

## **MISSION STATEMENT**

Kuhn Behavioral Consulting Services mission is to provide high quality, comprehensive, empirically validated and effective Applied Behavioral Analysis Services to all clients in a manner which is child centered, family focused, and integrated into all aspects of the family's daily life. Our goal is that clients and their families benefit from our services so that they will be prepared to meet the challenges of everyday living.

### **Core Values**

Kuhn Behavioral Consulting Services Believes In:

- Prudence: Careful, good judgement, that defines our ability to govern and discipline ourselves through the use of reason and good management.
- Knowledge: Facts, information, skills and data acquired through education and experience are a driving force of overall improvement.
- Discretion: The quality of behaving and speaking in such a way as to avoid causing offence or revealing private information.
- Discernment: The quality of being able to grasp and comprehend what is obscure, along with being able to judge well, is paramount of a successful ABA program.
- Excellence: In all areas, including interactions with clients, families, and other staff members.

### **General Belief Statements**

Kuhn Behavioral Consulting Services Believes That:

- All clients are individuals with their own strengths, abilities and unique needs.
- Excellence in therapy requires the commitment of time, effort, and support through a working partnership with the parents, school, and community.
- The ABA program provides the opportunity for all clients to reach their potential and successfully function in an ever-changing society.
- The directors and team leaders strive to act in the best interest of the staff while maintaining client responsibility.
- The professional and support staff are the providers of a secure, supportive, caring therapy environment.
- The therapy environment contributes to acquiring positive behavioral status.
- We follow the Professional and Ethical Compliance Code for Behavior Analysts.

*In no particular order, here are some important things to know about being a member of the KBCS team -*

**We function best when we respect each other's time.** Our business runs on our total group efficiency. We respond to texts and calls within 24 hours and check our @kuhnbc.com emails every weekday. We expect all team members to enter and complete our session notes at the end of each of our daily interactions with the family.

**We work hard and live well.** We are high achievers who work hard to get the job done, no matter what. We believe in striving to accomplish great things during work hours, as well as outside of work. We work hard when we are at work! This means, be present where your feet are. When we are at work, we work focused, and with intention, and we are excellent at it. When we are not at work, we live well and enjoy ourselves.

**We value and respect rest.** We all need time off! We find time to rest and recharge each week.

**We pay attention to detail.** Our work is meant to be precise. We make sure that all of our submissions are clear, concise and correct. It is important that we all have accuracy and attention to detail in all of our written communication.

**We believe in inclusion, not exclusion.** We are a culture of people who are kind to everyone and respectful to everyone. We create a place in our team where we interact with people who are more different than alike, and we do it with respect and joy.

**We have open communication with all our team members.** If we see something we like, or something we don't like, within the company, we share that information, so we can celebrate a success or fix something that is broken. We have an open-door communication policy. Nothing is too big or too small to address.

**We are better today than we were yesterday.** We are growth minded. Our only competition is with who we were yesterday. We are open to feedback, self-aware, we celebrate milestones, we cheer each other as we work to our own personal gains. We are self-starters and life-long learners, who strive for candid and real time feedback from our peers to learn and grow. We believe in asking "How can I help?"

**We do not take things personally.** When we are working with our clients and families, we do not to take anything too personally, because what the family or child may say or do that day is not necessarily a reflection of you or your skills as a clinician. Our families all have many burdens to bear, and we are there to help with their load. Some days they are happy to see us, some days they are just too overwhelmed to even be interactive with us. It's not personal!

**We are truthful.** We speak with integrity and speak what we mean.

**We avoid gossip.** We know our words have power, and we are aware of how we choose to wield them. Before we share something, we think - Is it kind? Is it true? Is it necessary?

**We Choose JOY.** We choose a positive outlook on our jobs, our lives and our surroundings. We ground ourselves in gratitude. We must manifest the feelings of joy in ourselves so we can share that light into the world. Even in the darkness, we can share our own light.

**Above all – we do our BEST!** We all make mistakes, and if a mistake occurs, we are forthcoming with the problem, so we can fix it before it becomes a mountain we have to tackle!

**It's not about perfect, it's about effort. When we bring that effort every single day, that is where transformation happens. That is how change occurs. That's how we make a positive difference in the lives of the families that we serve. To whom much is given, much is expected.**

## PROFESSIONALISM

A professional is:

- A trained/educated person with substantial knowledge of the field in which they work;
- Able to demonstrate and apply technology and education in a skilled manner
- Demonstration of effective oral and written skills;
- Able to exercise good judgment in both crisis and non-crisis situations;
- Ability to work with other professionals in teams but also independently and creatively;
- One who avoids engaging in a dual relationship (ex: personal and professional) with client or family members, since it impairs professional judgment, reduces objectivity, and increases the risk of exploiting the youth and/or family;
- Able to recognize emotionally charged situations and is able to respond in a non-emotional, non-judgmental, and respectful manner.

All employees are considered professionals and should conduct themselves accordingly. Failure to do so is considered gross misconduct and is grounds for disciplinary action and/or immediate discharge. Examples of unprofessional behavior include but are in no way limited to the following:

- Socializing with client or family members during non-working hours.
- Sharing of social media profiles with clients – i.e – friending on Facebook, following on Instagram, etc.
- Accepting private employment with the family within one year of services provision or termination of the contract.
- Sharing personal information/history with the client or family.
- Engaging in sexual relationship with client or family members.
- Taking client or family to your home for any reason.
- Selling products/ services.
- Driving the family's car.
- Providing, sharing, consuming, or purchasing tobacco and/or alcohol, products for/with the client or family members.
- Borrowing or lending money to the client or family.
- Conducting personal business during scheduled sessions.
- Failing to notify family of cancellation of session in a timely manner.
- Habitual tardiness.
- Violation of the agency's policies, procedures, and safety rules.
- Breach of confidentiality and HIPAA regulations.
- Insubordination.
- Theft or dishonesty.
- Falsification of documentation and billing.
- Physical harassment, sexual harassment or disrespect toward fellow employees, visitors, clients, therapists, or other members of the public.
- Talking on a cell phone during meetings or when interacting with clients.
- Other behaviors considered to be unprofessional by the administration of Kuhn Behavioral Consulting Services.