



## PRINCIPLE: MUTUAL TRUST & RESPECT

<b>STANDARD:</b>	We believe Mutual Trust and Respect to be the process of constructing a therapeutic relationship in which all parties are willing to be open-minded, vulnerable, practice non-judgmental active listening, and effectively communicate in a manner that enhances the recovery process.
<b>HOPES/DREAMS:</b>	By building strong, healthy relationships; practicing empathy, understanding and kindness towards all, our hope is for people associated with TH feel valued, safe and respected.
<b>EXPECTATIONS:</b>	<ul style="list-style-type: none"> <li>➤ All parties feel heard and valued through active listening and sincere investment in what is being said and felt</li> <li>➤ Work to establish healthy expectations and boundaries</li> <li>➤ Communicate when faced with challenges</li> <li>➤ Uphold TH's non-discrimination policy: TH does not discriminate based on of race, color, age, sex, national origin, sexual orientation, disability or ability to pay</li> </ul>
<b>WE DO NOT:</b>	<ul style="list-style-type: none"> <li>➤ Avoid</li> <li>➤ Aggressively confront</li> <li>➤ Judge</li> <li>➤ Use power and dominance over another</li> <li>➤ Shame and/or blame</li> <li>➤ Yell and scream</li> <li>➤ Use passive aggressive behavior</li> <li>➤ Hear but not listen</li> <li>➤ Become silent and/or ignore</li> </ul>
<b>ACTION PLAN:</b>	<ul style="list-style-type: none"> <li>➤ Utilize paraphrasing/summarizing for clarification, and being aware of our verbal and non-verbal cues</li> <li>➤ Educate clients and staff on aspects of relationship building to enhance trust and respect</li> <li>➤ Seek consultation to overcome and work on personal challenges related to trust and respect</li> <li>➤ Address personal issues related to judgment and discrimination</li> <li>➤ Practice perspective-taking, staying out of judgment, recognizing emotions, and communicating our understanding of emotions</li> </ul>
<b>BARRIERS:</b>	<ul style="list-style-type: none"> <li>➤ Personal issues related to trust, abuse, and trauma</li> <li>➤ Transference</li> <li>➤ Projection</li> <li>➤ Personalities and behaviors</li> <li>➤ Shame</li> </ul>
<b>EVALUATION TOOL:</b>	<ul style="list-style-type: none"> <li>➤ Recovery Coordinators will schedule and implement a monthly group for clients to evaluate TH's adherence to all 6 principles related to TH's Commitment to Recovery. <ul style="list-style-type: none"> <li>✦ Staff will provide opportunities for clients to complete the monthly evaluation in writing (as needed)</li> <li>✦ Clients will use this group time to complete the survey on-line as well</li> <li>✦ For those clients who need computer training, this time will be used to assist clients with computer skills development</li> </ul> </li> <li>➤ This group will be scheduled on the last Friday of each month</li> <li>➤ Staff will review all surveys and use feedback as a guide to direct staff training and development</li> </ul>
<b>SUPERVISORS:</b>	
<ul style="list-style-type: none"> <li>• WILL PROVIDE AND ENCOURAGE TRAINING &amp; CONSULTATION</li> <li>• ACKNOWLEDGE GROWTH, LEARNING, INCLUDING SMALL STEPS! PROGRESS NOT PERFECTION!</li> </ul>	<ul style="list-style-type: none"> <li>• Provide weekly consultation</li> <li>• Provide positive feedback – acknowledge growth</li> </ul>