

## FAQ - for Therapists

### **Is it worth me joining if I don't have experience of working with cancer?**

Yes, it is still worth joining even if you don't have experience of working with cancer. Some of our therapists have gone on to do specific training - Massage for People with Cancer.

Sometimes the people using the register don't have cancer anymore or are friends/family of the person diagnosed and need help with their own stress.

The manual version in the Maggie centres and the website help to highlight those therapists who do have this experience.

Plus some of our partners work with different health issues - eg HIV, mental health and children.

### **Why does it cost to join the register?**

It takes time to process each registration form, answer questions and set up the system/profile on the website. The cost of joining is an admin fee to cover this and a few allowed changes during the year.

### **What are the costs of joining - I'm confused!**

To join the register costs £49. This is to cover the cost of the admin of processing your registration and is only taken if you are accepted.

After 12 months you'll be asked to pay a renewal fee of £35 (at this point you can decide to stay or leave though 1 month's notice is required) - this enables us to cover the cost of any changes to your profile and the money pays for the marketing of the register and keeping it up to date.

If you decide to join, there is an additional part you can sign up to - therapy tasters and workshops. This means that when schools/companies contact us asking for therapists for paid session work, then we contact the therapists who are signed up to this. The cost of this feature is either £7.50/month or if you pay the year in advance there is a 20% discount. This part is optional.

### **Does Maggie's or any of the Partner organisations pay to have the register?**

No - so that's another reason why we charge the registration fee so that we don't need to pass on the costs of running the register to the charities we work with.

### **Why do I have to send copies of certificates to join the register?**

We need to ensure that your credentials have been screened and verified. The register is used by people with cancer and other health issues, and we want to help give some peace of mind that the therapist who is registered is professional and insured.

### **How many people will see my listing?**

Your listing will be viewed by the people who visit the Maggie's centre on which you are listed - for example approx 4000 people per year for the Edinburgh centre and 90% of them ask about complementary therapies.

The manual folder is placed in the centre within easy reach of anyone who goes there looking for more information or if they are waiting to be seen by Maggie's staff. Maggie's staff also refer to the register when asked or prompt people to consider it if they need support. Staff will give the person a Therapies United leaflet so that they can find out more at home/work on their PC too.

In addition - our website receives 4000 hits per month and we have a mailing list of over 2,500 subscribers too.

#### **Why doesn't the Maggie's centre operate their own register?**

Maggie's Centres is a national charity but they have a limited amount of resource and this is currently directed towards running stress and relaxation sessions. Plus the staff are stretched to capacity in fundraising and offering their current services. If we didn't run it for them, it's likely it wouldn't be there.

#### **Why can't I offer my time for free - eg voluntary treatments?**

Although this sounds like a great idea - it still requires someone to coordinate and organise this - tight resources at the Maggie's Centres makes this more challenging. Plus there are other ways to support once registered by participating in taster sessions organised by the centres and/or offering to participate in the 'low income' sessions - see below.

#### **Why can't I have my cards and leaflets in the manual folder?**

We tried this in the first year and found that people using the manual didn't take individual leaflets/cards of therapists but simply jotted them down in their diary on or one of the Therapies United leaflets - so we decided to stop putting cards/leaflets in for therapists.

#### **How do I know it will be worth my while to join the register?**

We can't guarantee that this will be the right approach for you but we've tried to make it worth your while to join from having a listing in a unique setting (the centres), a robust web profile, opportunities to take part in promotions and exclusive benefits for our registered members too.

#### **Do I have to sign up to do the tasters/workshops straight away?**

No - you can decide at a later date. You'll be made aware of opportunities but you'll just not be able to participate until you have officially signed up.

#### **Should I join the taster sessions/workshops?**

If you offer a therapy/therapies that can be adapted to 20 minute tasters, then absolutely. If not, you can still consider being involved in the workshops which are usually interactive and help to educate the participants about what you do and they take away a technique they can try at home.

#### **What if my circumstances change and I withdraw - can I get a refund?**

Unfortunately no. Once you are set up the initial cost covers this. You can suspend your entry for 3 months maximum but no refund is offered.

#### **What if I have to change my details?**

You are allowed 2 changes per year (any more and we have to charge).

**There are so many directories around at the moment - why is this one different?**

We don't simply list people, but screen and verify first. Plus we have a really good relationship with the Maggie's Centres and our other partner organisations which give us the opportunity to help promote what you do. And we are much more cost effective than the other listings too!

**What are 'low income' sessions?**

This is to help people on low income receive a treatment. Registered therapists can decide to participate in this - then if contacted by someone the therapist decides on how and when they can see this person. The flat rate is £19 per treatment and the person must produce evidence of their low income status. Therapists can use these enquiries towards a dedicated period in their diary when they know they are quiet or to fill last minute gaps too. It's up to the therapist if they will continue to offer low income rates to the individual or on a first treatment only basis.

**Will I have to work within the Maggie's Centre?**

No - you will work as you normally do - at home/clinic or as a mobile therapist. If someone contacts you by email/telephone they will mention the Maggie's Centre or one of the other Partner Organisations to receive their discounted treatment rate.

**We hope that this FAQ is useful, but if it hasn't answered all your questions, please contact us by email and we will do our best to answer your questions quickly.**