

therapist etiquette

CREATING A CALM & PROFESSIONAL SPACE

At the Light Centre, a sense of calm supports every aspect of therapy. Thank you for helping us maintain a peaceful, respectful environment for all clients and therapists.

Shared Spaces – Reception, Waiting Areas & Corridors

- Keep conversations and phone calls inside your treatment room with the door closed.
- Greet clients quietly and guide them straight to your room.
- Keep voices low and laughter soft in shared areas.

Doors

- Close doors gently — avoid letting them slam.
- Use the handle fully and release slowly to reduce noise.
- Small actions make a big difference.

Devices

- Phones must be on silent or vibrate, please remind your clients too.
- Use headphones for online sessions or calls.
- Close your door when using any device.

Setting Up & Packing Away

- Close your door while setting up or packing down.
- Lift, don't drag, furniture or equipment and let us know if pads are missing.
- Close cupboards softly; reception can replace missing silicon dots.

- Avoid tapping or knocking on shared walls or surfaces.

During Consultations

- Keep voices calm and at a comfortable level.
- If a client's voice rises, gently lower yours - it helps them follow your tone.
- Use kind, professional language and keep laughter mindful of others nearby.

Moving Around

- Walk lightly and mindfully, soft-soled shoes are ideal.
- Avoid rushing or heavy footsteps.

Children & Babies

- Children and babies are welcome at the Light Centre.
- If they are your client or accompanying one, you are responsible for ensuring they remain quiet and calm.
- If they become noisy or unsettled, please kindly ask your client to step outside until the child can settle again.
This helps us preserve the peaceful atmosphere everyone values.

Leaving Your Room

- Leave your treatment room clean, calm, and ready for the next therapist.

Communication

- Share any feedback directly with Management.
- Please also remain open and receptive to feedback from others.