

The Sanctuary: Silence, Privacy and Boundaries

My three levels, and I want you to memorize them because they protect your profession. Level one, the calm sentence that reframes without escalating: “I’d rather we make the most of the treatment — let’s focus on you walking out feeling like new.” A neutral, professional tone, with no nervous giggle that encourages and no abruptness that turns discomfort into conflict. Most situations end here.

Level two, if they persist: the treatment is paused — hands withdrawn, with total calm: “Let’s leave it here for today. I’ll wait for you outside when you’re ready.” No arguing, no justifying, no negotiating. Your comfort and your professional safety are not an extra of the service: they are its condition. No treatment is worth working through while you feel uncomfortable.

And level three, whenever there has been a level two (and also after a level one that left you feeling uneasy): you inform the person in charge that same day, with facts and without drama, and it is put on record. It isn’t a complaint: it’s a professional report that protects you, protects the next colleague and allows the hotel to manage that guest with full knowledge. In the sanctuary, serenity also means knowing that your house has your back.