded to respect client confidentiality.  
向同事或适当的专业机构寻求建议，以帮助您决定最合适的行动方案，也可能是适当的，但要提醒您要尊重客户的隐私。

#### Useful links to additional information

更多有用信息的链接：

#### **Guidance on sexual boundaries**

**性界限 zhi'dao**

[https://www.professionalstandards.org.uk/docs/default-source/publications/policy-advice/sexual-boundaries-responsibilities-of-healthcare-professionals-2008.pdf?sfvrsn=a8c77f20\\_8](https://www.professionalstandards.org.uk/docs/default-source/publications/policy-advice/sexual-boundaries-responsibilities-of-healthcare-professionals-2008.pdf?sfvrsn=a8c77f20_8)

## **8. PROFESSIONAL BEHAVIOUR**

### **专业行为**

You must avoid acting in a way that could undermine public confidence in the profession or bring the profession into disrepute. You should be mindful that this also extends to the way in which you conduct yourself in your personal life which may also impact on public confidence in the profession.

您必须避免以一种可能破坏公众对这个职业的信心或使这个职业名誉扫地的方式行事。您应该注意到，这也会涉及到您在个人生活中的行为方式，这也会影响公众对这个职业的信心。

Examples of actions that undermine public confidence:  
破坏公信力的例子:

- a) Involving and/or informing clients, other members, members of other professional bodies and/ or members of the public about arguments between you and other healthcare professionals or members.  
涉及和/或告知客户、其他成员、其他专业团体成员和/或公众成员您与其他医护专业人员或成员之间的争论。
- b) Enticing or soliciting other healthcare professionals' clients or those of a previous employer  
吸引或招揽其他医疗专业人士的客户或前雇主的客户
- c) Falsification of qualifications, documentation or information.  
伪造资质、文件或信息。
- d) Breach of duty regarding non-disclosure within the specified timescales.  
在规定的时间内违反保密义务。
- e) Certain types of conflicts of interest (see section D8).  
某些类型的利益冲突(见D8节)。
- f) Disclosure of personal and/or confidential information relating to clients, other members, or other healthcare professionals to third parties without consent or the absence of justifiable reason for disclosure.  
未经同意或无正当理由向第三方披露与客户、其他成员或其他医护专业人员有关的个人和/或机密信息。
- g) Areas of your personal life that might undermine public confidence or bring the profession into disrepute include:  
您个人生活中可能会破坏公众信心或使该职业声名狼藉的方面包括:
  - i. misuse of drugs and alcohol  
滥用药物和酒精
  - ii. abusive and threatening behaviour  
虐待和威胁行为
  - iii. violence  
暴力
  - iv. sexual misconduct  
性行为不检
  - v. discrimination  
歧视
  - vi. convictions for fraud or dishonesty  
欺诈或不诚实的定罪
  - vii. harassment  
骚扰
  - viii. criminal acts  
犯罪行为

Please note you do not necessarily have to have been subject to criminal proceedings in relation to any of the above to be removed from the register as the misconduct itself does not necessarily have to directly affect your practice. In all cases the IFA will consider the nature of the incident in terms of your fitness to practice.

请注意，您并不一定要因上述任何一项而受到刑事诉讼而被除名，因为不当行为本身并不一定会直接影响您的行为。在所有情况下，IFA 将根据您的实践适当性考虑事件的性质。

## 9. CONFLICT OF INTEREST

### 利益冲突

You must act in the best interests of your client at all times and identify when your personal interests may affect the advice you provide to clients and effectively manage this. Examples of interests that may give rise to conflict include:

您必须始终以客户的最佳利益行事，并确定您的个人利益何时会影响您向客户提供的建议，并有效地加以管理。可能引起冲突的利益例子包括：

- a) The amount of time you recommend that the client should dedicate to their care programme (must be proportionate).  
您建议客户应该花多少时间来完成他们的护理计划(必须是适当的)。
- b) If you are referring a patient to another healthcare practitioner you must inform the client of any prior relationship you have with the individual or company.  
如果您将病人介绍给另一名保健医生，您必须告知客户您与该个人或公司之前的任何关系。
- c) You must not offer or give any inducement to other healthcare professionals. No form of commission or split fee may be paid or accepted for referral.  
您不得向其他医护专业人员提供或给予任何诱导。不得接受任何形式的转诊佣金或分诊费。
- d) If you recommend products to clients you must inform clients if you have a vested interest in the brand, e.g. if you are a shareholder or agent.  
如果您向客户推荐产品，如果您对该品牌有收取利益，您必须通知客户，例如，如果您是股东或代理。
- e) You must not accept gifts or hospitality from a client, which could potentially be perceived as a 'bribe', in a situation where it may alter the way in which you care for the client or refer clients.  
您不能接受客户的礼物或款待，这可能会被认为是一种“贿赂”，在这种情况下，这可能会改变您照顾客户或介绍客户的方式。
- f) You must ask the client's permission if you wish to use their information as part of a research project and ask the client if they have any interest in the company who is funding the research if those arrangements are in place.  
如果您希望将客户的信息作为研究项目的一部分使用，您必须征得客户的同意，并询问客户是否对资助研究的公司有兴趣。

It may also be in your best interests to ask the client on their first appointment how they heard about your services or why they are visiting you, to find out if it has been by referral and to gain an understanding of the client's overall intentions.

在客户第一次约见时询问他们是如何听说您的服务的，或者他们为什么来拜访您，看看是否通过推荐，并了解客户的整体意图，会有助于您的业务。

## **10. REFUSING A CLIENT CARE OR DISCONTINUING THEIR CARE**

### **拒绝客户的护理或停止他们的护理**

If you refuse a client or discontinue a client's care you must clearly justify your reasons, which must be communicated sensitively and professionally and, where appropriate, refer them to other healthcare professionals who may be more appropriate to care for them.

如果您拒绝了客户或终止了客户的护理，您必须清楚地说明您的理由，这必须是敏感和专业的沟通，并在适当的情况下，将他们推荐给其他可能更适合护理他们的医护人员。

Justifiable reasons for refusing or discontinuing a client's care may include:

拒绝或终止病人护理的合理理由包括:

- a) if you feel at risk or the client has put a colleague at risk e.g. if the client is aggressive or violent  
如果您觉得自己有危险，或者客户让同事处于危险之中，例如客户有攻击性或暴力倾向
- b) if you believe the client has an ulterior motive  
如果您认为客户别有用心
- c) if the client is under the influence of alcohol or recreational drugs  
如果客户受到酒精或康乐毒品的影响
- d) if the client is reliant on forms of care that do not promote health and wellbeing  
如果客户依赖于不促进健康和健康的护理方式
- e) if the client shows sexualised behaviour towards you  
如果客户对您表现出性行为
- f) if you are attracted to the client and believe this may affect the professional relationship  
如果您被客户吸引，并且认为这会影响到您的职业关系
- g) if the client constantly questions your professional judgement  
如果客户不断质疑您的专业判断
- h) if a client acts against your professional advice  
如果客户违背您的专业建议
- i) if the client adversely affects your overall client base  
如果客户对您的整体客户群产生不利影响

- j) if you obtain information that it is inadvisable to care or continue to provide care for a client e.g. contra-indication  
如果您获得了不建议为客户提供护理或继续为客户提供护理的信息，例如禁忌适应症
- k) if a client has withheld information that may affect the safety of the treatment  
如果客户隐瞒了可能影响治疗安全性的信息
- l) if the care your client requires is beyond your scope of skills  
如果您的客户需要的护理超出了您的技能范围

## 11. ADVERTISING YOUR PRACTICE

### 宣传您的业务

When advertising your practice, you must ensure the content:

在做宣传时，您必须确保宣传的内容：

- a) Is accurate, factual, legal and responsible.  
准确、真实、合法、负责。
- b) Only includes claims that are backed by evidence – case studies, research etc. Please note research is ever evolving and may not always be to a sufficient standard to rely on to substantiate claims you make in your advertising.  
仅包括有证据支持的声明——案例研究、研究等。请注意，研究不断发展，并不总是能做为足够的依据标准来证实您的宣传。
- c) Do not make claims to cure a client or guarantee successful treatment for a medical condition. This not only abuses the public's trust and confidence in the profession but can also break the law e.g. Cancer Act.  
不要声称能治愈病人或保证治疗成功。这不仅侵犯了公众对该行业的信任和信心，还可能触犯法律，如《癌症法案》。
- d) Do not undermine another health practitioner or discipline.  
不要破坏其他健康医生或纪律。
- e) Do not support or condone a product about which claims are made that cannot be justified.  
不支持或纵容未经证实的产品。
- f) Do not put pressure on people to use your services. The IFA does not approve of pyramid selling.  
不要强迫客户使用您的服务。IFA不赞成传销。
- g) Do not bring the profession into disrepute.  
不要使这个职业名誉扫地

These principles are not limited to advertisements but extend to all dealings with the public whether provided orally or otherwise. All advertisements must comply with the Advertising Standards Authority's code of practice. If you are in any doubt you should check your advertisements with these organisations before going to print.

这些原则不仅限于广告宣传，而且适用于所有与公众的接触，不论是以口头或其他方式提供。所有广告宣传必须符合广告标准局的业务守则。如果您有任何疑问，您应该在印刷前与这些组织核对您的广告。

**Links to useful information**

更多有用信息的链接

**Cancer Act 1939**

1939 年癌症法案

<https://www.legislation.gov.uk/ukpga/Geo6/2-3/13/section/4>

**Advertising Standards Authority**

广告标准委员会

<https://www.asa.org.uk/>

## 12. ADVERTISING YOUR QUALIFICATIONS

### 宣传您的资格

- a) You must not mislead the public by using any title, qualification or language in such a way that claims you are more proficient than other practitioners.  
您不能以声称自己比其他从业者更精通的方式使用任何头衔、资格或语言误导公众。
- b) If you use the title 'Doctor' you must make it clear to clients that you are not a registered medical practitioner unless you hold dual registration with the General Medical Council (GMC).  
如果您使用“医生”这个名称，您必须向客户明确说明您不是注册医生，除非您在普通医疗委员会(GMC)有双重注册。
- c) You must not infer that other qualifications you hold in other disciplines are recognised by the IFA.  
您不得假设您在其他学科持有的资格证书已获 IFA 认可。
- d) You should state your qualifications after your name. Only full members may use the post-nominal letters MIFA after their name and PEOT members may use the post-nominal letters MIFA-EOT after their name. Associate Members may state 'Associate Member of the International Federation of Aromatherapists'. Standard information you should provide about yourself include: your name, qualifications, relevant professional activities, address, telephone number, practice hours and service fees.  
您应该在您的名字后面加上您的资历。只有正式成员可以在他们的名字后面使用后名字母 MIFA, PEOT 成员可以在他们的名字后面使用后名字母 MIFA- Peot。准

会员可注明“国际芳香治疗师联合会准会员”。您应该提供的关于您自己的标准信息包括:您的姓名, 资格, 相关的专业活动, 地址, 电话号码, 实习时间和服务费。

### **13. RESEARCH**

#### **研究**

Clients may ask you about evidence that supports the effectiveness of aromatherapy. You should explain the different types of research evidence that supports aromatherapy or direct them to the IFA's website. You must keep in mind current clinical evidence and credible research to ensure you continue to engage in evidence based practice.

客户可能会问您关于芳香疗法有效性的证据。您应该解释支持芳香疗法的不同类型的研究证据, 或者把它们直接放到 IFA 的网站上。您必须牢记当前的临床证据和可信的研究, 以确保您继续从事基于证据的实践。

Useful links to information:

更多有用信息的链接:

#### **Different Types of Research**

##### **不同研究类型**

You can download a description of the different types of research in the member's area of the IFA website [www.ifaroma.org](http://www.ifaroma.org).

您可以在 IFA 网站的会员专区下载对不同研究类型的描述 [www.ifaroma.org](http://www.ifaroma.org)。

#### **Links to Research**

##### **研究链接**

In the member's area of the IFA website you can gain access to our research search facility where you can find links to filtered clinical trials and research papers by essential oil, carrier oil, medical condition, ailment and/or by a natural progression in the body.

在 IFA 网站的会员区域, 你可以访问我们的研究搜索工具, 在那里你可以找到经过过滤的临床试验和研究论文的链接, 这些试验是通过精油、载体油、医疗状况、疾病和/或身体的自然进程进行的。

[www.ifaroma.org](http://www.ifaroma.org)

## **E. YOU MUST PROTECT CLIENTS FROM RISK OF HARM**

### **您必须保护客户免受伤害**

#### **1. SELF EVALUATION**

##### **自我评估**

You must monitor your own health and wellbeing and identify when your own mental or physical health may put your clients at risk. If this happens you should suspend or limit your practice during this time and seek appropriate advice.

您必须监控自己的健康状况和健康状况, 并确定自己的心理或身体健康有无可能会让您的客户面临风险。如果发生这种情况, 您应该暂停或限制您的治疗, 并寻求适当的建议。

#### **2. HEALTH AND SAFETY**

##### **健康与安全**

You have a responsibility to ensure the health and safety of yourself, your clients and the people you work with, at all times.

无论何时，您都有责任确保自己、客户和同事的健康和安全。

You must ensure you identify risks and manage your working environment in keeping with health and safety laws. These include, health and safety at work, control of hazardous substances, handling and controlling infection and environmental protection.

您必须确保自己识别风险，并按照健康和法规管理工作环境。这包括工作中的健康和安全、有害物质的控制、感染的处理和预防以及环境保护。

You must carry out a risk assessment of your working environment to identify any potential hazards and implement the necessary precautions to protect clients and yourself from harm.

您必须对您的工作环境进行风险评估，以识别任何潜在的危险，并采取必要的预防措施，以保护客户和您自己免受伤害。

Health and Safety Executive (HSE) offers five steps to risk assessment:

健康与安全行政(HSE)提供五个步骤进行风险评估:

- i. Identify the hazards;  
危害识别;
- ii. Identify who might be harmed and how;  
确定谁可能受到伤害以及如何受到伤害;
- iii. Evaluate the risks and decide on precautions;  
评估风险并制定预防措施;
- iv. Record your findings;  
记录您的发现;
- v. Review the assessment and implement the necessary changes.  
审核评估并实施必要的变更。

Risks can arise from you as a person, the working environment e.g. poor ventilation, faulty equipment, or there could be social risks such as bullying, harassment in the work place or physical risks e.g. violence.

您个人或工作环境都可能会带来风险，比如通风不良、设备故障，或者可能会有社会上的，比如在工作场所受到欺凌、骚扰或身体伤害，比如暴力。

Useful links to further information/ 更多有用信息的链接

**Health & Safety at Work Act 工作卫生安全**

<http://www.legislation.gov.uk/ukpga/1974/37/contents>

**Risk Management 风险管理**

<http://www.hse.gov.uk/risk/>

**Health & Safety Policy 卫生安全政策**

You can download a health and safety policy template in the member's area of the IFA website [www.ifaroma.org](http://www.ifaroma.org).

您可以在IFA网站的会员区下载卫生安全政策模板[www.ifaroma.org](http://www.ifaroma.org)。

**Risk Management Template 风险管理模板**

You can download a risk management template in the member's area of the IFA website [www.ifaroma.org](http://www.ifaroma.org)

您可以在IFA网站的会员区下载风险管理模板。

### 3. CONTROLLING INFECTION

#### 控制感染

- a) You must assess and manage risks of infection which may arise as a result of having various clients visiting your practice.  
您必须评估和管理由于不同的客户访问您的诊所而可能产生的感染风险。
- b) You must comply with Control of Substances Hazardous to Health (COSHH) regulations if working with substances that may be hazardous and dispose of all waste materials appropriately.  
您必须遵守《有害健康物质管制条例》(COSHH)，如果您使用的物质可能是有害的，并且适当地处理所有废弃物。
- c) Although risks are relatively low, you can reduce the possibility of infection by:  
虽然风险相对较低，但您可以通过以下方式降低感染的可能性：
  - i. washing your hands after each treatment  
每次治疗后洗手
  - ii. providing each client with a clean towel or gown  
为每位客户提供干净的毛巾或长袍
  - iii. apply fresh couch roll for each client  
为每个客户换上新的诊床床单
  - iv. keeping your nails are trimmed and hair tied back  
修剪指甲，把头发束好
  - v. wearing shoes with enclosed toes  
穿能不露脚趾的鞋子
  - vi. not eating, drinking or smoking whilst working  
工作时不吃东西、不喝东西、不抽烟
  - vii. covering any cuts or abrasions with a waterproof dressing  
用防水材料包扎覆盖任何伤口或擦伤
  - viii. asking a client who has a cut or abrasion to cover it and also avoid it during the treatment.  
为有伤口或擦伤的病人覆盖伤口，并在治疗过程中避免触碰。
  - ix. not having pets or animals in or passing through the treatment or consultation room. This is particularly important for those who work from home, because of hygiene and a client having a potential allergy. The only exception would be guide dogs, and in those circumstances the area must be rigorously disinfected after the client has left the premises.

不得携带宠物或动物进入或经过治疗室或问诊室。这对那些在家工作的人来说尤其重要，因为卫生原因和客户可能会有过敏反应。唯一的例外是导盲犬，在这种情况下，客户离开场所后必须对该区域进行严格消毒。

#### Useful links to further information

更多有用信息的链接

#### **Public Health England**

英国公共卫生

<https://www.gov.uk/government/organisations/public-health-england>

#### **Infection Protection & Control**

感染保护与控制

<http://www.nice.org.uk/guidance/cg139/chapter/key-priorities-for-implementation>

## **4. PREMISES**

### 经营场所

Your premises or clinic should be maintained in such condition as to reflect credit on the profession.

您的处所或诊所应保持在对您的专业声誉有利的状态。

- a) You must confirm with clients that they are happy with the environment in which they are receiving care.  
您必须与客户确认他们对自己所处的环境感到满意。
- b) Consultation and treatment rooms must be clean, adequately lit, properly ventilated and in a good state of general repair.  
会诊及治疗室必须清洁、光线充足、通风良好，并处于全面良好的使用状态。
- c) A sign indicating “consultation / treatment room in use” may be placed in the relevant position if necessary.  
如有需要，可在相关位置放置“问诊室/治疗室在使用中”的标志。
- d) All entrance ways to consultation / treatment rooms must be maintained in a good state of repair.  
所有进入问诊室/治疗室的入口通道必须保持良好的使用状态。
- e) Toilet facilities must be clean and easily accessible.  
卫生间设施必须清洁，方便使用。

## **5. EQUIPMENT**

### 设备

- a) You must only use such products and equipment in which you have received training and have the relevant knowledge to use.  
您必须只使用您接受过培训并具有相关知识的产品和设备。

- b) You must ensure equipment is maintained at an adequate level of hygiene and made of quality material e.g. massage couches, trolleys and chairs are sturdy, safe and disinfected.  
您必须确保设备保持在足够的卫生水平，并且材质优良，例如按摩椅、手推车和椅子坚固、安全并消毒
- c) Any equipment or products you use must be clean, well maintained, and safety checked as appropriate (such as PAT tests carried out regularly for electrical equipment).  
您使用的任何设备或产品必须干净、维护良好，并进行适当的安全检查(如定期对电气设备进行PAT测试)。
- d) Trolleys, table tops and work surfaces must have an impermeable surface.  
手推车、桌面和工作台面必须有防水渗透的表面。
- e) All manufacturer instructions and guidelines must be adhered to regarding relevant safety, testing, storage, maintenance and disposal.  
关于相关的安全、测试、储存、维护和处置，必须遵守所有制造商的指示和指南。
- f) Towels and gowns should be cleaned regularly and a new set of towels used for each client.  
毛巾和长袍应定期清洗，并为每个客户提供一套新的毛巾。
- g) All products and equipment should be systematically disinfected and sterilised.  
所有产品和设备应进行系统消毒。
- h) Essential oils should be kept in dark coloured glass to filter out the sun's ultra-violet rays.  
精油应保存在深色玻璃中，以防太阳的紫外线照射。
- i) Essential oil bottles must be stored in a dark, cool, dry position to avoid accelerating oxidation.  
精油瓶必须存放在阴凉干燥的地方，以防止加速氧化。
- j) We recommend that all essential oils are stored in a box to reduce exposure to fluctuations in temperature.  
我们建议所有精油都储存在一个盒子里，以减少温度的波动。
- k) Essential oils are flammable so should be kept away from any heat generating electrical equipment, naked flames or spirits.  
精油是易燃的，所以应该远离任何发热设备、明火或酒精。
- l) Essential oils should be stored safely and securely and out of reach of children.  
精油应安全的储存，并放在儿童接触不到的地方。

## 6. CONTRA-INDICATIONS

### 禁忌

A contra-indication is a condition or factor that serves as a reason to withhold treatment due to the risk of harm that it may cause the client. Where contra-indications are identified, and dependant on the severity, you should:

禁忌症是一种条件或因素，它可以作为拒绝治疗的理由，因为它可能会对病人造成伤害。如果发现了禁忌症，并且取决于严重程度，您应该：

- a) Ask the client to gain consent from their GP or midwife for example, before commencing treatment or gain consent from the client to write to the GP on their behalf.  
要求病人在开始治疗前获得全科医生或助产士的同意，或获得病人同意帮他们写信给全科医生。
- b) Modify the care plan and avoid treating the specific area e.g. a verruca  
修改护理计划，避免治疗特定部位，如疣
- c) Suggest an alternative treatment or healthcare practitioner.  
建议替代治疗或保健医生。
- d) Stop or decline further treatment and tell the client to seek medical advice.  
停止或拒绝进一步治疗，并告知病人就医。
- e) In any case if a GP or any other medical professional refuses to give consent you must stop treating the client immediately, even if the client wishes to continue.  
在任何情况下，如果全科医生或其他医疗专业人员拒绝同意接受您的治疗方案，您必须立即停止治疗客户，即使客户希望继续治疗。
- f) You must not advise a client to stop taking their medication or any other treatment that has been prescribed or recommended by a Doctor.  
您不得建议客户停止服用他们的药物或医生已经开过或推荐过的任何其他治疗药物。
- g) If you are concerned regarding any medication a client is taking, you may inform the client of the possible side effects of the prescription and how that might affect the care plan you can provide to the client.  
如果您对客户正在服用的任何药物感到担忧，您可以告知客户该处方可能产生的副作用，以及这将如何影响您向客户提供的护理计划。
- h) If you have well informed concerns regarding the effects the prescription is having on the client's health you should advise your client to speak to their doctor and discuss these concerns or ask the client's permission if you can contact the GP yourself.  
如果您对病人的处方对其健康的影响有充分的担忧，您应该建议您的病人去咨询他们的医生，讨论这些问题，或者征求病人的许可，让您自己联系全科医生。
- i) You should get clients to sign the consultation form before each treatment to confirm that no new contra-indications have occurred between treatments. Any changes to the client's details or health status must be dated and recorded, and taken into consideration when providing further treatments. Even if there are no changes to the client's health this should be record.

每次治疗前，应让患者签署咨询表格，以确认治疗之间没有出现新的禁忌迹象。对病人的详细信息或健康状况的任何更改都必须注明日期和记录，并在提供进一步治疗时予以考虑。即使客户的健康状况没有任何变化，也应该记录在案。

### **GP Template Referral Letter**

#### **GP介绍信模板**

You can download a GP template referral letter in the member's area of the IFA website [www.ifaroma.org](http://www.ifaroma.org).

您可以在 IFA 网站的会员区下载 GP 介绍信模板 [www.ifaroma.org](http://www.ifaroma.org)。

## **7. SKIN SENSITIVITY PATCH TESTING**

### **皮肤敏感贴片测试**

When presented with a client who has skin sensitivity, allergies or if they have not applied essential oils to their skin before, it is good practice to conduct a skin patch test to minimize the risk of an adverse reaction. This may or may not be a requirement within your insurance policy.

如果病人皮肤敏感、过敏，或者以前没有使用过精油，最好进行皮肤贴片测试，以减少不良反应的风险。这可能也可能不是您保险中的要求。

- a) If a client indicates that they are allergic to a specific product which is included in their treatment plan then you must not do a patch test using that specific product or use it in any future treatments.

如果客户指出他们对包含在治疗计划中的某一特定产品过敏，那么您就不能使用该特定产品进行贴片测试或在未来的治疗中使用该产品。

- b) You may proceed with the treatment 24 hours after the skin patch test has shown to have had no adverse reaction.

您可以在皮肤贴片试验显示无不良反应后24小时内继续治疗。

- c) We recommend that anyone carrying out a treatment with heated or cooled products conduct a thermal test also prior to treatment.

我们建议任何使用加热或冷却产品进行治疗的人也事先进行热测试。

- d) At all times you must note in your records that such tests have been conducted.

在任何时候，您都必须在记录中注明已经进行了此类测试。

## **8. SAFEGUARDING CHILDREN AND VULNERABLE ADULTS**

### **保护儿童和弱勢的成年人**

If you work with children, young people or vulnerable adults you must safeguard their welfare.

如果您与儿童、年轻人或弱勢的成年人一起工作，您必须保障他们的福利。

- a) If you suspect a child or vulnerable adult is at risk of abuse or neglect you should try to discuss your concerns with the individual or relevant guardian, and gain their agreement before referring it to the relevant authorities.

如果您怀疑孩子或弱勢的成年人有被虐待或忽視的危險，您應該盡量與相關個人或監護人討論您的擔憂，並取得他們的同意後再將其轉交給有關當局。

- b) This may not always be possible however, if you believe that by doing this it may place the individual, yourself or your colleagues at risk of significant harm.  
然而，有時無法如此處理，當您認為這樣做可能會使個人、您自己或您的同事面臨重大傷害的風險。
- c) If you still have concerns you should discuss it with a colleague or other agencies or contact the relevant social services department.  
如果您仍有顧慮，應與同事或其他機構討論，或聯絡有關的社會服務部。

Useful links to further information

更多有用信息信息的鏈接

**Safeguarding Children**

保護兒童

<http://media.education.gov.uk/assets/files/pdf/w/working%20together.pdf>

**9. DUTY OF CANDOUR**

**坦誠的責任**

- a) Every healthcare professional must be open and honest with clients when something goes wrong with their provision of care which causes, or has the potential to cause, harm or distress. This means that you must tell the client (or, where appropriate, the client's carer or family):  
每個醫療保健專業人員在提供導致或有可能造成傷害或困擾的護理出現問題時，必須對客戶保持開放和誠實。這意味著您必須告訴客戶（或在適當情況下，告知客戶的護理人員或家人）：
- i. when something has gone wrong  
什麼時候出錯了
  - ii. offer an apology  
道歉
  - iii. offer an appropriate remedy or support to put matters right (if possible)  
提供適當的補救措施或支持以使事情正確（如果可能）
  - iv. explain fully to the patient the short- and long-term effects of what has happened.  
向患者充分解釋所發生事件的短期和長期影響。
- b) You must also be open and honest with colleagues and employers and take part in reviews and investigations when requested. You must support and encourage one another to be open and honest, and not stop someone from raising concerns.  
您還必須對同事和僱主保持開誠布公，並在要求時參與審查和調查。您必須支持和鼓勵彼此公開誠實，而不是阻止某人提出疑慮。
- c) You must be open and honest with your regulators and insurance providers. Before you speak to the client, you must notify your insurance provider with full details of what has happened.  
您必須對您的監管機構和保險提供商保持開誠布公的態度。在您與客戶交談之前，您必須通知您的保險提供商，了解所發生的事情的全部細節。

## 10. RAISING CONCERNS

### 提出担忧

- a) If you believe that a client is at risk due to the incompetence or ill-health of another healthcare practitioner then you have a duty to report it to the relevant manager or regulatory body. If you do not report suspected malpractice and it is allowed to continue, this can result in loss of confidence in your business or place of work as well as in the profession.

如果您认为客户因另一名医护人员的无能或健康欠佳而处于危险之中，那么您有责任向相关经理或监管机构报告。如果您没有举报可疑的渎职行为，而且这种行为被允许继续下去，这可能会导致对您自己的企业或工作场所以及这个行业失去信心。

- b) All members of the IFA have a duty to inform the IFA about their own or another IFA member's conduct that may potentially bring the IFA and/or profession into disrepute. This includes but is not limited to:

所有 IFA 会员都有义务告知 IFA 他们自己或其他 IFA 会员可能会使 IFA 和/或职业名誉扫地的行为。这包括但不限于:

- i. If you become aware that a member is disciplined by another professional body in the field.  
如果您意识到某个会员受到该领域另一个专业团体的约束。
- ii. If you become aware that a member is suspended by their employer in relation to their practice.  
如果您意识到某个会员因其行为而被其雇主停职。
- iii. If you become aware that a member has been convicted of a criminal offence.  
如果您知道某个会员被判有罪。
- iv. If you become aware of any other action that could undermine public confidence.  
如果您意识到其他任何可能破坏公信力的行为。

- c) The IFA will only accept complaints that concern current IFA registrants. We are a voluntary regulator and do not have monopoly over all aromatherapy practitioners. We stress to the public that they should only seek aromatherapy treatments from those that are regulated and are part of a professional body, like the IFA, for their own protection. You should therefore, display your qualification certificate in your place of work alongside your insurance certificate (if a sole trader), as well as for commercial purposes.

IFA 只接受与当前 IFA 注册人有关的投诉。我们是一个自愿监管者，并没有垄断所有芳香疗法从业者。我们向公众强调，他们应该只从那些受监管的、属于专业团体(如 IFA)的香熏疗法中寻求治疗，以保护自己。因此，您应该在您的工作地点和您的保险证书(如果是一个单独的贸易商)一起显示您的资格证书，以及出于商业目的。

- d) Before raising a complaint you should:

在提出投诉前，您应:

- i. Establish the facts and ensure your concerns are justified

建立事实并确保您的担忧是合理的

- ii. Talk to the practitioner about your concerns (usually complaints can be resolved at this stage)  
和医生谈谈您的担忧(通常在这个阶段抱怨可以得到解决)
- e) If your concerns are about a sole practitioner who is not willing to discuss this with you, or the management does not take effective action, you should report your concerns to the practitioner's relevant regulatory body.

如果您担忧的是一个不愿与您讨论这个问题的从业者，或者管理层没有采取有效的行动，您应该向从业者的相关监管机构报告您的担忧。

## 11. **MANAGING COMPLAINTS** **投诉管理**

You must have a written complaints procedure in place, which should be made easily available to clients should they wish to raise concerns. If you are an employer you must also ensure all your staff are aware of the policy and know what to do if a complaint is raised.

您必须有一个书面的投诉程序，如果客户想要表达他们的担忧，应该可以很容易地提供给他们。如果您是一名雇主，您还必须确保您所有的员工都知道这项政策，并知道如何处理投诉。

- a) From the outset you must inform clients who is accountable for their care, who is responsible for their client records and who to approach should they wish to question or complain about their care, especially if this is someone other than yourself e.g. a line manager.  
从一开始，您就必须通知客户谁对他们的护理负责，谁对他们的客户记录负责，如果他们想要询问或投诉有关他们的护理，应该联系谁，特别是如果这个人不是您自己，比如经理。
- b) Complaints must be addressed promptly and professionally. If you are unable to resolve the issue with the client you must inform them of their right to complain to the IFA and provide a link to our complaint's procedure.  
投诉必须迅速而专业地处理。如果您无法解决客户的问题，您必须通知他们有权向IFA投诉，并提供我们投诉程序的链接。
- c) As a general rule you should monitor the services you and/or your employees provide to identify and resolve any issues identified so they do not become more serious.  
作为一般规则，您应观察您和/或您的雇员提供的服务，以识别问题和解决任何已识别的问题，以免它们变得更严重。

Useful links to further information/ 更多有用信息的链接

### **Complaints Procedure**

#### **投诉程序**

[http://confrontyourcomputer.co.uk/index.php/english/home/public\\_employers/raise-a-concern](http://confrontyourcomputer.co.uk/index.php/english/home/public_employers/raise-a-concern)

### **Complaints Policy**

#### **投诉政策**

You can download a complaint policy template in the member's area of the IFA website [www.ifaroma.org](http://www.ifaroma.org).

您可以在 IFA 网站的会员区下载投诉政策模板 [www.ifaroma.org](http://www.ifaroma.org)。

## **12. INSURANCE**

### **保险**

You are personally liable to your clients for any assessment or care you provide.  
您须要对您的客户提供的任何评估或护理承担个人责任。

- a) All those displayed on the register must hold and maintain adequate public liability insurance to practice in the UK and any other insurance the law requires you to have e.g. Public and Product Liability.  
登记册上显示的所有人必须持有并维持足够的公共责任保险，以便在英国执业；法律要求您拥有的任何其他保险，例如公共责任和产品责任。
- b) If you are an employee it is a legal requirement that your employers holds Employers' Liability insurance cover.  
如果您是一名雇员，法律要求您的雇主投保雇主责任保险。
- c) You should either display your insurance certificate or make it easily accessible should a client request to view a copy.  
如果客户要求查看副本，您应该显示您的保险凭证。
- d) You will need to inform your insurance company of any changes in circumstances that may affect your policy and ensure you are covered until the day you finish practicing.  
您需要将任何可能影响您的保单的情况变化通知您的保险公司，并确保在您投保至您结束您的诊所那天。
- e) If you are unsure of the full extent of cover under your insurance package you must direct all questions to your insurance provider.  
如果您不确定您的保险计划的全部承保范围，您必须将所有问题提交给您的保险公司。
- f) We advise you not to embark on any training courses without checking with your insurance provider that these qualifications will be accepted.  
我们建议您在没有与您的保险公司核实这些资格是否被接受的情况下，不要参加任何培训课程。

- g) If you receive a complaint or are threatened with a claim or legal action, you must contact your insurance provider and inform the IFA.  
如果您收到投诉或受到索赔或法律诉讼的威胁，您必须联系您的保险公司并通知 IFA。

### **13. FIRST AID** **急救**

Under the Health and Safety Regulations Act 1981 all employees must have access to first aid provisions and have a person on the premises that can perform first aid when required.

根据 1981 年的《健康与安全条例法》，所有雇员都必须能够取得急救措施，并在工作场所有个人可以在需要进行急救。

- a) Although it is not a legal requirement, self-employed registrants must hold a first aid certificate and have a first aid kit available whilst practicing should an injury/illness occur.  
虽然不是法定要求，但自雇登记人必须持有急救证书，并在治疗诊室备有急救箱，以防受伤/生病
- b) A first aid emergency person or appointed person training course is the minimum requirement; qualified nurses, GPs and other similarly qualified medical professionals are exempt as per the IFA's First Aid Policy.  
参加急救紧急人员或指定人员的培训课程是最低要求; 根据 IFA 的急救政策，合格的护士、全科医生和其他同样合格的医疗专业人员可以获得豁免。
- c) All employers, as part of their risk assessment for potential hazards and risks, should and have a certain amount of first aid providers and provisions per employee and ensure the contents of their first aid boxes are fit for purpose as a result of this assessment.  
所有雇主，作为其潜在危险和风险风险评估的一部分，都应该并且每个雇员都有一定数量的急救者和配备，并确保他们的急救箱的内存货品符合评估的目的。
- d) If you are an employer, you are also responsible for ensuring that your employees receive immediate attention if they are taken ill or are injured at work.  
如果您是一名雇主，您也有责任确保您的雇员在工作中生病或受伤时得到及时的关注。
- e) All registrants should keep their own record of any events such as injuries or incidents that occur at work in accordance with RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995).  
所有登记人应按照《1995 年伤害、疾病和危险事故报告条例》的规定，对工作中发生的任何事件，如伤害或事故，保持自己的记录。

Useful links to further information

更多有用信息的链接

### **First Aid at Work**

工作中的急救

<http://www.hse.gov.uk/firstaid/legislation.htm>

### **IFA First Aid Policy**

IFA 急救政策

You can download the IFA's First Aid Policy on the IFA's website [www.ifaroma.org](http://www.ifaroma.org).

您可以在IFA会员区下载IFA急救政策[www.ifaroma.org](http://www.ifaroma.org)。

### **Accident & Incident Log**

事故及事变记录

You can download an accident and incident log template in the member's area of the IFA website

[www.ifaroma.org](http://www.ifaroma.org).

您可以在IFA网站会员区下载事故及事变记录模板[www.ifaroma.org](http://www.ifaroma.org)。

## **F. YOU MUST COOPERATE WITH OTHER HEALTHCARE PROFESSIONALS**

您必须与其他医护人员合作

### **1. RESPECTING THE CONTRIBUTION OF OTHERS**

尊重他人的贡献

You must respect the care that other healthcare professionals can provide and not discriminate against or unjustly criticise another health professional.

您必须尊重其他医疗专业人员提供的医疗服务，不能歧视或不公正地批评其他医疗专业人员。

### **2. CO-OPERATING WITH OTHER HEALTHCARE PROFESSIONALS**

与其他医疗专业人员合作

You must foster good relations with other aromatherapists and healthcare professionals and work in the spirit of cooperation.

您必须与其他芳香治疗师和医护专业人员建立良好的关系，并本着合作的精神工作。

### **3. COMMERCIAL COMPETITION**

商业竞争

Any commercial competition between you and other healthcare practitioners must be conducted in a fair and reasonable manner.

您与其他医疗从业员之间的任何商业竞争必须以公平合理的方式进行。

### **4. INVOLVING OTHER HEALTHCARE PRACTITIONERS**

涉及其他医疗从业人员

You must refer a client's assessment or care to other healthcare practitioners if it is in the best interest of the client to do so or if the client has asked for a second opinion.

您必须将客户的评估或护理提交给其他卫生保健从业人员，如果这样做符合客户的最佳利益，或者客户已要求提供另一种意见。

- a) You should liaise with medical doctors and other healthcare practitioners where you see fit and must never contradict or seek to undermine a medical professional's instructions.

在您认为合适的情况下，您应该与医生和其他医疗从业者保持联系，绝不要违背或试图破坏医疗专业人员的指示。

- b) If you are unable to provide a treatment that meets the specific needs of the client due to changes in your circumstances e.g. you become pregnant or develop an allergy that would require avoiding the use of certain essential oils or products that would be most appropriate for the client's needs, you must refer the client to another aromatherapist during this time or employ a locum.

如果您不能提供一个满足客户的特定需求变化情况的治疗，比如您怀孕或引发过敏，需要避免使用的某些精油或产品是最适合客户的，您必须将客户转到另一个芳香疗法专家，或雇佣一个临时治疗师。

## 5. AGREEING RESPONSIBILITIES & TERMS BETWEEN THIRD PARTIES

### 同意与第三方之间的责任和条款

- a) You must agree and clearly record who holds responsibility for the client's care and records when co-managing clients with other healthcare professionals. This is particularly important due to GDPR regulations, please refer to B.4 'data protection'.

在与其他医疗专业人员共同管理客户时，您必须同意并清楚地记录谁对客户的护理负责，并记录。由于 GDPR 法规的原因，这一点尤为重要，请参考 B.4 的“数据保护”。

- b) You must inform clients: who is accountable for their care, who has responsibility for their records and who to contact if they wish to raise any concerns.

您必须通知客户：谁对他们的护理负责，谁对他们的记录负责，如果他们希望提出任何问题，应该联系谁。

- c) We recommend that before you enter into co-managing arrangements you put in writing what will happen if the partnership should come to an end and other appropriate arrangements to minimise any areas of possible future contention.

我们建议您在进行安排共同管理之前，先以书面形式提出如果合作关系结束将会发生什么，以及其他适当的安排，以尽量减少未来可能出现的任何争议。

- d) We recommend that you periodically review the services you provide to see if there is any room for improvement. If any changes are proposed you should first discuss and agree these with your colleagues and inform your service users before they come into place.

我们建议您定期复查您提供的服务，看看是否有改进的余地。如果建议进行任何更改，您应该首先与您的同事讨论并同意这些更改，并在更改生效前通知您的服务用户。

## 6. REFERRALS

### 转诊

Referral means that another healthcare practitioner has passed accountability and responsibility for the client's care to you. If a client is referred to you by another

healthcare practitioner, you will be responsible and accountable for the client's care from that point.

转诊意味着另一个医疗从业者已经对客户的护理责任转交给了您。如果客户被另一个医疗保健从业者转诊，您将为客户的护理负责。

- a) In cases of referral no form of commission or split fee may be paid or accepted, as this would be deemed a conflict of interest.  
在转诊的情况下，不得接受任何形式的佣金或分诊费，因为这将被视为利益冲突。
- b) If you receive a formal referral from another healthcare professional e.g. a doctor or multi-discipline practitioner, to provide an assessment or care, you must firstly gain consent from the client and then report back to the professional that you received the referral from.  
如果您接受另一名医疗专业人士(如医生或多学科执业医师)的正式转诊，来为客户提供评估或护理，您必须先获得客户的同意，然后通知向您转诊的专业人士。
- c) If you receive a formal referral from medical practitioner, following an assessment, you should report back your findings in writing for the purposes of records and after appropriate stages of care have ended. This is so that both parties can keep sound and complete records for clients. The client should also receive a copy of the report.  
如果您接受了医生的正式转诊，经过评估后，您应该以书面形式报告您的诊断，以便记录，并在适当的护理阶段结束后。这样双方就可以为客户保持良好完整的记录。客户还应该收到报告的副本。
- d) It is good practice for reports to use appropriate terminology and be presented in an appropriate format when corresponding with GPs.  
在与全科医师沟通时，报告应使用恰当的术语，以及恰当的格式。
- e) The report should include: rationale for care, the client's satisfaction with the care previously provided, number of times of treatment where applicable, assessment review and follow up plans and any additional third-party referrals you think would be appropriate.  
报告应包括:护理的基本原理、客户对先前提提供的护理的满意程度、治疗次数(如适用)、评估评审和跟进计划，以及您认为合适的任何其他第三方转诊。
- f) If the referral is only for the sake of meeting reimbursement requirements for healthcare insurance cash back purposes, you would not be required to supply a report back.  
如果转诊只是为了满足医疗保险现金返还的报销要求，您将不需要提供一份报告。

## **7. RESPONDING TO REQUESTS FOR FURTHER INFORMATION**

### **回应进一步信息的请求**

As a general rule you should reply to requests for information from other healthcare professionals and third parties.

一般来说，您应该回复其他医疗专业人员和第三方的信息请求。

When providing a report these must be clear and concise and adopt the requesting parties' standard format (if they have one). You may make a reasonable charge for providing this information.

在提供报告时，这些报告必须清楚和简明，并采用请求方的标准格式(如果有的话)。您可以为提供这些信息收取合理的费用。

#### Useful links to further information

更多有用信息的链接

#### Referrals

转诊

[https://www.gmc-uk.org/-/media/documents/DC9089\\_Referral\\_Guidance.pdf\\_66767403.pdf](https://www.gmc-uk.org/-/media/documents/DC9089_Referral_Guidance.pdf_66767403.pdf)

#### GP Referral Template

##### GP 转诊模板

You can download a GP referral template in the member's area of the IFA website

[www.ifaroma.org](http://www.ifaroma.org)

您可以在 IFA 网站的会员区下载 GP 转诊模板 [www.ifaroma.org](http://www.ifaroma.org)。

#### Other Healthcare Practitioners Referral Template

##### 其他医疗从业人员转诊模板

You can download a 'other healthcare practitioners' referral template in the member's area of the IFA website [www.ifaroma.org](http://www.ifaroma.org)

您可以在 IFA 网站的会员区下载其他医疗从业人员转诊模板 [www.ifaroma.org](http://www.ifaroma.org)。

Note: clauses do not apply to the country have been removed.

与当地法律无关的条款已被删除。