



Family Violence Prevention Department

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CLIENT COMMUNICATION STANDARDS

In accordance with our mission statement, the Osage Nation Family Violence Prevention Department’s guiding principle is empowerment. As advocates for survivors of domestic violence, sexual assault, stalking, and human sex trafficking we believe in the inherent worth and dignity of every person we serve. Our goal is to provide a safe and empowering communal living environment for survivors and their unsafe family members. Therefore, the following communication standards are in effect and will be followed by those receiving our services:

- Use positive and supportive communication techniques with the other clients and children. Loud tone, abusive or demeaning language and judgmental statements are examples of non-supportive communication and could trigger a negative reaction from another survivor. Remember the Golden Rule, “Treat others as you would like to be treated”.
- It is unacceptable to use put-downs and name calling due to a person’s race, class, religion, culture, physical or mental ability, age or sexual orientation. Violation of this standard may result in termination of services.
- The above positive and supportive communication techniques will also be applied when interacting with our staff, volunteers, donors, and any other individuals with whom you have contact with while present in our facility. Further, communications to and about others must be respectful and supportive.
- It is unacceptable to simply chat or gossip about others. All communications about survivors must be held in private. This means those encountered during support group meetings, while a guest at the shelter, or even in passing while at the Family Violence Prevention office.

Your signature attests to your understanding of, and agreement to, the above standards.

Signature

Date