



# THRESHOLDS

## SUBSTANCE USE TREATMENT

The Thresholds Substance Use Treatment staff have made the following commitments to ensure we are providing high-quality, evidence-based services that are inclusive and therapeutic for *all* of our members.

### Staff Commitments:

**1. To see you as the whole and unique person that you are.**

We want to know what matters to you, what you value, and your life goals. We recognize your personal strengths, and together, hope to build on them.

**2. To respect you as the expert on your life.**

We believe that you have the ability to make your own choices, and we honor your personal journey towards healing.

**3. To provide affirming, and inclusive services.**

We recognize that culture(s), communities, and gender are vital aspects of our identity, and greatly influence our experiences and paths towards healing. Using the framework of Cultural Humility, we seek to provide services that are affirming, inclusive, and relevant to all who enter our services.

**4. To recognize and be sensitive to the effects of trauma.**

We seek to understand, recognize, and respond to the effects of all types of trauma. We emphasize physical, mental and emotional safety for Members and Staff. Using the framework of Trauma-Informed Care, we seek to support everyone in rebuilding a sense of control and empowerment, and reclaiming their sense of self beyond trauma.

**5. To provide evidence-based knowledge and services.**

We provide access to factual information in a way that is nonjudgmental, and non-shaming. The services we offer are selected on the basis of their strong research evidence. We continuously analyze our services and participate in ongoing training in order to improve our service quality.

**6. To never blame, shame, threaten, or attempt to control you.**

We uphold your essential worth and dignity as a person, no matter whatever setbacks you may encounter in your recovery. If you ever encounter a setback, or something didn't turn out the way you had hoped, we are here to support you.

**7. To partner with you in your recovery**

You are in the driver's seat, and we hope to help you map out your path towards recovery. We want your ideas, impressions, feelings, thoughts, experiences, and responses during each step of your treatment.

If you feel that staff has fallen short of these commitments, please let us know about your experience and how we could better serve you at 1-888-828-5709. We value your feedback and see it as a central part of improving our services and programs.