



Lenape Valley Foundation Service Guidelines

We look forward to working with you in a respectful and safe environment. Listed below are guidelines that support recovery, resiliency, and everyday lives.

- **APPOINTMENTS:** LVF services are most helpful when you attend all appointments. We request you notify LVF staff as soon as possible when circumstances arise that prevent you from attending an appointment. LVF staff will do the same if a conflict arises on our end.
- **BEHAVIOR:**
 - Aggressive actions, whether verbal, physical or implied, are unacceptable.
 - Any form of sexual communication or contact is unacceptable under any and all circumstances.
- **COMMUNICABLE CONDITIONS:** Please inform LVF staff if you have or have been in contact with any communicable conditions that may be spread by being in contact with others. Examples: colds, flu, fleas, lice, bedbugs.
- **IMPAIRMENT:** If you are impaired due to the influence of alcohol or drugs, services may not be provided as scheduled.
 - If we believe you are impaired to the point of being a danger to yourself or others, we will take action we believe is necessary to protect you and the community.
- **PETS:** Registered Service Animals, as defined by the Americans with Disabilities Act, are welcome. Proof may be requested. For home visits, we ask that you contain your pets away from the meeting area.
- **SMOKING:** All LVF locations are smoke and tobacco free. Smoking and the use of tobacco products, including e-cigarettes and vape products, are not permitted at LVF sites or vehicles. This includes services delivered in residences or in the community.
- **WEAPONS:** Weapons or their accessories are not permitted during any contact with LVF staff or on LVF property. If services are being provided in your home, weapons must be locked up prior to an LVF staff member entering your residence.
- **TRANSPORTATION:** If you are receiving LVF Transportation Services, in addition to wearing your seatbelt, you must abide by all of the guidelines listed above.