

The Orchard Place Commitment

	We always	We never
Nonviolence	<ul style="list-style-type: none"> • Make safety a high priority for staff and clients • Assess safety in the first contact with family and provide safety related information • Have safety protocols in place for staff and clients • Perform ongoing safety assessment with clients and family • Develop a Safety Plan with clients • Have a safe, pleasant and welcoming meeting space • Establish boundaries with clients to maintain safety 	<ul style="list-style-type: none"> • Ignore safety concerns • Threaten clients or family
Emotional Intelligence	<ul style="list-style-type: none"> • Have a live person answer incoming phone calls • Use calm and welcoming voice • Validate client and family feelings and experiences • Demonstrate empathy • Use our own safety plan to regulate our emotions and avoid triggers 	<ul style="list-style-type: none"> • Appear judgmental with a client or family • Dismiss client and family feelings
Social Learning	<ul style="list-style-type: none"> • Encourage family to fully participate in services • Create treatment plan and goals with client and family • Seek client and family opinions, experiences and observations 	<ul style="list-style-type: none"> • Assume we know what the client and family feels • Assume we know what the client and family have been through • Assume we know what the client and family want
Open Communication	<ul style="list-style-type: none"> • Greet everyone warmly • Tell client the name of the person they will be speaking to if transferred • Provide contact information for staff • Explain next steps for intake process • Explain all paperwork before asking for signatures • Encourage clients and family to voice questions and concerns • Collaborate with other service providers 	<ul style="list-style-type: none"> • Break confidentiality • Refer to inappropriate services
Social Responsibility	<ul style="list-style-type: none"> • Return phone calls in appropriate amount of time • Remind clients and families of upcoming appointments • Are organized and ready for intake process • Assist clients in finding appropriate services • Provide interpretation services • Are accountable to our clients for the smooth transition into treatment 	<ul style="list-style-type: none"> • Expect client and family to know what happens next • Blame the client when process is not going smoothly
Democracy	<ul style="list-style-type: none"> • Inform clients and family about available services and their options • Attempt to accommodate the clients schedule • Partner with the client and family • Demonstrate social awareness • Respect families culture 	<ul style="list-style-type: none"> • Ignore client and family perspectives • Abuse our power • Assume we have all the solutions
Growth & Change	<ul style="list-style-type: none"> • Focus on the future and encourage change for clients and family • Set attainable and realistic goals with clients • Focus on the positives and strengths • Remain hopeful • Remind families they are part of the change process • Advocate for the client and family • Review client history and discuss options for the future 	<hr style="border: 0.5px solid blue;"/> <p><i>WE NEVER GIVE UP</i></p> <hr style="border: 0.5px solid blue;"/>