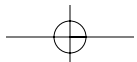
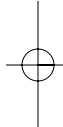
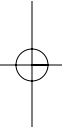
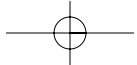
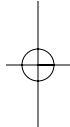
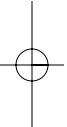
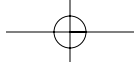
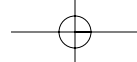


*THE EDUCATED HEART*  
*Professional Boundaries for Massage Therapists  
and Bodyworkers*



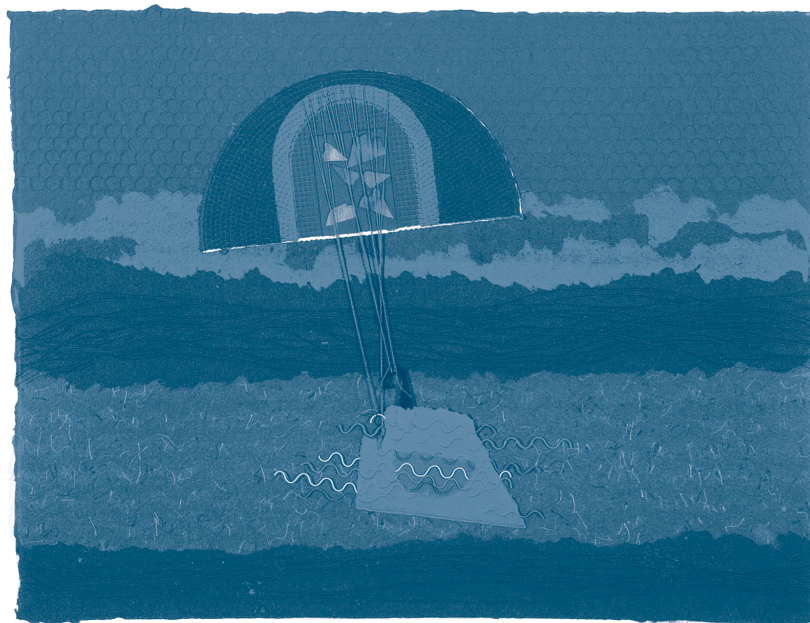




# *THE EDUCATED HEART*

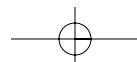
## *Professional Boundaries for Massage Therapists and Bodyworkers*

*Third Edition*



*NINA MCINTOSH*

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**Cover art:** *Aslipah, Disguised As A River, Was Lowered Close To The Water By His Friends.*

**Artist:** Dolph Smith

Handmade paper, original piece 18" × 24," Date: 1987. From the collection of and with the kind permission of Kathy Albers, Albers Gallery, Memphis, Tennessee.

This piece is part of the saga of the heroic journey of Aslipah, a paper airplane, and his struggle to prevail. Aslipah challenges the stereotype of being just "a slip of paper" and is embarked on a quest for the elusive meaning of life. Just as Aslipah is a symbol for everywoman/man's personal drama, his story is an apt metaphor for the journey of the manual therapies to reach a position of recognition and enlightenment.

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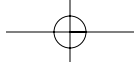
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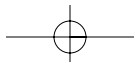
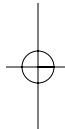
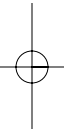
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Dedicated to the memory of my parents  
who were always waiting  
for me to get a real job.



# ABOUT THE AUTHOR



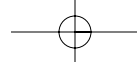
For more than 25 years, Nina McIntosh's heart and interest have been with the world of somatic therapies. Nina started her professional career in 1970 as a psychiatric social worker in Denver, Colorado, after receiving a master's degree in social work from Tulane University. She soon became intrigued by the therapeutic possibilities of the touch therapies; in 1978, she trained as a massage therapist at what is now the Boulder College of Massage Therapy. She became a certified Rolfer in 1981. Later, her interest in the psychological component of bodywork led her to study Rosen Method bodywork at Rosen Method Center Southwest in Santa Fe, New Mexico.

Nina has long been a believer in the healing power of touch and has a broad knowledge of the manual therapies. Curiosity coupled with a desire to alleviate her own physical symptoms has led her to explore many different methods and techniques in depth. Aside from Rolfing and Rosen Method sessions, she has experienced the Trager approach, craniosacral therapy, Healing Touch, Reiki, and most of the Asian modalities. She has taken extensive Feldenkrais movement classes and attended workshops in the Alexander technique and Lomi bodywork. Nina believes that each school and method has its own contribution to make and its own value for clients. Long a fan of massage therapy, she thinks that nothing is more valuable than the skill and artistry of a good massage.

Nina's training in professional boundaries began in her social work graduate program, where physical contact with clients was thought to be so potentially intrusive and unsettling that students were prohibited from touching clients. As she began to practice bodywork, she saw that manual therapists, who routinely cross that powerful physical boundary, could benefit from knowing more about how to create safe environments for their clients and themselves.

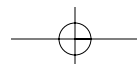
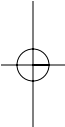
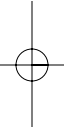
Nina opened up the discussion about boundaries and safety with the first edition of *The Educated Heart*, which became a standard text in many professional manual therapy programs. For many years, she wrote a column on professional boundaries, "The Heart of Bodywork," for *Massage & Bodywork* magazine.

Writing, teaching workshops, and doing consultations, Nina's wish is to give voice and validity to the experiences of somatic practitioners—to talk



about what it is like on a day-to-day basis to be a massage therapist or bodyworker—in order to let manual therapists know that they are not alone and to help both experienced practitioners and those just starting out create successful therapeutic relationships with their clients.

*Photo by Elven Blalock Photography*



# FOREWORD

For years—decades, even—there have been no overview books covering the complexities of professional boundaries for those who are healers and helpers—those who communicate with the blessed body.

But now, with this new work by Nina McIntosh, brand-new massage students and experienced bodyworkers and massage therapists alike will not only have the opportunity to find this book useful and comprehensive, but will also recognize and feel “companioned” by the “inside skivvie” stories of the trade—told as only one from the inner circle of the profession can.

Too often, newly graduated, inexperienced, or temporarily stressed practitioners are left to find their own ways and guess about what is important or appropriate rather than having available a reference they can consult for reliable guidelines. This work puts so much of that to rest by giving practitioners reassuring vignettes, examples, and plentiful advice about what to do and, more importantly, what *not* to do.

Here the author reveals critical information about cherishing the therapeutic relationship—that is, taking care of the details, boundaries, and nourishments of running a practice and serving one’s clients. McIntosh generously shares solutions to many real-life conundrums, impasses, and other sensitive situations that face every professional. Also, extending the natural wit and wisdom of the book are the illustrations. In the tradition of James Thurber and Nicole Hollander and other psychological cartoonists, the witty and charming cartoons of Mari Gayatri Stein grace this book. You will likely recognize yourself and others you know in these artful little gems.

When I first heard this book was in the works, I felt gladdened to know that the sharing of such important information would be available to all the deeply committed bodyworkers of the world and equally heartened to know that an insightful and sensitive woman would be writing it. Nina McIntosh has over 26 years of combined experience as a bodyworker and psychiatric social worker. She writes for caring bodyworkers who strive to protect both psyche and *soma*—that is, the body and soul of individuals who trustingly come to practitioners for help, strengthening, and a calming environs.

This long-needed work is as much a companion for the journey as it is a book. And like a good companion, it is not only fascinating and lively, but also—that most important of all qualities—*useful*.

June 1999

Clarissa Pinkola Estés, Ph.D.

Diplomate Jungian Analyst



# PREFACE

This new third edition of *The Educated Heart* continues with the same engaging, insightful style and practical advice that have found a wide and appreciative audience. The first edition was a pioneer in the field—the first book to focus solely on ethics and professional boundaries for the manual therapies. That edition was very well received by a profession that was realizing the importance of relationship skills in creating a safe and comfortable environment for both client and practitioner.

As did the second edition, this new one continues the unique approach of the original *Educated Heart* with its conversational, nonjudgmental style; clear and easy-to-understand explanations of complex psychological dynamics; and real-life examples that bring dry concepts to life. We continue to offer practical suggestions for everyday boundary situations and sound advice for both beginning and experienced practitioners. Lighthearted cartoon illustrations of common scenarios give this sometimes anxiety-producing material a friendlier tone. Plus, for this edition, Mari Gayatri Stein has created several new illustrations and cartoons.

This new edition also features the greater clarity and organization of the second edition, making it easier to teach, and understand, with enhanced material on the dynamics of the client–practitioner relationship and specific suggestions for what to say to clients in common difficult situations. In addition, there are new features to make it easier to read and easier to teach, such as enhanced color throughout the text and cutting-edge teaching tools that complement the book.

## Audience

This book is intended for all manual therapists or somatic practitioners, including massage therapists, bodyworkers, movement educators, practitioners of Asian methods, and practitioners who work primarily with energy fields. Additionally, it addresses the professional needs of manual therapists in all phases of their careers and in any setting—whether private practice, a spa, a medical setting, or a massage therapy franchise. This new edition more comprehensively recognizes the diversity currently found in this profession—in specialties, practitioners, and work settings.

For students, it offers the support and information needed to establish the solid professional boundaries that will be important for their success and well-being. For experienced practitioners, many of whom were never schooled in the complexities of client–practitioner relationships, it provides the chance to learn new ideas to make their practices more fulfilling or to

reinforce their own good decisions. Also, it is written so that readers need no prior knowledge of psychological concepts to understand the dynamics presented.

## Scope

*The Educated Heart* was never intended to be a thorough discussion of every aspect of our work. For instance, although it offers good basic information on setting up a business and on working with clients who have been physically or sexually abused, these areas are not covered in detail. Some subjects addressed in this book, such as working with clients who have been abused, are probably best learned through in-person workshops that offer experiential exercises and more complete instruction. Readers will need to seek out such workshops to receive proper training in these areas. Readers can also refer to the resources listed in Appendix C: Related Readings for more information on topics that are not covered in depth. Note too that this book is not intended as a substitute for learning your local and state ethics regulations, the requirements of your professional associations, or any relevant licensing requirements.

## Overview

Below is an overview of the main concepts and tools presented in each chapter:

- Chapter 1, “The Educated Heart: The Need for Professional Boundaries,” covers why boundaries provide safety for both client and practitioner and why they are necessary in a professional relationship; it also presents seven major misconceptions about boundaries.
- Chapter 2, “Protective Circles: Boundaries and the Professional Relationship,” discusses the concept of boundaries as protective circles that show both client and practitioner what is appropriate inside the therapeutic relationship and what is not.
- Chapter 3, “Framework: Nuts and Bolts of Boundaries,” covers a wealth of nitty-gritty logistics and details of creating a professional environment, no matter whether you are self-employed or work for someone else.
- Chapter 4, “Client–Practitioner Dynamics: Boundaries and the Power Imbalance,” discusses the concepts of transference and countertransference, including how transference creates a power difference and how countertransference can interfere with your compassion and objectivity.

- Chapter 5, “Ethical Boundaries: From Theory to Practice,” presents guidelines for making ethical decisions, including how to make judgment calls in ambiguous situations and tips on such issues as informed consent, scope of practice, and confidentiality.
- Chapter 6, “Boundaries and the Power of Words,” is a chapter that gives general guidelines for effective communication with clients and specific suggestions for common situations that arise in various work settings.
- Chapter 7, “Sexual Boundaries: Protecting Our Clients,” includes general concerns and specific help with maintaining appropriate sexual boundaries with clients, including clients who have been sexually abused or those who have a crush on their practitioners.
- Chapter 8, “Sexual Boundaries: Protecting Ourselves,” deals with such issues as protecting ourselves from clients who make inappropriate sexual remarks, knowing what to say or do when a client has an erection, and dealing with sexual predators within the profession.
- Chapter 9, “Financial Boundaries: Getting Comfortable with Money,” focuses primarily on suggestions for those who have a private practice or want to have one. However, if you wish to work for someone else, this chapter can be helpful in choosing an employer whose financial policies fit with yours. It covers general attitudes about money that might get in the way of success, how to create financial policies that you are comfortable with, and for those in private practice, the ins and outs of such issues as setting fees, charging for missed appointments, and giving refunds.
- Chapter 10, “Dual Relationships and Boundaries: Wearing Many Hats,” presents different kinds of dual relationships, including how to avoid common pitfalls when working with friends and family, converting clients into friends, and doing trades or bartering.
- Chapter 11, “Help with Boundaries: Support, Consultation, and Supervision,” covers the need for getting outside help with client-practitioner dynamics as part of taking care of ourselves. It describes different kinds of help and the advantages of each.

## Key Features

The key learning features are listed below:

- Case examples, highlighted in the text with a blue background, provide real-life scenarios of concepts and situations discussed in the text.
- Memorable quotes from the text are featured in the margins of each chapter.

- Key terms are boldfaced in the text and defined in the margins and in the glossary at the back of the book.
- Questions for Reflection help readers process and internalize the content presented in each chapter.

## New in This Edition

Below is a list of new features and content in this edition:

- More thorough discussion of the boundary problems faced by those who are employed by others—for those who work in spas, physicians' or chiropractors' offices, or for massage therapy businesses.
- Several new/updated illustrations by Mari Gayatri Stein!
- Color has been added to the book for greater appeal and readability.

## Additional Resources

The following materials are available free at [thePoint.lww.com/McIntosh3e](http://thePoint.lww.com/McIntosh3e):

- For both individual and classroom use, new downloadable video clips videos both entertain and educate, depicting problematic boundary situations commonly experienced by bodyworkers and massage therapists. These will challenge students and practitioners alike to sharpen their responses.
- Instructors will have access to an *Instructors' Manual* that guides instructors in every step of the way, beginning with:
  - Teaching Professional Boundaries—including why boundaries can't be taught by memorization, how to reach students the fun and easy way through interactive exercises and discussion, how adults learn best, teaching by example, creating a safe learning environment, dealing with students' emotional responses, guiding discussion groups, and taking the threat out of role-playing.
  - How to Use the Manual—customizing lessons for your students; how to lengthen or shorten the course to fit your curriculum.
  - Chapter-by-chapter teaching support (e.g., Teaching Chapter 3)—with general comments, key points, interactive learning aids, and sample tests, both essay and multiple choice.
  - Sample scripts for role-playing.

Instructors will also find the following teaching tools useful:

- Test generator.
- PowerPoint slides.
- Lesson plans.

## *Final Thoughts*

In writing this book, it was my wish to help this profession find the public recognition it deserves. Quite simply, I think the key to that recognition lies in the quality of our day-to-day interactions with clients. Before the first edition, I interviewed more than 50 experts in the profession about what makes a relationship healing. My conclusion could be summed up in a few words: treat yourself and your client with kindness and respect. For those of you who are interested in learning more about creating kind and respectful relationships, I hope this new edition will be a valuable resource and a useful friend.

# ACKNOWLEDGMENTS

I am so grateful to all the people who contributed to all three editions of this book—to those who made sure the first edition got off the ground and to the friends and colleagues who shared valuable feedback and personal stories that added so much to the last two editions. Many thanks also to those colleagues who expressed appreciation for *The Educated Heart* and let me know how much it meant to them.

During the writing of this last edition, I have especially valued the support of John Goucher (who has the daunting title of Acquisitions Editor for Lippincott Williams & Wilkins). Aside from enjoying e-mailing back and forth with John about our favorite (guilty-pleasure) reality shows, I have appreciated John's patience and consideration during the business side of producing this edition.

It's been a great treat to have my buddy Linda Francis (Product Manager) work with me closely on this edition. She's excellent at what she does and has "managed" me and my work (and my pushing of deadlines) with grace and a light touch.

The artist, Mari Gayatri Stein, has been a constant delight to work with on all editions. Her charming and quirky illustrations make manual therapists smile with recognition. The book wouldn't be nearly as interesting, and I wouldn't have as much fun writing it, without Mari and her lively feathered and furry friends. Even though we've never met in person, Mari and I have become the best of friends.

Textbook authors and my dear friends, Laura Allen and Ruth Werner, have given me invaluable support, encouragement, and advice.

On a personal level, I have been blessed this year with much support in more ways than I could have imagined—from extraordinary helpers and healers, from old friends and new, and from loyal family members. If I named one or two, I would want to name 50 more. I can't thank these angels enough. Many blessings, much love and appreciation to you.

I always want to acknowledge those who helped *The Educated Heart* come into being. That would not have happened without the inspiration and support of Nan Narboe. In the early 1980s, she planted the seed for it in a talk she gave to the Rolf Institute. When I started writing in earnest, she was there every step of the way with great editing and wise counsel. Her encouragement to keep the heart and humor in the first edition made all the difference, and I am forever grateful for her help.

Others came along to help as the book progressed. Clarissa Pinkola Estés appeared at just the right moment with her kind-hearted support and good words. She is truly *la madrina*, the spiritual godmother of this book. Jennifer

Woodhull, wordsmith supreme and faithful buddy, added her considerable skills to the first two editions. She has the distinction of being the only person to be paid for a consultation on what the duck should say (see the cartoon in Chapter 6). I also appreciated the editing skills of Nancy Adess, who brought her keen eye for organization and clarity to the second edition and soothed my writer's nerves with her steadiness and good humor. David Payne, my patient second edition editor at Lippincott Williams & Wilkins, was always there with useful opinions and clear answers to my endless questions.

The artist, Dolph Smith, was most generous in allowing me to use his beautiful work for the book's cover. I so appreciate his kind support, and especially all the time he spent rummaging through his files to find a transparency we could use. Thanks to Kathy Albers, owner of the piece, for graciously allowing us to use this wonderful collage. The graphic artists, Amy Sharp and Kelli Glazier Smith, designed the appealing front cover and interior design, respectively, for the first edition. Les Kertay, Karen Craig, and Bonnie Gintis added their talents and knowledge to the first edition. Many thanks to Leslie Young, editor-in-chief of *Massage & Bodywork* magazine, who generously allowed me to use passages from my column and cartoon ideas similar to Mari's cartoons that ran with the column. I also thank her for allowing me leeway on *Massage & Bodywork* deadlines when book deadlines were looming and, mostly, for being a joy to work with.

I'm also grateful to my thoughtful and caring colleagues who contributed useful information and personal experiences. Some who helped out especially were Jody Baty, Keith Eric Grant, Brian H. Thayer, Douglas L. Barhorst, Sheryl Rapée-Adams, Jack Blackburn, and Holly B. White. Special thanks to my entire online bodywork forum for challenging me to think, making me laugh, and renewing my faith in the profession.

Over the years, I've been blessed to have compassionate and skilled bodywork teachers to inspire me—both at the Rolf Institute and at the Rosen Method Center Southwest in Santa Fe.

For the first edition, I interviewed many experienced and outstanding manual therapists and asked others to give me feedback about chapters in progress. Those good people were: Rob Bauer, Ben Benjamin, Kathryn Benson, Mary Bernau-Eigen, Heida Brenneke, Sue Brenner, Rose Bronec, Gary Brownlee, Sharon Burch, Carol Burke, Marie Carbone, Olivia Cheever, Daphne Chellos, Melissa Chipman, Amrita Daigle, Kirsten DeMier, Barbara Tift Featherstone, Alan Fogel, Linda Frisone, Sandy Fritz, Cindy Getchonis, William J. Greenberg, Karna Handy, Annie Hartzog, Natasha Heifitz, Joseph Heller, Sabrina Johnson, Anna Johnson-Chase, Arnold Katz, Les Kertay, Robert K. King, Carole LaRochelle, David Lauterstein, Lucy Liben, Marcy Lindheimer, Til Luchau, Michael Maskornick, Edward W. Maupin, Leslee

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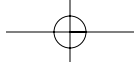
### *Special Acknowledgments*

I would also like to extend a special note of thanks to Jeff Mann of the Cortiva Institute-Pennsylvania for allowing the video clips accompanying this book to be shot at the beautiful facility in King of Prussia (to see the videos, visit [thePoint.lww.com/McIntosh3e](http://thePoint.lww.com/McIntosh3e)), and to Valerie Maksimchuk for helping to make the experience not only successful, but enjoyable for all involved. The videos were filmed and edited by MixedNuts Productions (Michael Licisyn and Carmen Marino), and produced and directed by Freddie Patane and Ed Schultes, Jr (Ed also wrote the scripts). Thanks also to the actors: Tia Allen, Stacy Gibson, JaQuinley Kerr, Valerie Maksimchuk, Benjamin Michael, Bob Risoli, and Ingrid Wiese.



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