



Behavioral Health Associates, LLC

THE BEHAVIORAL GUIDELINES

1. MAINTAIN ATTITUDE OF RESPECT AND DIGNITY.

- a. Politely greet, welcome, and acknowledge efforts of all others.
- b. Calmly request space if emotionally overwhelmed.
- c. Apologize for any possible offense on others, including accidents. *

2. USE LANGUAGE AND BODY RESPONSIBLY.

- a. Avoid offensive words, including those of a racial, ethnic, religious, or sexual nature.
- b. Refrain from using language or body to intimidate or injure.
- c. Calmly ask for explanation of any confusion, disagreement, conflict or concern.

3. PROACTIVELY COOPERATE.

- a. Seek opportunities to assist others, and resist urges to embarrass or undermine.
- b. Gratefully acknowledge authority of leaders.
- c. Treat all members as teammates, regardless of personal feelings.

4. CAREFULLY ATTEND TO HEALTH AND SAFETY.

- a. Alert an adult to any physical pain or danger.
- b. Control body movement such that self or others are not injured.
- c. Wear activity-appropriate clothing.
- d. Keep body properly groomed (e.g., daily bathing, teeth brushing, etc.).
- e. Take good care of all furniture, equipment, facilities, and environment.

5. HONESTLY GIVE BEST EFFORT.

- a. Calmly communicate all perceived offenses.
- b. Earnestly participate in just resolution of dispute.
- c. Put education, wellness of self and others, and responsibility to community ahead of personal image and interests.

*See Apology Poster



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APOLOGY

Apology is about caring for each other. It is about reminding each other that even though we did something wrong we want to have a good relationship. The closer we are, the more important it is for us to remind each other of that. If we live together, it is essential. Mistakes and wrongdoing are a natural part of being human. That makes apology something everyone must do.

To apologize, we need to do three things:

1. **Understand what we did wrong** - without believing it “was nothing” or it was “the worst thing in the world”
2. **Say “I am sorry”** - and really mean it!
3. **Make restitution** - which is how we attempt to “repay” whomever we hurt, and fix or replace whatever we damaged

We can do the first two steps by ourselves, so we may find them easy. The third step is often very difficult, because it forces us to try to satisfy whomever we may have hurt. So, in a way, they have some control over us. This can make us feel afraid, sad or angry.

But it's hard to really apologize when we feel afraid or angry. Because, when we feel that way, we think of ourselves first, and try to protect ourselves, and don't focus enough on others. Even if we try to apologize, when we are feeling sorry for ourselves, we usually blame someone, or something else for what we did. But, if we blame anyone or anything else, even just a little, we are not really apologizing.

If when we do something wrong, we can be strong, and really think of others, and really apologize, we can feel good about ourselves and know that we are an irreplaceable part of our healthy positive community.