



COLUMBIA PATHWAYS TO RECOVERY

Recovery Helpline

# Volunteer Handbook



COLUMBIA PATHWAYS TO RECOVERY

PO Box 486 GHENT NY 12075

**Columbia Pathways To Recovery**  
**Recovery Helpline Volunteer Confidentiality Agreement**

This is to certify that I, \_\_\_\_\_, a volunteer for the Columbia Pathways To Recovery Helpline, understand that any information (written, verbal or otherwise) obtained during the performance of my duties must remain confidential including, but not limited to the following: all information pertaining to helpline callers, program participants and their families. Any information obtained from the caller or participant during the phone interview. Any referrals or contacts with treatment facilities or medical providers. Any contact with the staff of the Chatham Police Department. All Chatham Police Department Officer discussions, schedules and availability.

The confidentiality of all client records maintained by Columbia Pathways To Recovery and the Chatham Cares 4 U program is protected by two federal laws: The Health Insurance Portability and Accountability Act of 1996 (HIPAA), 42 U.S.C. § 132d et seq., 45 C.F.R. Parts 160 & 164, and the Confidentiality Law, 42 U.S.C. § C.F.R. Part 2. Generally, Columbia Pathways To Recovery, Inc. may not say to a person outside of the program that anyone contacted the program or solicited help from Columbia Pathways To Recovery or Chatham Cares 4 U, nor disclose any information identifying them as an alcohol and/or drug user, or disclose any other protected information except as permitted by federal law.

I understand that any unauthorized release of this confidential information is considered a breach of the duty to maintain confidentiality and a possible breach of state or federal law. I further understand that any breach of the duty to maintain confidentiality may be grounds for immediate dismissal from the Columbia Pathways To Recovery Helpline program and/or possible legal action arising out of such breach.

I agree that I have been strongly cautioned against sharing any personal contact information with any caller or participant including last names, phone numbers, email addresses, physical addresses, etc. and that I have been advised to not have personal contact with any caller or participant outside of the CPR Recovery Helpline or the Chatham Cares 4 U program and that if I do make such contact it is a personal decision and will not be inclusive in any part of the CPR Recovery Helpline or the Chatham Cares 4 U program.

Volunteer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Volunteer Printed Name: \_\_\_\_\_

COLUMBIA PATHWAYS TO RECOVERY IS A COMMUNITY COMMITTED TOWARD BUILDING THE MANY PATHWAYS TO STRATEGIES AND  
SOLUTIONS FOR THE ADDICTION CRISIS IN COLUMBIA COUNTY, NY.

columbiapathwaystorecovery.org | info@columbiapathwaystorecovery.org | (518) 966-2775



COLUMBIA PATHWAYS TO RECOVERY

## Recovery Helpline

### EXAMPLES OF RECOVERY ORIENTED, Non Stigmatizing LANGUAGE

<b><u>Current terminology</u></b>	<b><u>Alternative Terminology</u></b> (Recovery oriented, strength based, non-stigmatizing)
Alex is an addict	Alex is a person with a substance use disorder
Kyle is non-compliant	Kyle is choosing not to, not in agreement
Mary is resistant	Mary chooses not to, prefers not to, disagreed
Jennifer is in denial	Jennifer is ambivalent about Jennifer hasn't internalized the seriousness of.....
Untreated Addict	Person not yet in recovery
Relapse Prevention	Recovery management
Relapse	Return to Use / Recurrence
Refused	Declined
Decompensate	Experiencing an increase in symptoms
Low functioning	Has difficulty with, needs supports with
Suffering from	Working to recover from, living with

ADAPTED FROM:

*South East Addiction Technology Transfer Center "Language of Recovery"*

*Yale University School of Medicine Program for Recovery, Tondora, et al*

*Wisconsin Children's Mental Health Collective Impact Partners Language Guide*

You are welcome to use and duplicate this figure with this citation:

***Myers, P. and N. Salt 2017 Becoming an Addictions Counselor 4<sup>th</sup> edition, Burlington MA: Jones and Bartlett (in press)***



## **Responsibilities and Expectations**

### **A. To serve and maintain the Recovery Helpline**

- a. Demonstrate sensitivity, compassion and empathy regarding human service issues. Project a non-judgmental attitude toward those requesting assistance.
- b. Answer and provide appropriate assistance for information / referral calls following policies and procedures.
- c. Answer and provide appropriate intervention for calls being screened and / or referred to the Chatham Cares 4 U Program.
- d. Document calls correctly and completely into the computer-based call tracking system.
- e. Contact helpline supervisor, on call staff, or backup staff as necessary.
- f. Complete follow-ups on referrals to the Chatham Cares 4 U program.

### **B. Maintain awareness of Helpline Resources and Information**

- a. Attend all scheduled helpline trainings and refresher courses
- b. Review resources and directories during each shift worked

### **C. Professionalism**

- a. Support and carry out the mission of Columbia Pathways To Recovery
- b. Follow organizational policies
- c. Participate in the organization and demonstrate team participation. Provide a high level of customer service.

### **D. Additional Duties**

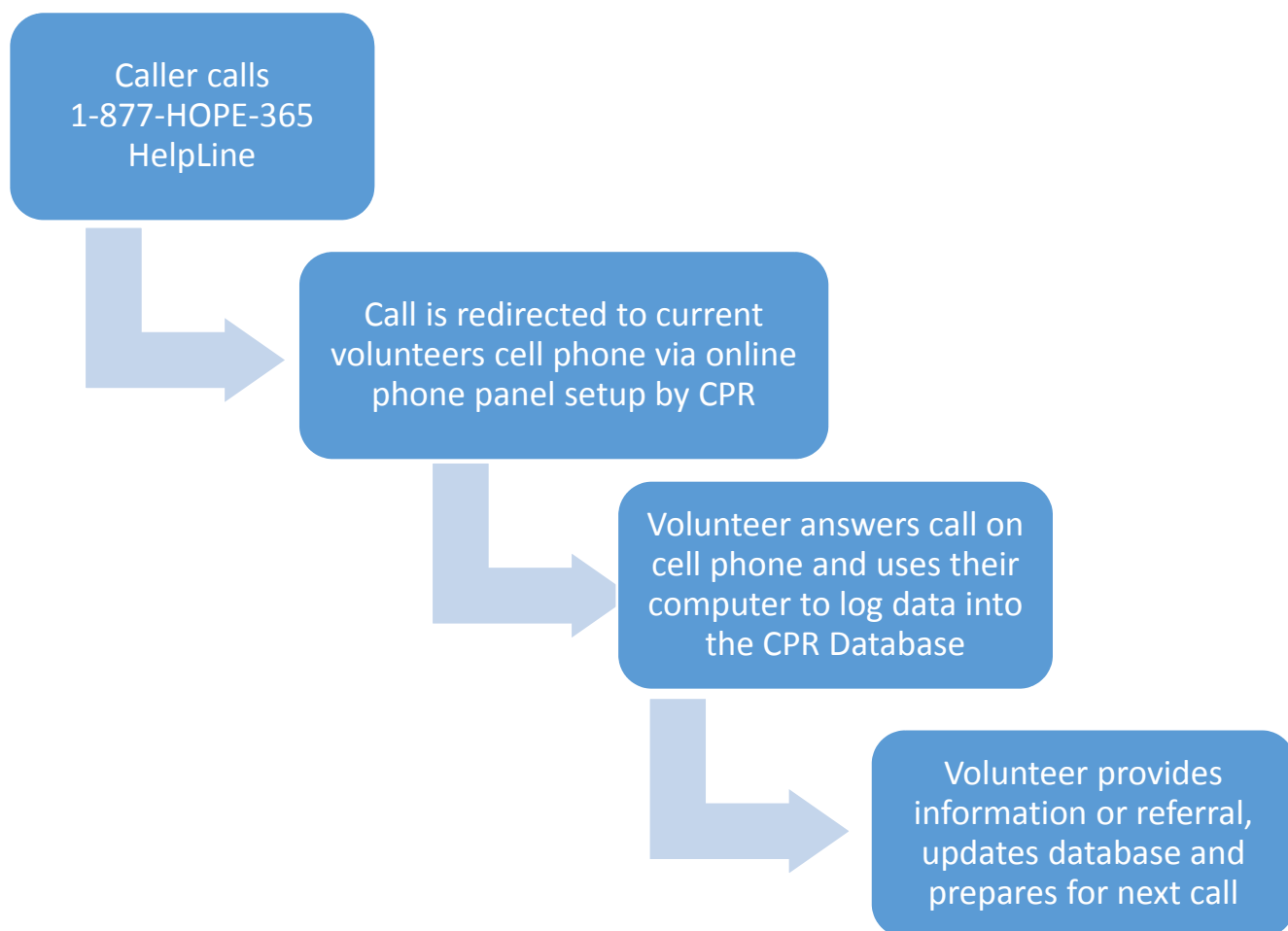
- a. At times, volunteers may be asked to perform additional duties beyond those specified.



COLUMBIA PATHWAYS TO RECOVERY

## Recovery Helpline

### Flow of Call



At the end of their shift, the helpline volunteer uses the online phone panel system to forward the 877-HOPE-365 number to the next volunteer to start their shift and logs out of the CPR Online database. The volunteer's cell phone number is never exposed to the caller, keeping your number private. The online phone panel system is driven by a mobile app. It gives the ability to receive and make phone calls as well as send / receive text messages.



COLUMBIA PATHWAYS TO RECOVERY

## Recovery Helpline

### Call Handling

1. Calls will come into your mobile phone with the caller ID of 877-467-3365. This is how you will know the call is for the helpline
2. Answer the call as follows: ***Thank you for calling the Recovery Helpline. This is {Your First Name}. How may I help you?***
3. Use your first name only with the caller and never share personal contact information such as your phone number, email address or physical address.
4. The “Grasshopper App” is not for calling 911. If you encounter a situation where you must call 911, either do it from your landline phone or directly from the calling feature on your cell phone but NOT through the grasshopper app.
5. Notify a supervisor as soon as it is safe to do so if you have had to place a 911 call.
6. DO NOT, under any circumstance, offer counseling advice or medical advice. We are not trained for either of those and you must refrain from doing that at all times. Even if you have medical or counseling training, you are not to use that training during your capacity as a helpline volunteer. You expose the helpline to great risk if you offer more than we are qualified and authorized for.
7. In discussions with callers, you are encouraged to use terminology such as the following:
  - a. In my experience.....
  - b. What worked for me was.....
  - c. I can tell you what I did in a similar situation.....
  - d. It is my understanding.....
8. Be kind, compassionate and understanding
9. Leave the caller feeling like they are important and that you are happy to have had the opportunity to help them today.

### Types Of Calls

We expect to receive the following types of calls.

1. General information calls
  - a. “I just found out my son/daughter is using drugs. What can I do?”
  - b. “I’m considering going to detox. What do I need to do?”
  - c. “I’m interested in support groups for me and my family”
  - d. “Is there a counselor that handles grief counseling for me and my family?”

These types of calls are logged into the database as a general call. You will use the CPR website and lookup resources that you can share with the caller. You may also use a search engine like “Google” to look up information that you can share with the caller.

These types of calls may be put on hold or you can ask for contact information, look up information and then call the person back to give them the information after you have completed research on it.

**2 & 3 Calls where the caller wants to connect with the services of Chatham Cares 4 U**

**a. Pre-screen**

- i.** The caller wishes to use the service of Chatham Cares 4 U.
- ii.** You will use the helpline portal to complete the pre-screen questionnaire with the caller
- iii.** The pre-screen data is transmitted to the Chatham Police Dept.
- iv.** The Chatham Police Dept. will determine if they will be admitted to the program and will provide you with additional information.
- v.** This type of call should NEVER be put on hold, you should not hang up with the caller until the process is 100% complete and CC4U has told you to accept the caller into the program or not.

**b. Full Referral**

- i.** The caller has successfully gone through the pre-screening process and the Chatham Cares 4 U Program has given you direction as to when to have the caller come in.
- ii.** You will use the helpline portal to complete the full questionnaire with the caller.
- iii.** Be courteous. Go at the caller’s pace. They may be uneasy talking to you about it.
- iv.** The Chatham Police Dept. will determine what the next step should be and they will advise you of what needs to happen next.
- v.** This type of call should NEVER be put on hold and you should not hang up with the caller until the process is 100% complete and you have relayed the information given to you by Chatham Cares 4 U.
- vi.** Before hanging up, thank the caller for calling. Tell them they have taken a brave step by making the choice to get help. Tell them that you believe in them and that they are a good person. Tell them you have faith that they can do this and you wish them all the best.



# Recovery Helpline

## Start of volunteer shift

1. Make sure your cell phone is turned on and is charged
2. Have your computer turned on and sign onto your web browser (if using a laptop, make sure it is charged)

### **COMPUTER**

1. On your computer, open your web browser.
2. Go to <http://www.columbiapathwaystorecovery.org/>
3. Go to the very bottom of the page and click on the tiny square icon
4. You'll be asked for a protected password \_\_\_\_\_ (*write password here*)
5. You are now on the helpline portal page and ready to accept calls. Now do the following steps on your mobile device.

### **MOBILE DEVICE**

1. Open up your "When I Work" app
2. Sign in if necessary
3. At the bottom of the screen you'll see the words "workchat" with a message bubble icon. Touch the icon
4. On the top right of this screen, you'll see a pencil/paper icon. Click it. Select Carl's name from this list and send a message that says CLOCK-IN
5. Then, open your grasshopper app
6. Sign in using your username and password if necessary
7. Click on the settings icon
8. Click on "Call Forwarding"
9. Click on "Recovery Helpline & CC4U"
10. Make sure that your cell phone number is at the top of the list and currently has a green check mark on it. This means that calls into the helpline number will forward to this cell phone number.

The grasshopper app on your mobile device can be used for making calls and sending / receiving texts. They will all go through the 877-HOPE-365 number and your cell phone number is never exposed to the caller or to the person you are calling or texting with.



This app is important because it is a direct point of contact with you, the caller and the police department. You should check it frequently during your shift.

You can have the app open on your cell phone and a tablet (if you have one) at the same time if you'd like but you only need to have it on one. Having it on 2 is a convenience if you want.



# Recovery Helpline

## End of volunteer shift

### **MOBILE DEVICE**

1. Open up your “When I Work” app
2. Sign in if necessary
3. At the bottom of the screen you’ll see the words “workchat” with a message bubble icon. Touch the icon
4. On the top right of this screen, you’ll see a pencil/paper icon. Click it. Select Carl’s name from this list and send a message that says CLOCK-OUT
5. Click the Dashboard icon at the bottom of the screen
6. Touch where it says “Schedule Today”
7. Touch the next shift after yours, then touch on the person’s name where it says “WHO”
8. Write down the phone number of the person listed
9. Get out of the “When I Work” app and go to your grasshopper app
10. Click on the settings icon
11. Click on “Call Forwarding”
12. Click on “Recovery Helpline & CC4U”
13. Locate the first phone number in the list. (should be your number right now).
14. Touch the 3 lines in front of the phone number. Put in the phone number for the person who has the next shift. (you noted in from your When I Work app just a minute ago)
15. After you put in the phone number, hit the SAVE button. **NOTE:** If you are the last shift of the day, you will put in the phone number for the first shift tomorrow.
16. Hit the back arrow 2 times and then click on SIGN OUT at the top right.

NOTE: If you have the app open on more than 1 device, remember to sign out of both of them. The above changes only need to be on your cell phone, but you must sign out of both.

### **COMPUTER**

1. At the top right of your screen on the portal page, you should see the words “Howdy and your name”
2. Hover over it with your mouse and you should see an option that says Log Out

3. Click Log Out and then close your browser.

The grasshopper app on your mobile device can be used for making calls and sending / receiving texts. They will all go through the 877-HOPE-365 number and your cell phone number is never exposed to the caller or to the person you are calling or texting with.

This app is important because it is a direct point of contact with you, the caller and the police department. You should check it frequently during your shift.

You can have the app open on your cell phone and a tablet (if you have one) at the same time if you'd like but you only need to have it on one. Having it on 2 is a convenience if you want.



COLUMBIA PATHWAYS TO RECOVERY

## Recovery Helpline

### Log a basic information call

1. Open Web browser
2. Go to <http://www.columbiapathwaystorecovery.org/>
  - Go to the very bottom of the page and click on the tiny square icon
  - You'll be asked for a protected password \_\_\_\_\_ (write password here)
3. Click on Option 1  
(click here to log contact with a caller)
4. Put in your first and last name. Put in the caller's first and last name. Put in the caller's zip code
5. Put in the reason the caller contacted the helpline today



At this point you can click the link at the top of the page for "CPR LIST OF AVAILABLE RESOURCES". This will open in a new window and you will not lose your page on the call screen for what you are entering for the call.

6. Put in a brief summary of what you told the caller.
7. Click on Submit
8. You should see something similar to the follow message

**Your submission was successful. The information for this call has been updated in the database.**

9. Click the link above this message that says [Click for Helpline Portal Home Page](#) and you will be returned to the portal home page to start your next call.



## Recovery Helpline

### **Pre-screen a caller before full referral to Chatham Cares 4 U program**

1. Open Web browser
2. Go to <http://www.columbiapathwaystorecovery.org/>
  - Go to the very bottom of the page and click on the tiny square icon
  - You'll be asked for a protected password \_\_\_\_\_ (write in password here)
3. Click on Option 2. It says:  
(Click here to screen a participant for the CC4U program)
4. Explain to the caller that you need to ask them some information that you need to relay to the Chatham Cares 4 U program for them to determine what is best for their particular situation.
5. Put in the date and then your first and last name.
6. Go down the list and ask the caller the rest of the questions. Be patient. Go at the pace of the caller.
7. After you have entered all information you will click on SUBMIT
8. Keep the caller on the phone at this point
9. The email has been immediately delivered to the Chatham Police Dept. (usually Lt. Alessi)
10. Chatham Police Department will review the information you've sent to them and will call or text you via the "Grasshopper" app to let you know if they have other questions or what steps they'd like to take next. You are to follow their request completely. They are in charge of determining the best avenue for this caller at this point in time.
11. If the Chatham Police Department will not accept the caller into the Chatham Cares 4 U program, they will tell you why. You'll relay that information to the caller with the reasons you have been given.
12. If the Chatham Police Department will accept the caller into the program, you will be given specific instructions to relay to the caller about time & date to come to the police department. You will go back to the Helpline portal screen and now complete the FULL data collection process on the caller. (for now, you'll be asking some of the same questions you've already asked and then new questions.

GO TO THE DIRECTIONS FOR A FULL REFERRAL TO CC4U PROGRAM (New Participant)



## Recovery Helpline

### Full referral to the Chatham Cares 4 U program

1. Open Web browser
2. Go to <http://www.columbiapathwaystorecovery.org/>
3. Go to the very bottom of the page and click on the tiny square icon
4. You'll be asked for a protected password \_\_\_\_\_(write password here)
5. Click on Option 3. It says:  
(Click here to accept a new participant for CC4U (after approval by CPD))
6. Explain to the caller that you need to ask them some information that you need to relay to the Chatham Cares 4 U program so they are ready to accept them when they arrive at the police station.
7. Put in the date and then your first and last name.
8. Go down the list and ask the caller the rest of the questions. Be patient. Go at the pace of the caller.
9. STOP when you reach the POLICE DEPT USE ONLY SECTION.
10. After you have entered all information you will click on SUBMIT
11. Keep the caller on the phone at this point
12. When you click on SUBMIT, all of the data you have input will be entered into the database. Additionally, an email will be sent to CPR, MCAT, Chatham Police Chief Pete Volkmann and Chatham Police Lieutenant Joe Alessi.
13. If there are further directions that they would like you to provide the caller they will relay that to you by calling you or by sending a text message via the grasshopper app.
14. Before hanging up, thank the caller for calling. Tell them they have taken a brave step by making the choice to get help. Tell them that you believe in them and that they are a good person. Tell them you have faith that they can do this and you wish them all the best.



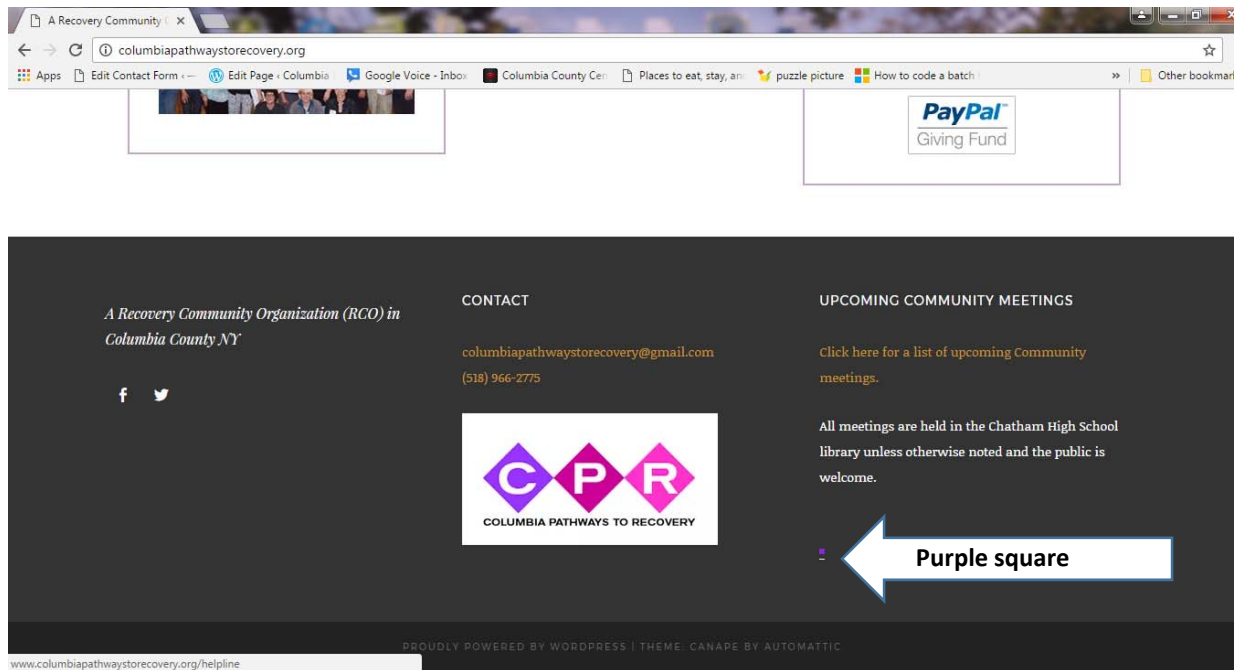
COLUMBIA PATHWAYS TO RECOVERY

# Recovery Helpline

## Helpline Computer Portal Screenshots

The homepage showing the little square that you can click on to access the helpline portal. Alternatively, you may go directly to the portal by typing

<http://www.columbiapathwaystorecovery.org/helpline>



Notes: \_\_\_\_\_

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The password input page where you must enter a password before accessing the portal.

The screenshot shows a web page with a dark blue header containing navigation links: Home, About CPR, Resources (Recovery Services & Providers, For Parents, Helpful Links), Contact CPR, and News & Events. The main content area has a title "Protected: CPR Recovery Helpline Portal" and a message: "This content is password protected. To view it please enter your password below:". Below this is a password input field with a label "Password:" and an "ENTER" button. The footer is dark blue and contains three columns of information: "A Recovery Community Organization (RCO) in Columbia County NY" with Facebook and Twitter icons; "CONTACT" with email "columbiapathwaystorecovery@gmail.com" and phone "(518) 966-2775"; and "UPCOMING COMMUNITY MEETINGS" with a link "Click here for a list of upcoming Community meetings."

Home · About CPR · Resources (Recovery Services & Providers, For Parents, Helpful Links) · Contact CPR · News & Events

## Protected: CPR Recovery Helpline Portal

This content is password protected. To view it please enter your password below:

Password:  **ENTER**

*A Recovery Community Organization (RCO) in  
Columbia County NY*

**CONTACT**

[columbiapathwaystorecovery@gmail.com](mailto:columbiapathwaystorecovery@gmail.com)  
(518) 966-2775

**UPCOMING COMMUNITY MEETINGS**

[Click here for a list of upcoming Community meetings.](#)

Notes: \_\_\_\_\_

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## The Helpline Portal landing page



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## The Basic Log A Call for a General Caller screen (#1 on the menu)

### Helpline contact form



Recovery  
Helpline

### Call Log Details

[Click for CPR List of Available Resources](#)

[Click for Helpline Portal Home Page](#)

#### Contact Log

Here you will log your initial contact with a caller. This information is taken regardless of if they end up referred to Chatham Cares 4 U. Use this for all callers even those just requesting information.

..	
Your Last Name	
Caller's First Name	
Caller's Last Name	
Caller's Zip Code	
Reason the caller contacted helpline	
What information did you provide the caller	
<input type="button" value="SUBMIT"/>	

Notes: \_\_\_\_\_

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## The CC4U Participant Pre-Screening page (#2 on the menu)



## Participant Pre-Screen

[Click for CPR List of Available Resources](#)

[Click for Helpline Portal Home Page](#)

This page is used to screen a participant into the CC4U program. Please fill in all information. After you have entered all information then click SUBMIT, the database will update and then it will send an email to the Chatham Police Department. Keep the caller on the line while you wait to hear back from CPD if they want you to accept the caller into the CC4U Program. If they do, you will go back to the main screen and pick the option to "Accept a New Participant For CC4U"

Date	<input type="text"/>
Volunteer Name	<input type="text"/>
Gender	<input type="radio"/> Male <input type="radio"/> Female
Age	<input type="text"/>
Cell Phone Number	<input type="text"/>
Home Phone Number	<input type="text"/>
Do you have health insurance	<input type="text" value="None"/>
Do you currently live with other people	<input type="radio"/> Yes <input type="radio"/> No
If yes, how many other people	<input type="text"/>
What is your current living situation	<input type="text" value="Renting Home"/>
Why did you decide to come to this service now	<input type="text"/>
When was the last time you used opiates	<input type="text" value="Within past 12 hours"/>
When do they start to get sick in withdrawal	<input type="text"/>
Have you ever sought help for your drug use	<input type="radio"/> Yes <input type="radio"/> No
How many times have you been to detox	<input type="text"/>
For what drugs	<input type="text"/>
Besides Detox have you received other types of help in the past	<input type="radio"/> Yes <input type="radio"/> No
How many times	<input type="text"/>

Notes: \_\_\_\_\_

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The CC4U Participant Entry Program page (#3 on the menu)



## Participant Intake

[Click for CPR List of Available Resources](#)  
[Click for Helpline Portal Home Page](#)

1. Ask the participant for their first name
2. Thank the participant for calling and introduce yourself as a community angel. Provide your first name only.
3. Reassure them that you are going to do your best to get them help.
4. You are there for them and you may be the only support they have right now.
5. Explain that you need to take some information from them to get things started.
6. Go at their pace and don't push.

### Participant Information Section

Fields with \* are required

Date	<input type="text"/>
Volunteer Name	<input type="text"/>
Participant First Name	<input type="text"/>
Participant Last Name	<input type="text"/>
Gender	<input type="radio"/> Male <input type="radio"/> Female
Social Security Number	<input type="text"/>
Date of Birth	<input type="text"/>
Age	<input type="text"/>
Address	<input type="text"/>
City	<input type="text"/>
State	<input type="text"/>
Zip Code	<input type="text"/>
Email address	<input type="text"/>
Home Phone Number	<input type="text"/>
Cell Phone Number	<input type="text"/>
Name of a close friend	<input type="text"/>
Email of a close friend	<input type="text"/>

Notes: \_\_\_\_\_

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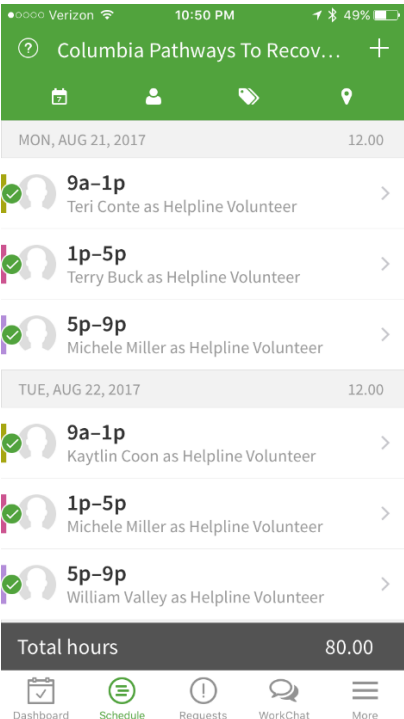
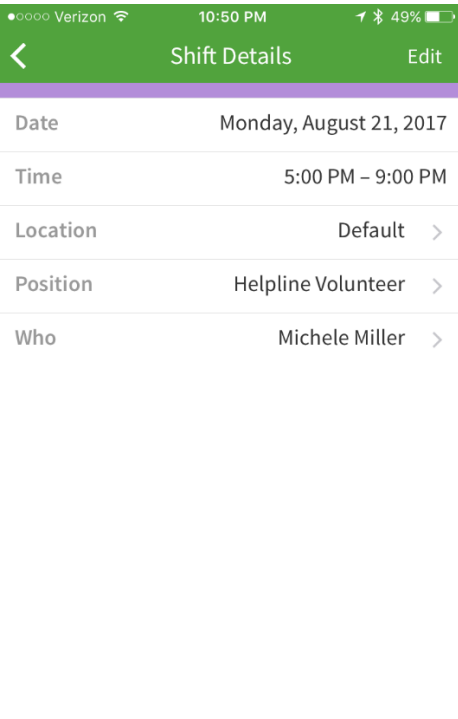
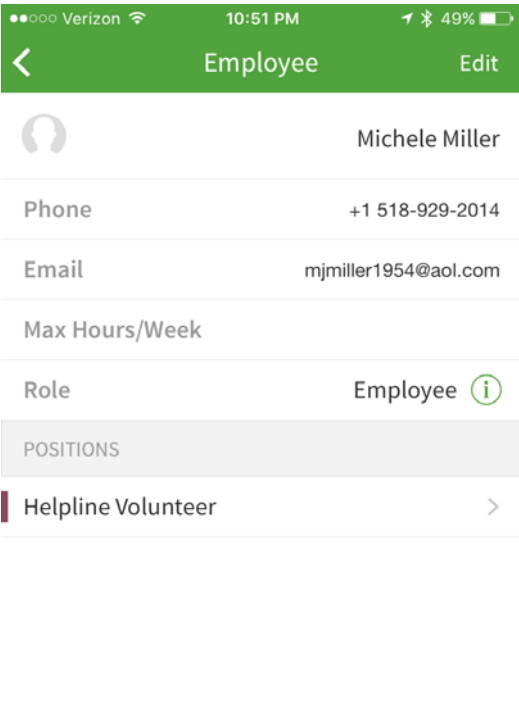
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The Helpline schedule sign-on page HAS BEEN ELIMINATED (#6 on the menu). As of 8/28/2017 the schedule feature is managed by an app called “When I Work”. It should be on your mobile device.

On your mobile device, go to the When I Work app. Enter your username / password if necessary.

You will use this app to view the schedule of who is scheduled on the helpline and to find out who to forward the helpline phone number to at the end of your shift.

Touch the shift after yours	Touch the word “WHO” with the volunteers name	Write down the phone number for the volunteer
		

Notes: \_\_\_\_\_

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WHEN I WORK app - Start of shift – Use WorkChat to send a message to Carl saying CLOCK-IN



End of shift – WHEN I WORK app - Use WorkChat to send a message to Carl saying CLOCK-OUT



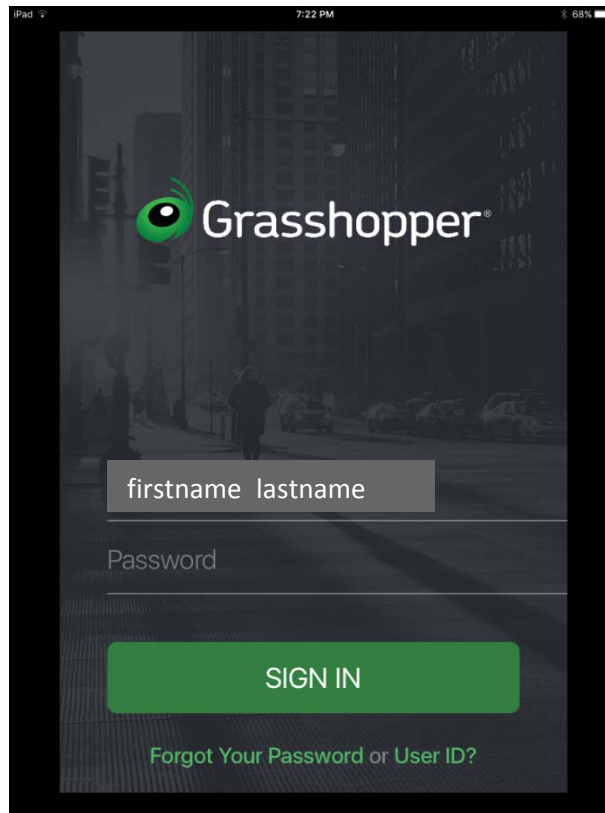


COLUMBIA PATHWAYS TO RECOVERY

# Recovery Helpline

## Grasshopper Portal Screenshots

The Grasshopper App screen. You will log in with firstname\_lastname and your password



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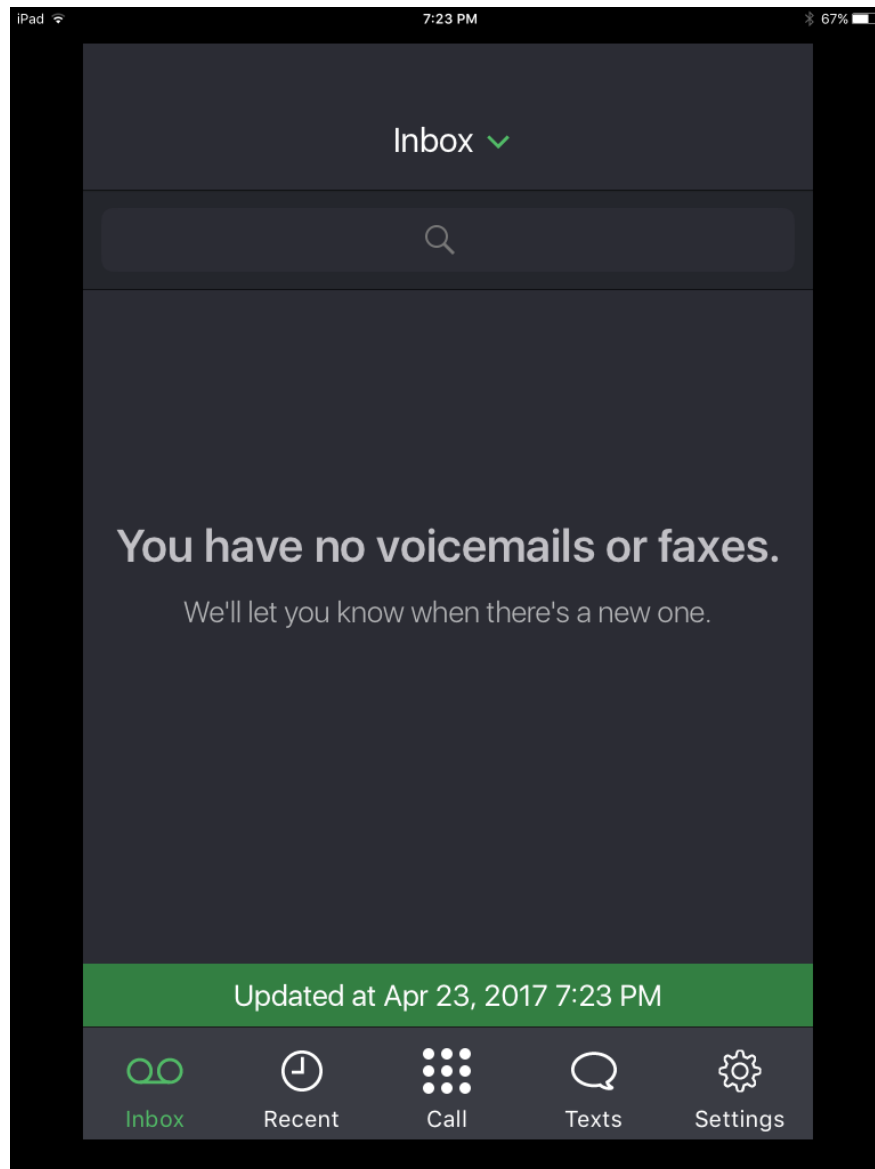
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Grasshopper App Main screen after logging in. Here you will see any voicemails or faxes that have come in.



Notes: \_\_\_\_\_

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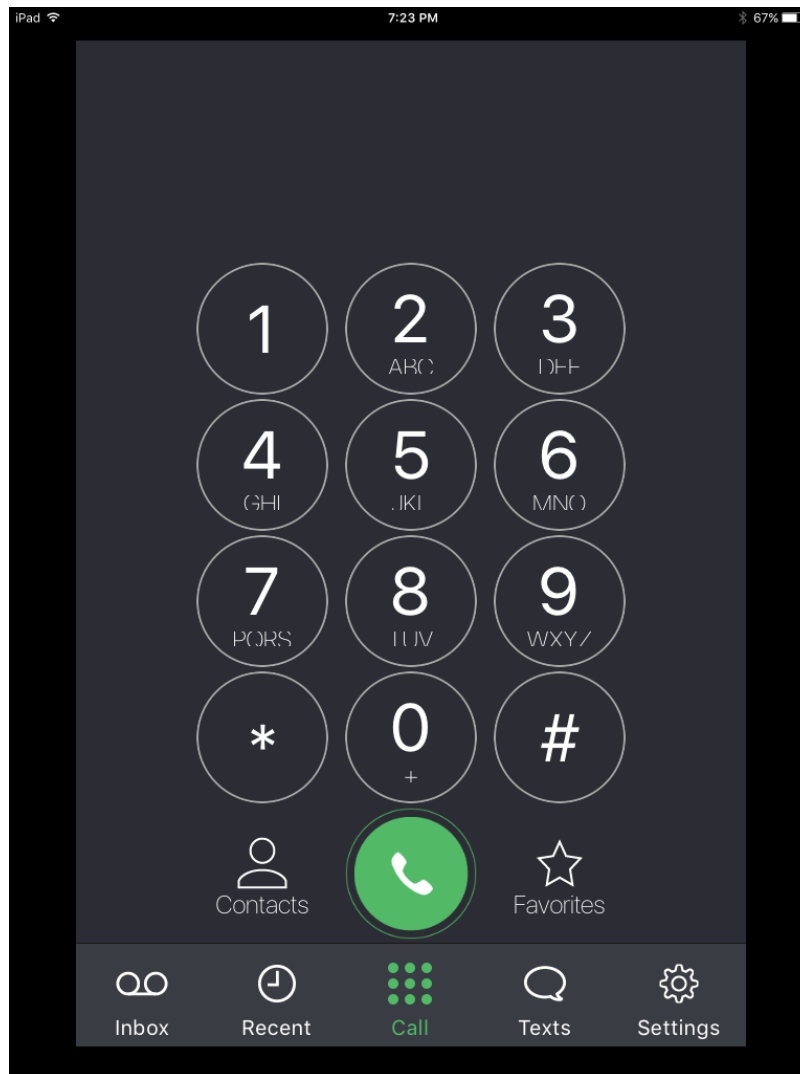
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Grasshopper App phone screen. Here you can make calls using the 877-HOPE-365 phone number. Calls from this app will go out as this number and not as your mobile number. You have access to your contacts and your favorites. **DO NOT USE THIS TO CALL 911.**



Notes: \_\_\_\_\_

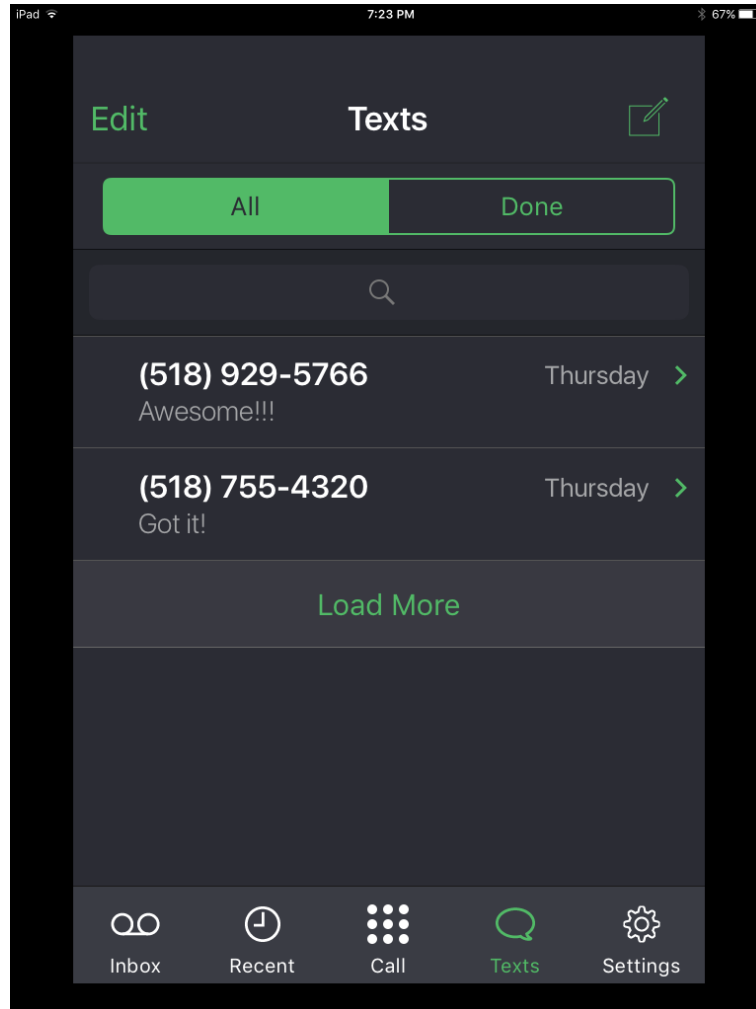
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Grasshopper App text screen. Here you send a text using the 877-HOPE-365 phone number. Texts from this app will go out as this number and not as your mobile number. You have access to your contacts and your favorites. All text messages through the app will appear on this screen.



Notes: \_\_\_\_\_

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Grasshopper App Sync & Notification Settings. Please make sure your settings match this screen.

Touch the “gear icon” labeled “Settings”



then touch the words “Sync & Notification Settings”

Change your settings to match those of the screen below, then click SAVE

The screenshot shows the "Sync & Notification Settings" screen on an iPad. At the top, there are buttons for "Cancel", "Sync & Notification Settings", and "Save". Below this is a section for "(877) 467-3365" with a green checkmark icon. Underneath is a section titled "VOICEMAILS, FAXES AND MISSED CALLS" with instructions to choose which extensions to show in the Inbox and Recent views, and to optionally enable push notifications. A table follows with columns for "Show in App", "Missed Calls Notifications", and "Messages Notifications". The table has four rows: "All Extensions", "Ext 0", "Ext 1", and "Main". The "All Extensions" row has a green checkmark in the "Show in App" column. The "Ext 0" row has green checkmarks in all three columns. The "Ext 1" row has a green checkmark in the "Show in App" column. The "Main" row has green checkmarks in all three columns. A blue arrow points to the "Save" button with the text "SAVE When Done".


	Show in App	Missed Calls Notifications	Messages Notifications
All Extensions	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ext 0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Ext 1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Main	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

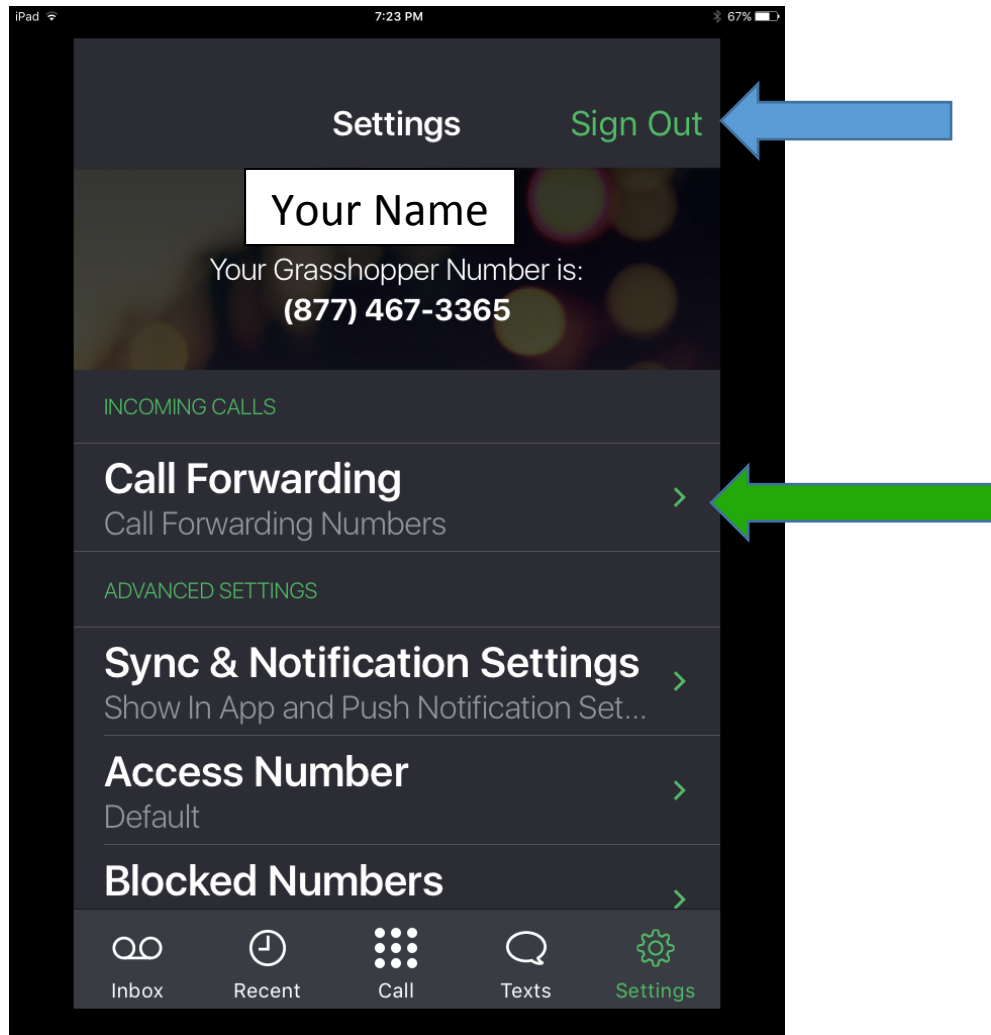
Notes: \_\_\_\_\_

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Grasshopper App settings screen **AND END OF SHIFT FORWARDING SCREEN.** Here you will see your name as being logged into the app during your shift. This is also the screen where you will change the forwarding number to the next volunteer at the end of your shift. You'll do that by first touching the "gear icon" labeled "Settings"  then touching the green arrow to the right of "Call Forwarding". You'll then be prompted to select the "**Recovery Helpline**" and then you'll see a list of phone numbers. This is also where you will need to SIGN OUT at the end of your shift after you have changed the forwarding number.



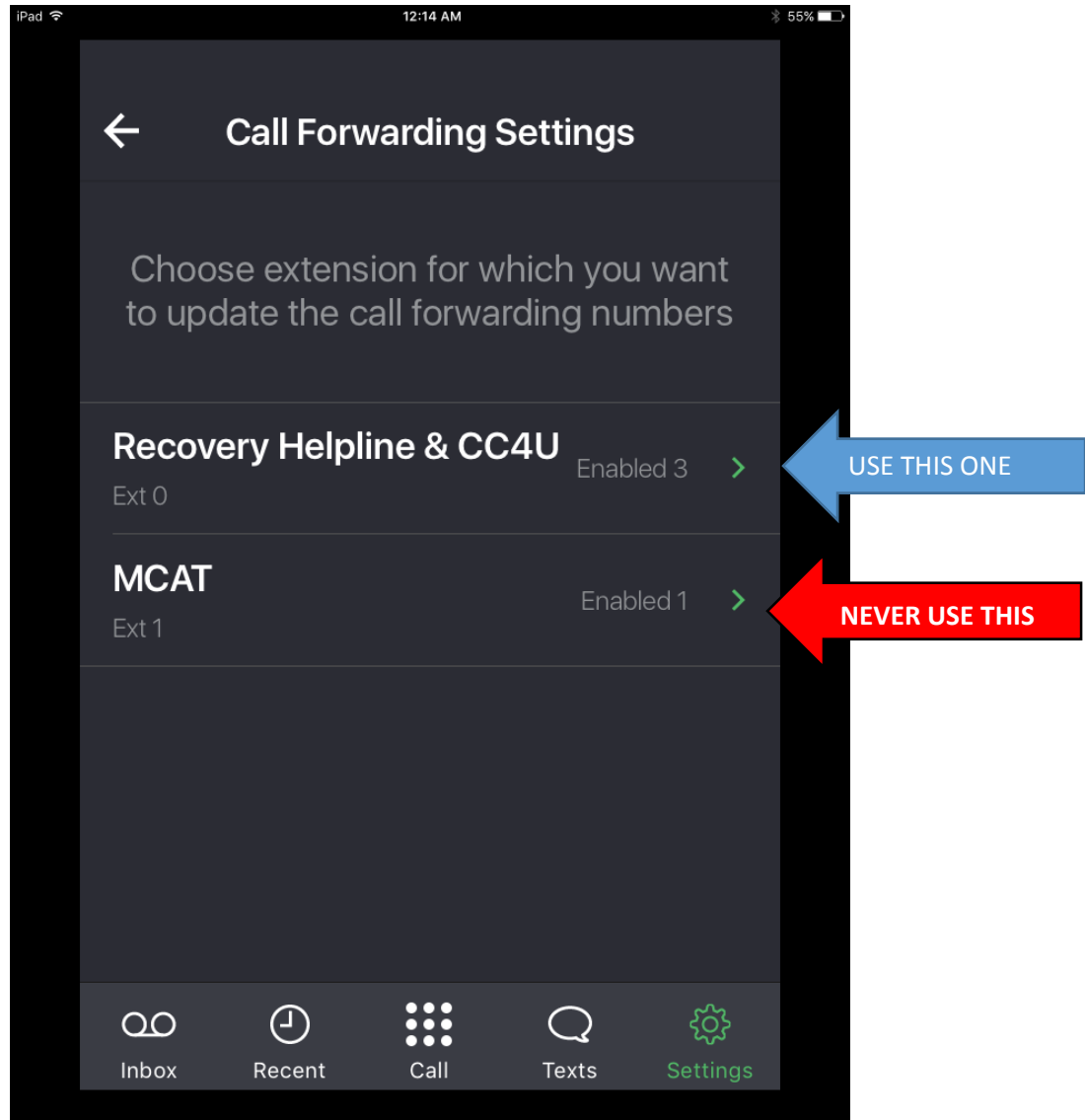
Notes: \_\_\_\_\_

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Grasshopper App Call Forwarding Settings screen. Here you will pick the ***“Recovery Helpline & CC4U”*** option by touching the green arrow at the right of ***“Enabled #”***. DO NOT do anything with the MCAT line or any other line under any circumstance.



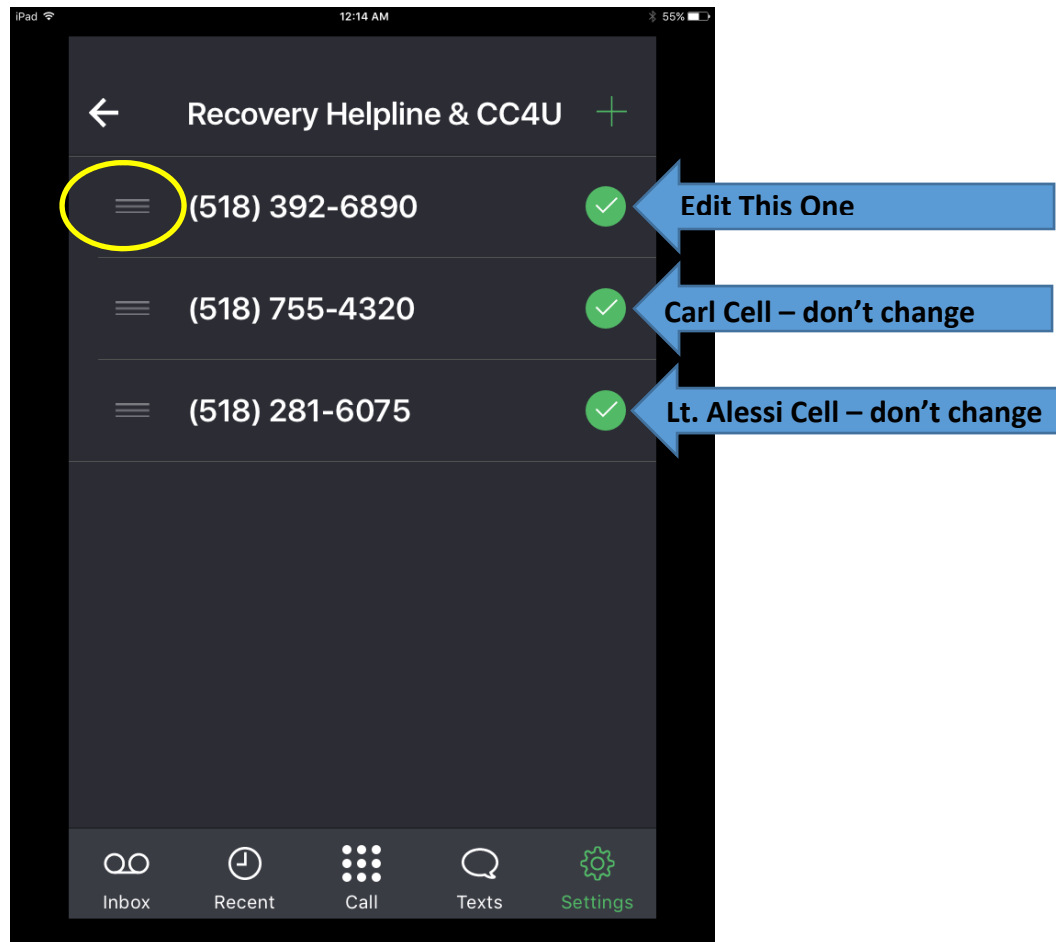
Notes: \_\_\_\_\_

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Grasshopper App Call Forwarding Settings screen. At the end of your shift, you will stop the forwarding of the 877 number to your cell phone and change it to the phone number of the person who has the next shift. You will have found this number from looking at the helpline schedule on the portal screen of your computer. Click the 3 lines to the left of the first number.



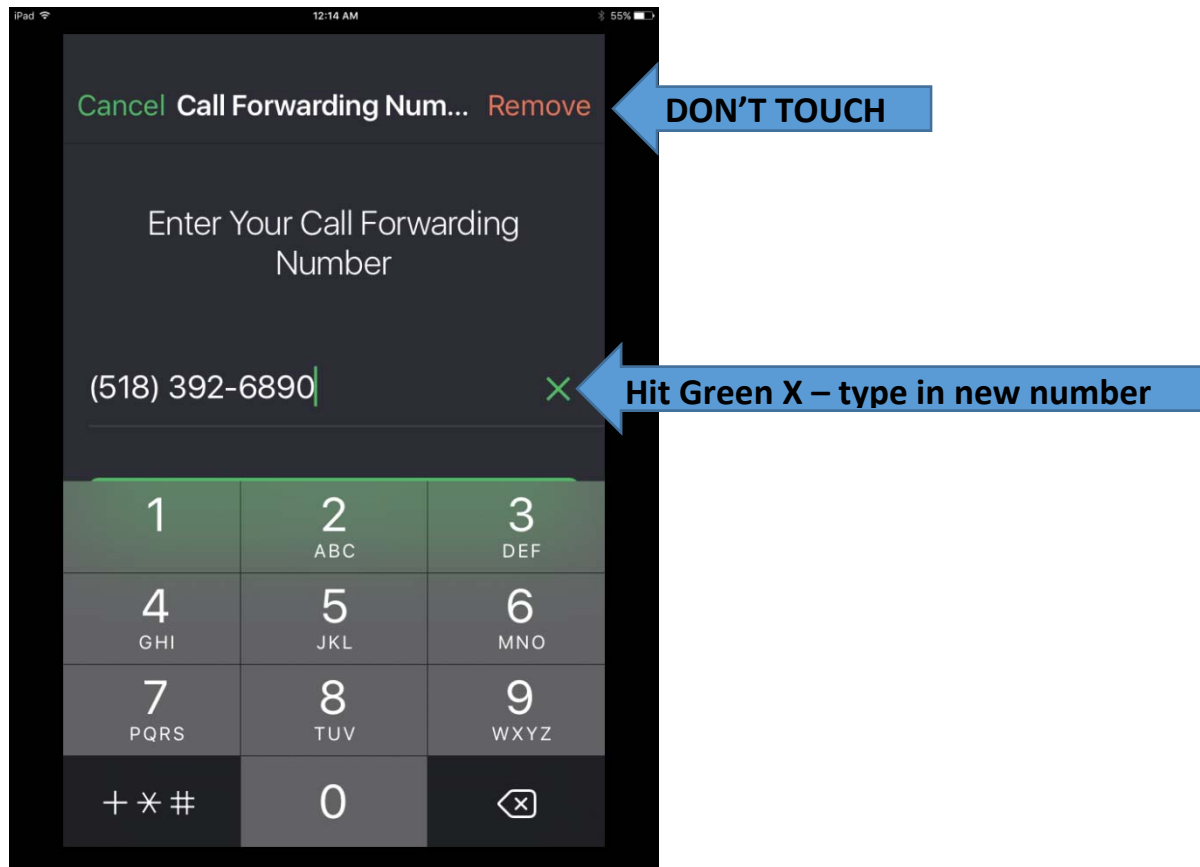
Notes: \_\_\_\_\_

\_\_\_\_\_

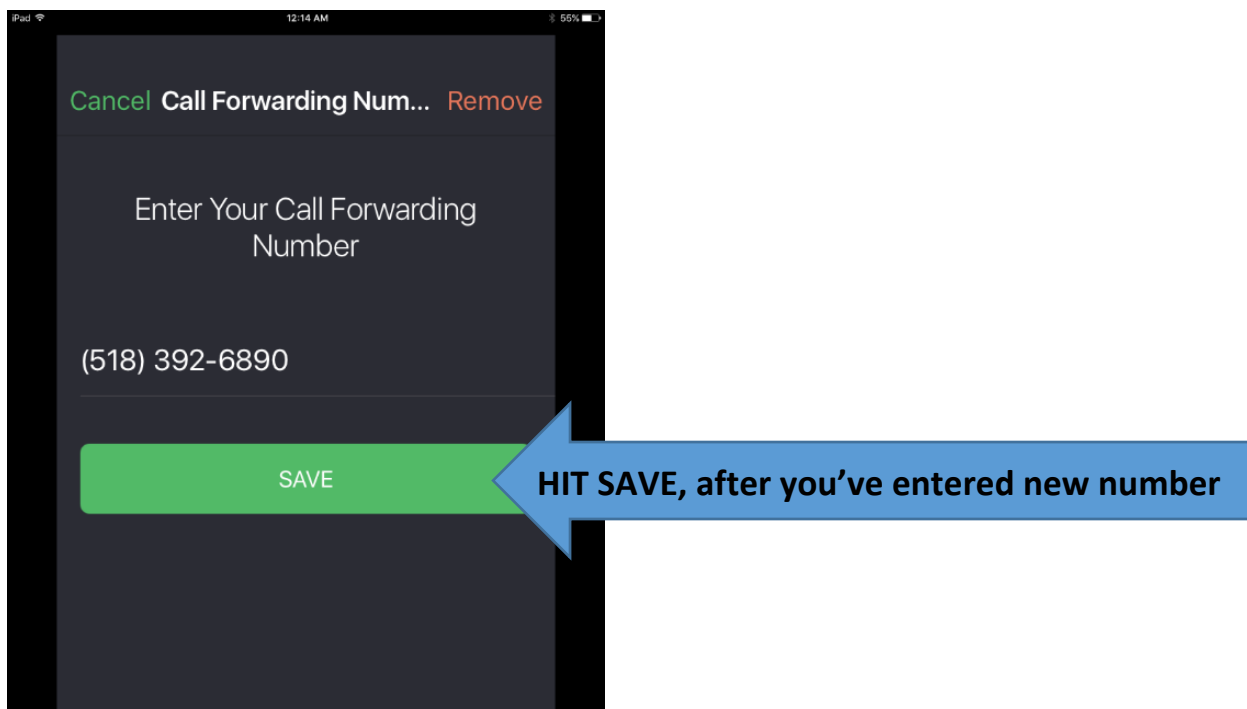
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Once you have clicked the 3 lines to the left of the top number, you will be presented a screen to change the forwarding number.



Once you have entered the new number, click the SAVE button





**Don't forget to hit the back arrow 2x and SIGN OUT at the end of your shift.**

**IF YOU ARE THE LAST SHIFT OF THE DAY, YOU WILL PUT IN THE PHONE NUMBER OF THE PERSON WHO HAS THE FIRST SHIFT TOMORROW MORNING.**

**IF YOU ARE THE FIRST SHIFT OF THE DAY, YOU WILL MAKE SURE YOUR NUMBER IS THE FIRST ONE IN THE LIST. IF IT ISN'T, EDIT THE TOP NUMBER AND PUT IN YOUR PHONE NUMBER.**