

Specific attitudes and behaviors are encouraged and discouraged at Ark Counseling. In this document, pro-social behaviors that are encouraged and maintained are noted first. Behaviors that are prohibited are then noted—this list is **not** all-inclusive.

- A. Each client shall be provided, in the person of their therapist, with a positive model of acceptable behavior.
- B. Reasonable measures will be taken to safeguard both clients and team members from language and behavior that may unnecessarily cause emotional and/or physical distress, pain, or suffering. Profanity that is not directed toward or at a specific person is permitted.
- C. Team members shall routinely model and teach coping skills and techniques that are congruent with healthy psychosocial development; which are pro-social and acceptable; and have been shown to reduce emotional triggers and conflict.
- D. Clients and team members shall be directed away from emotional flash-points and non-productive methods of conflict resolution and toward constructive and pro-social methods of conflict resolution.
- E. Team members have a duty to appropriately and directly intervene when language and/or behavior, which is deemed unacceptable, is shown—and if reasonably possible to protect the physical safety of clients and other team members.
- F. When a client uses language or engages in behavior that is deemed unacceptable, team members shall create treatment plan interventions that are designed to treat the prohibited language and/or behavior. An appropriate intervention may include an immediate call to 911 and/or the termination of a client's relationship with Ark.

Any client who engages in romantic overtures and/or sexual behavior with **any** of Ark's staff or current client's **will be immediately terminated from treatment**. Exceptions to this policy include a client who, at the time of admission, is in an established long-term relationship with another client. Otherwise, romantic overtures and/or sexual behavior among clients is always prohibited, because each immediately and negatively compromises the spirit of community and the safety of all peers in the group.

Ark operates under the standard: "Once a client always a client". Violation of this standard **will** result in the termination of employment and/or termination from treatment. Employees and team members are prohibited **from ever** engaging in sexual or romantic overtures or activities with any client. This standard also applies to "boundary" issues related to client/employee interactions and includes being "friends", "sponsors", etc.

Certain items and clothing may significantly distract from the treatment climate. Items that contain references, allusions, or images to alcohol and/or drugs (or alcohol and/or drug use) are prohibited. Items that contain other references, allusions, or images that may be viewed by peers or team members as offensive or suggestive are prohibited. Clothing that fits the body too tightly, that is too short or small, or that is revealing is prohibited.

Behavior that is explicitly prohibited by MN Law includes, but is not limited to:

Biting	Ear Pulling	Hair Pulling	Hitting
Kicking	Pinching	Rough Handling	Shaking
Shoving	Slapping	Spanking	Thumping

Language that is explicitly prohibited includes, but is not limited to:

Offensive Words/ Remarks about Race, Culture, Gender, Sexual Orientation, Religion

Belittling	Derogatory Remarks	Humiliation	Name Calling	Ostracism
Ridicule	Shaming	Threats	Words Intended to Cause Fear	