



Rensselaer County Recovery Helpline



Volunteer Handbook





Rensselaer County Recovery Helpline



Rensselaer County **Recovery Helpline Volunteer Confidentiality Agreement**

This is to certify that I, _____, a volunteer for the Rensselaer County 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 program.

The confidentiality of all client records maintained by Rensselaer County Recovery Helpline and the 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, Rensselaer County Recovery Helpline may not say to a person outside of the program that anyone contacted the program or solicited help from Rensselaer County Recovery Helpline or the program, 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 Rensselaer County 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 Rensselaer County Recovery Helpline program and that if I do make such contact it is a personal decision and will not be inclusive in any part of the Rensselaer County Recovery Helpline program.

Volunteer Signature: _____

Date: _____

Volunteer Printed Name: _____



Rensselaer County Recovery Helpline



EXAMPLES OF RECOVERY ORIENTED, Non Stigmatizing LANGUAGE

<u>Current terminology</u>	<u>Alternative Terminology</u> (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 4th edition*, Burlington MA: Jones and Bartlett (in press)



Rensselaer County Recovery Helpline



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 program.
- d. Document calls correctly and completely into the computer-based call tracking system.
- e. Contact Lead Coordinator, on call staff, or backup staff as necessary.
- f. Complete follow-ups on referrals to the 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 The Rensselaer County Recovery Helpline Program
- b. Follow organizational policies
- c. Participate in the organization and demonstrate team participation. Provide a high level of customer service.

D. Additional Duties

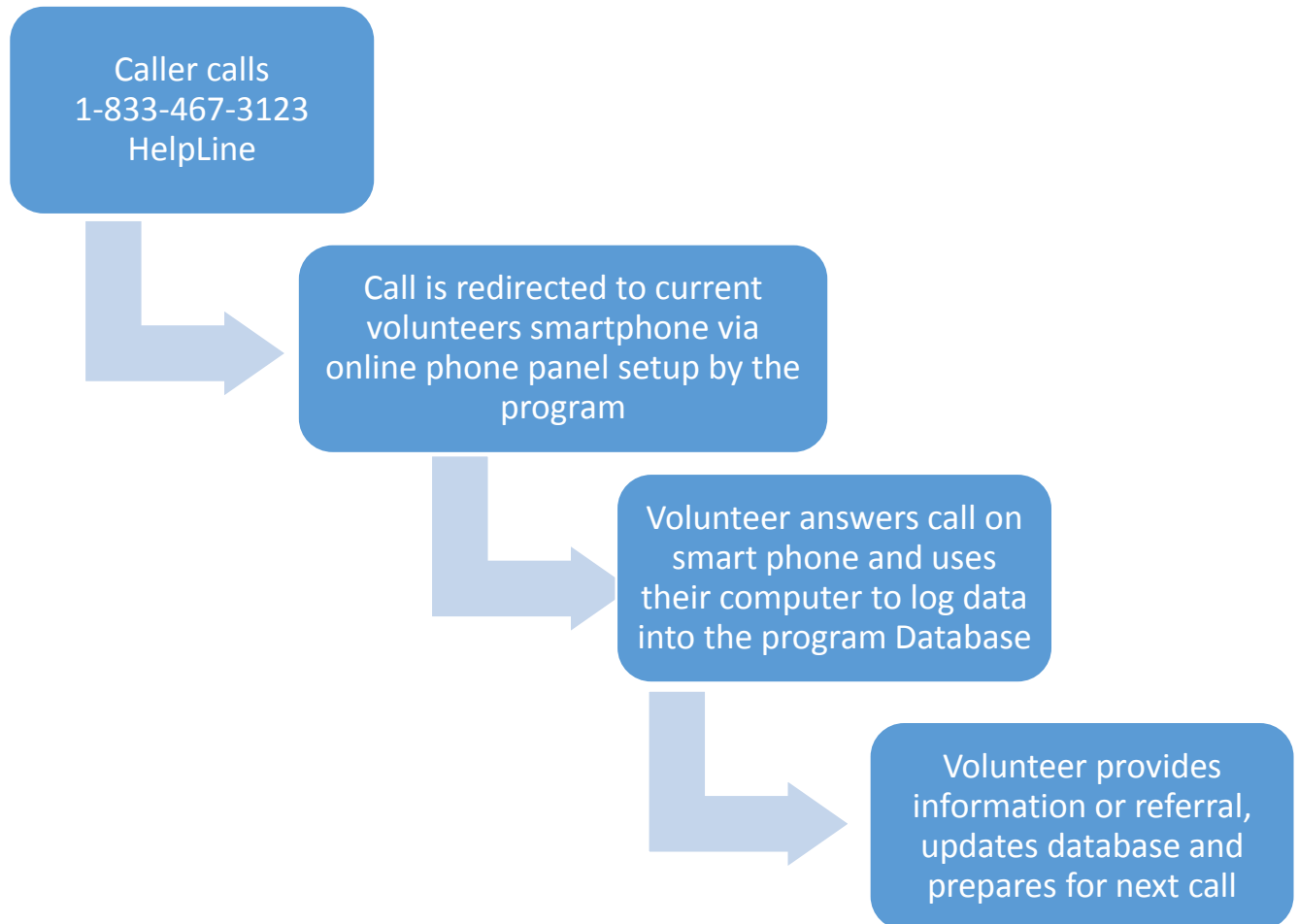
- a. At times, volunteers may be asked to perform additional duties beyond those specified.



Rensselaer County Recovery Helpline



Flow of Call



At the end of their shift, the helpline volunteer uses the online phone panel system to forward the 833-467-3123 number to the next volunteer to start their shift and logs out of the helpline database. The volunteer's smartphone 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.



Rensselaer County Recovery Helpline



Call Handling

1. Calls will come into your mobile phone with the caller ID of 833-467-3123. 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?”



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These types of calls are logged into the database as a general call. You will use the 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 the program
 - a. Pre-screen
 - i. The caller wishes to use the recovery service of the program.
 - 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 Lead Coordinator.
 - iv. The Lead Coordinator 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 the Lead Coordinator 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 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 Lead Coordinator 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 the Lead Coordinator.
 - 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.



Start of volunteer shift

1. Make sure your smartphone 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.pathwaystorecovery.org/wp/>
3. Go to the very bottom of the page and click on the tiny RED 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 The Lead Coordinator'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 "Rensselaer County Recovery Helpline"
10. Make sure that your smartphone 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 smartphone number.

The grasshopper app on your mobile device can be used for making calls and sending / receiving texts. They will all go through the 833-467-3123 number and your smart 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 Lead Coordinator. 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.



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 The lead coordinator’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 “Renss Recovery Helpline”
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 833-467-3123 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 Lead Coordinator. You should check it frequently during your shift.

You can have the app open on your smart 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.



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Log a basic information call

1. Open Web browser
 - Go to <http://www.pathwaystorecovery.org/wp/> and click on the RED square icon at the bottom of the page

You'll be asked for a protected password _____ (write password here)
2. Click on Option 1
(click here to log contact with a caller)
3. Put in your first and last name. Put in the caller's first and last name. Put in the caller's zip code
4. 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 "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.

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

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

8. 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.



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Pre-screen a caller before full referral to the program

1. Open Web browser
2. Go to <http://www.pathwaystorecovery.org/wp/> and click on the RED square icon at the bottom of the page
3. You'll be asked for a protected password _____ (write in password here)
4. Click on Option 2. It says:
(Click here to screen a participant for the program)
5. Explain to the caller that you need to ask them some information that you need to relay to the Lead Coordinator for them to determine what is best for their particular situation.
6. Put in the date and then your first and last name.
7. Go down the list and ask the caller the rest of the questions. Be patient. Go at the pace of the caller.
8. After you have entered all information you will click on SUBMIT
9. Keep the caller on the phone at this point
10. The email has been immediately delivered to the Lead Coordinator.
11. The Lead Coordinator 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.
12. If the Lead Coordinator will not accept the caller into the program, they will tell you why. You'll relay that information to the caller with the reasons you have been given.
13. If the Lead Coordinator will accept the caller into the program, you will be given specific instructions to relay to the caller about time & date to come to a specific location. 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 THE PROGRAM (New Participant)



Rensselaer County Recovery Helpline



Full referral to the program

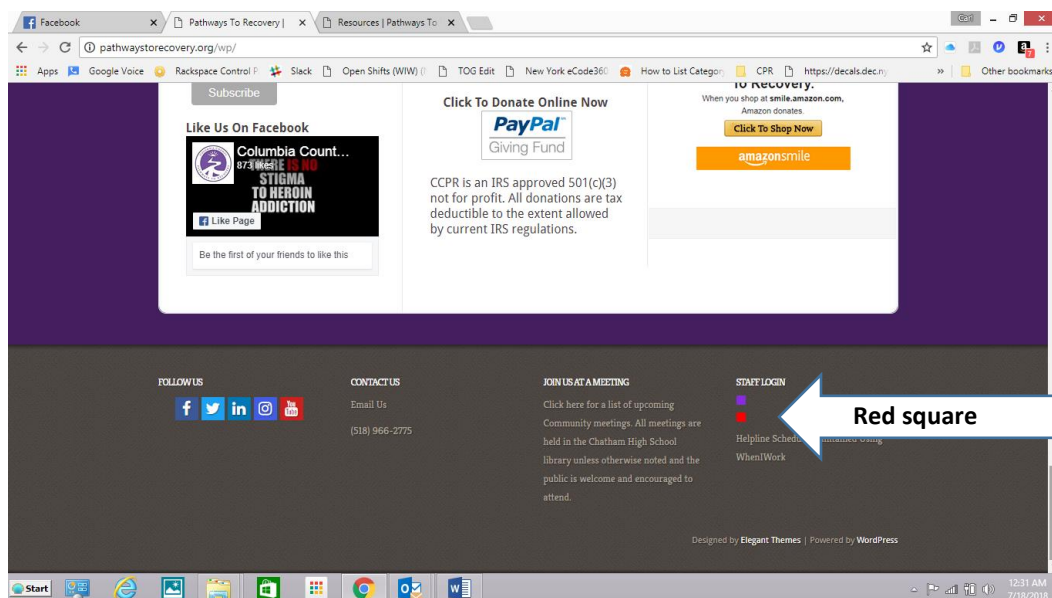
1. Open Web browser
2. Go to <http://www.pathwaystorecovery.org/wp/> and at the bottom click on the little RED square
3. You'll be asked for a protected password _____(write password here)
4. Click on Option 3. It says:
(Click here to accept a new participant for THE PROGRAM (after approval by the Lead Coordinator))
5. Explain to the caller that you need to ask them some information that you need to relay to the program so they are ready to accept them when they arrive at the location.
6. Put in the date and then your first and last name.
7. Go down the list and ask the caller the rest of the questions. Be patient. Go at the pace of the caller.
8. After you have entered all information you will click on SUBMIT
9. Keep the caller on the phone at this point
10. 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 the Lead Coordinator.
11. 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.
12. 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.



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.pathwaystorecovery.org/wp/staff-pages/Renss/helpline-portal>



Notes: _____

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

HOMEABOUT US »RESOURCESCALENDAR

Home » Helpline PortalRENSSELAER QUICKLINKS

Protected: Helpline Portal

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

Password:

- › Helpline Portal
- › Helpline Training
- › Resource Guide
- › Navigation Guide
- › Rensselaer County Website
- › NYS OASAS
- › OASAS Treatment Locator

Notes: _____

The Helpline Portal landing page

Protected: CPR Recovery Helpline Portal

RCRH
Rensselaer County Recovery Helpline



Important Numbers

1. [Click here](#) to log contact with a caller
2. [Click here](#) to screen a participant for the CC4U program
3. [Click here](#) to accept a new participant for CC4U (after approval by CPD)
4. [Click here](#) to view a CC4U participants answers
5. [Click here](#) to update Chatham Police Dept.

Notes: _____

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



Helpline contact form

Log a General Call For Information



Call Log Details

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

[Email Resource Information To A Caller](#)

[Click for Helpline Portal Home Page](#)

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

SUBMIT

Notes: _____

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



Pre-Screen

Pre-screen a participant for admission into CC4U program



Rensselaer County Recovery Helpline



Participant Pre-Screen

[Click for CFR 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

Home Phone Number

Do you have health insurance

Do you currently live with other people

☐ Yes ☐ No

If yes, how many other people

What is your current living situation

Why did you decide to come to this service now

When was the last time you used opiates

When do they start to get sick in withdrawal

Have you ever sought help for your drug use

☐ Yes ☐ No

How many times have you been to detox

For what drugs

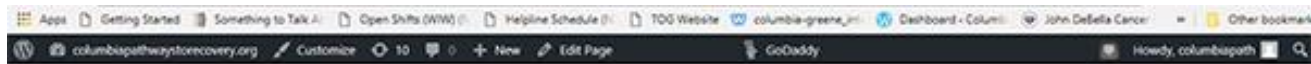
Besides Detox have you received other types of help in the past

☐ Yes ☐ No

How many times

Notes:

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



Participant Intake

Intake a participant approved by CCAU



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[Click for CCR 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 recovery helpline volunteer.
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.

Waiting for columbiapathwaystorecovery.org...

Volunteer Name

Participant First Name

Participant Last Name

Gender

☐ Male ☐ Female

Social Security Number

Date of Birth

Age

Address

City

State

Zip Code

Email address

Home Phone Number

Cell Phone Number

Name of a close friend

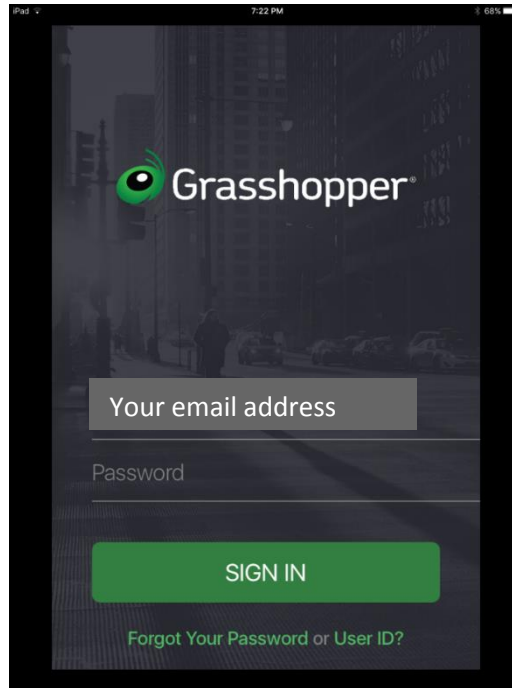
Email of a close friend

Notes:



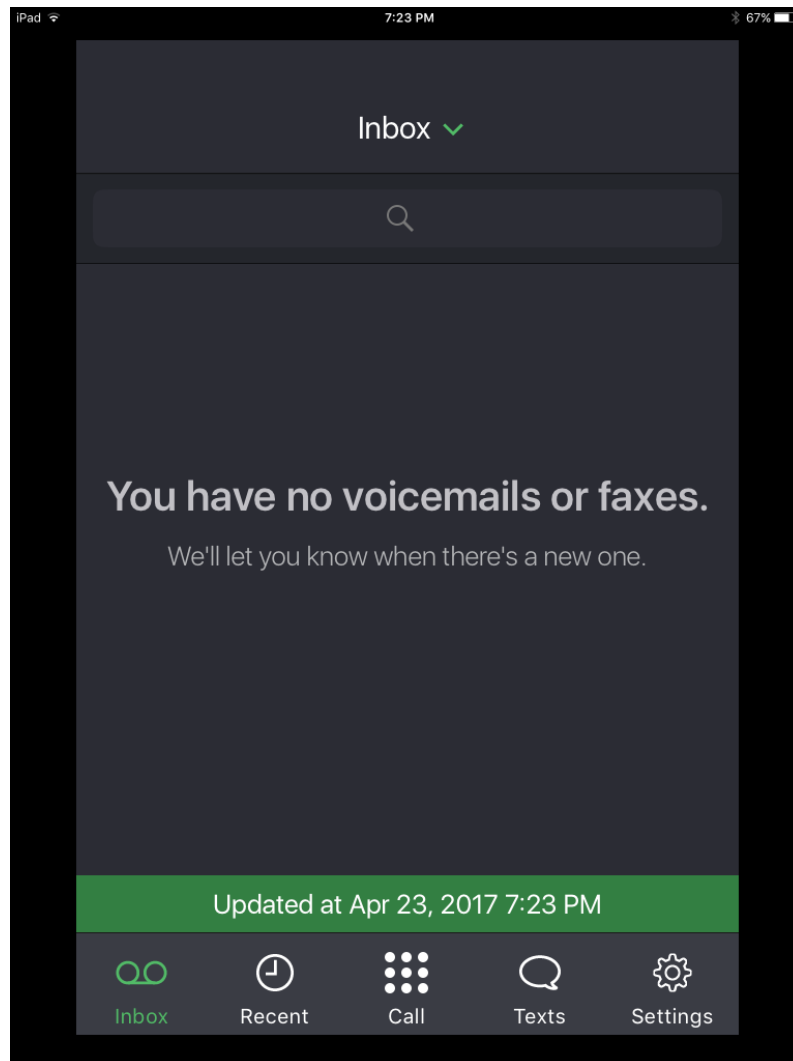
Grasshopper Portal Screenshots

The Grasshopper App screen. You will log in with your email address and your password



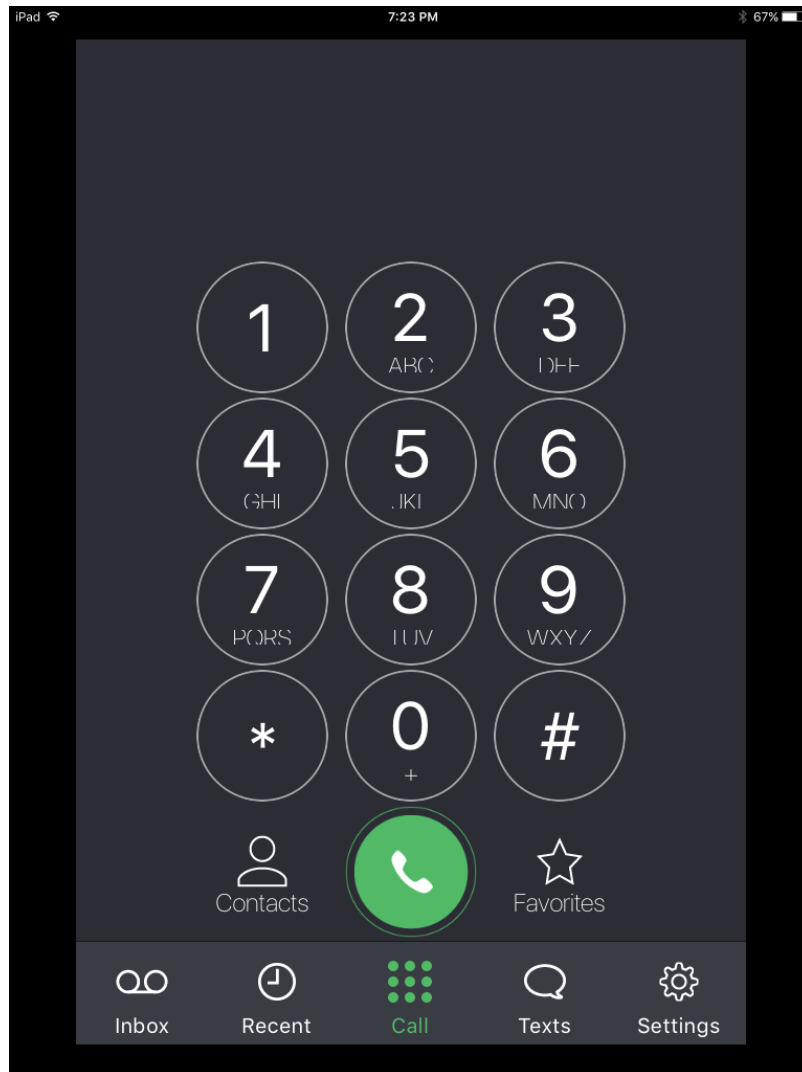
Notes: _____

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



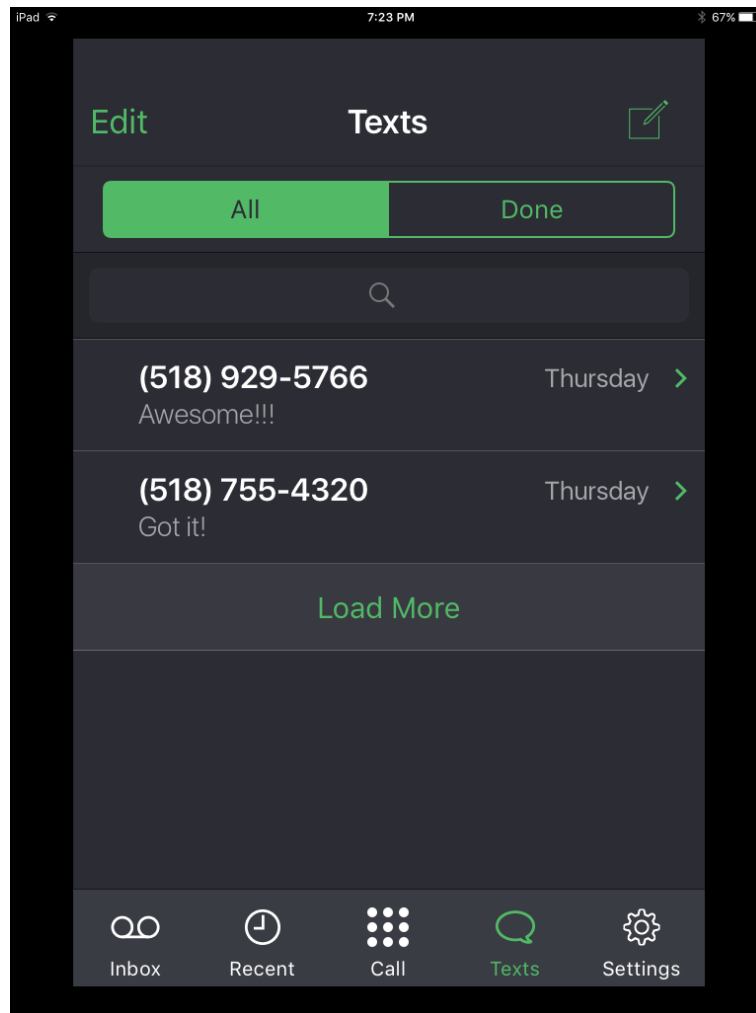
Notes: _____

Grasshopper App phone screen. Here you can make calls using the 833-467-3123 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: _____

Grasshopper App text screen. Here you send a text using the 833-467-3123 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: _____

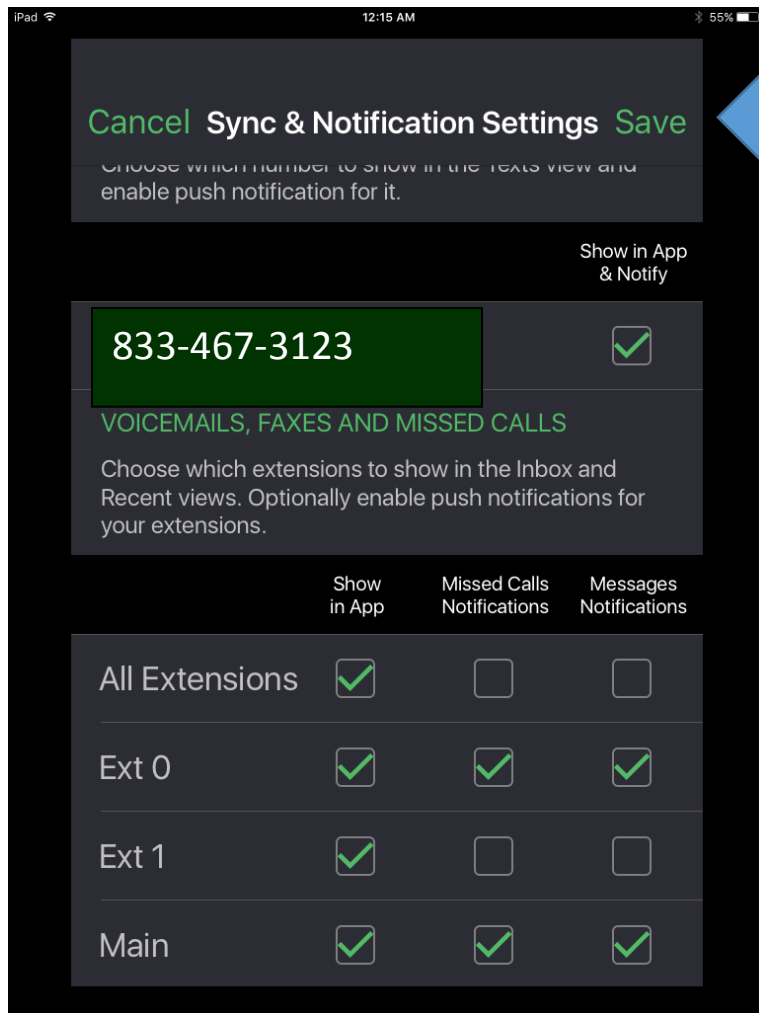
Grasshopper App Sync & Notification Settings. Please make sure your settings match this screen.

Touch the “gear icon” labeled “Settings”




then touch the words “Sync & Notification Settings”

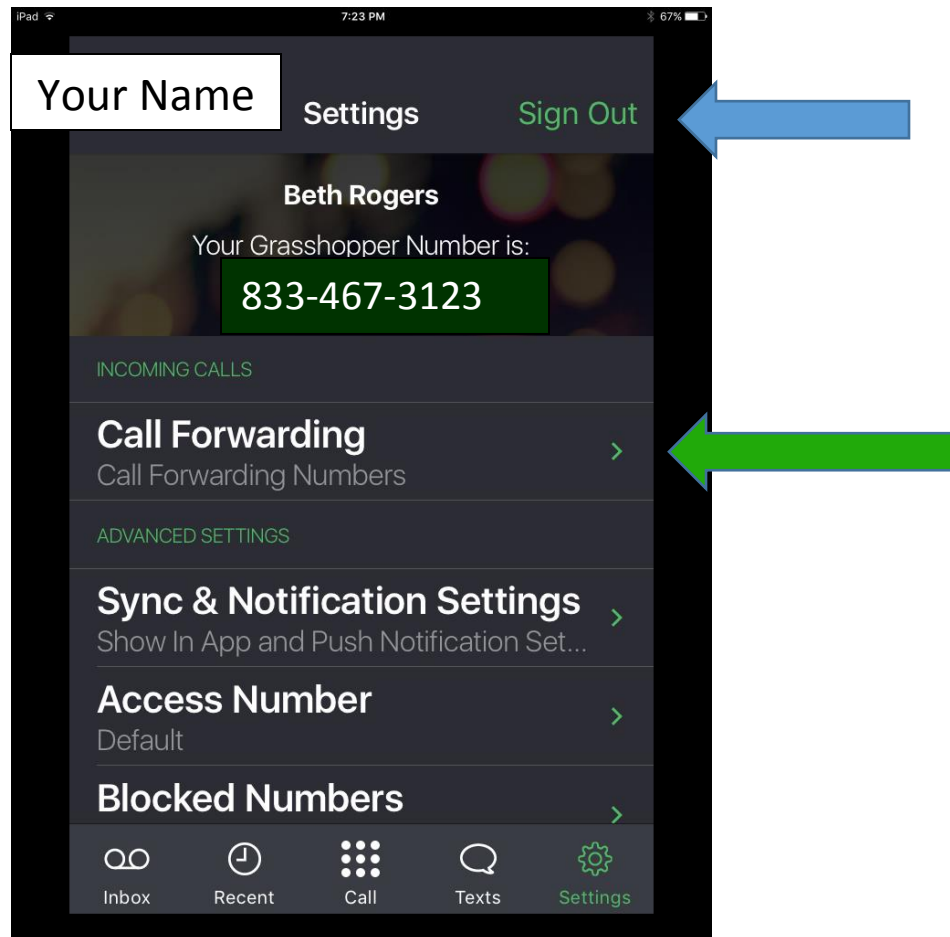
Change your settings to match those of the screen below, then click SAVE

A screenshot of an iPad screen showing the "Sync & Notification Settings" for the Grasshopper app. At the top, there are three buttons: "Cancel" (green), "Sync & Notification Settings" (white), and "Save" (green). Below these is a text prompt: "CHOOSE WHICH NUMBER TO SHOW IN THE TEXTS VIEW AND enable push notification for it." There is a green box containing the number "833-467-3123" and a green checkmark icon to its right. Below this is a section titled "VOICEMAILS, FAXES AND MISSED CALLS" with a text prompt: "Choose which extensions to show in the Inbox and Recent views. Optionally enable push notifications for your extensions." At the bottom, there is a table with three columns: "Show in App", "Missed Calls Notifications", and "Messages Notifications". The rows are "All Extensions", "Ext 0", "Ext 1", and "Main". A blue arrow points from the right side of the screen 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"/>

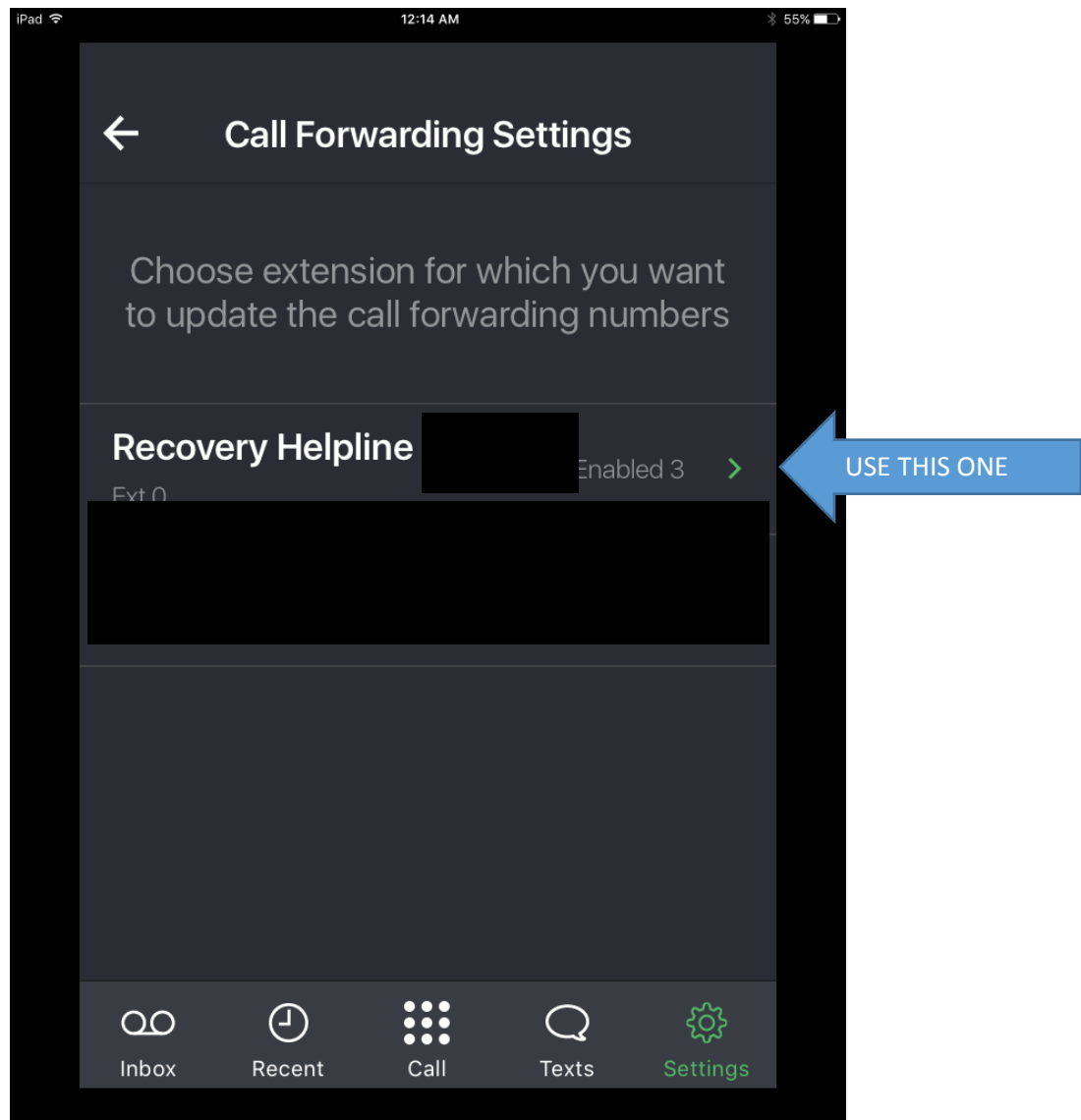
Notes: _____

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.



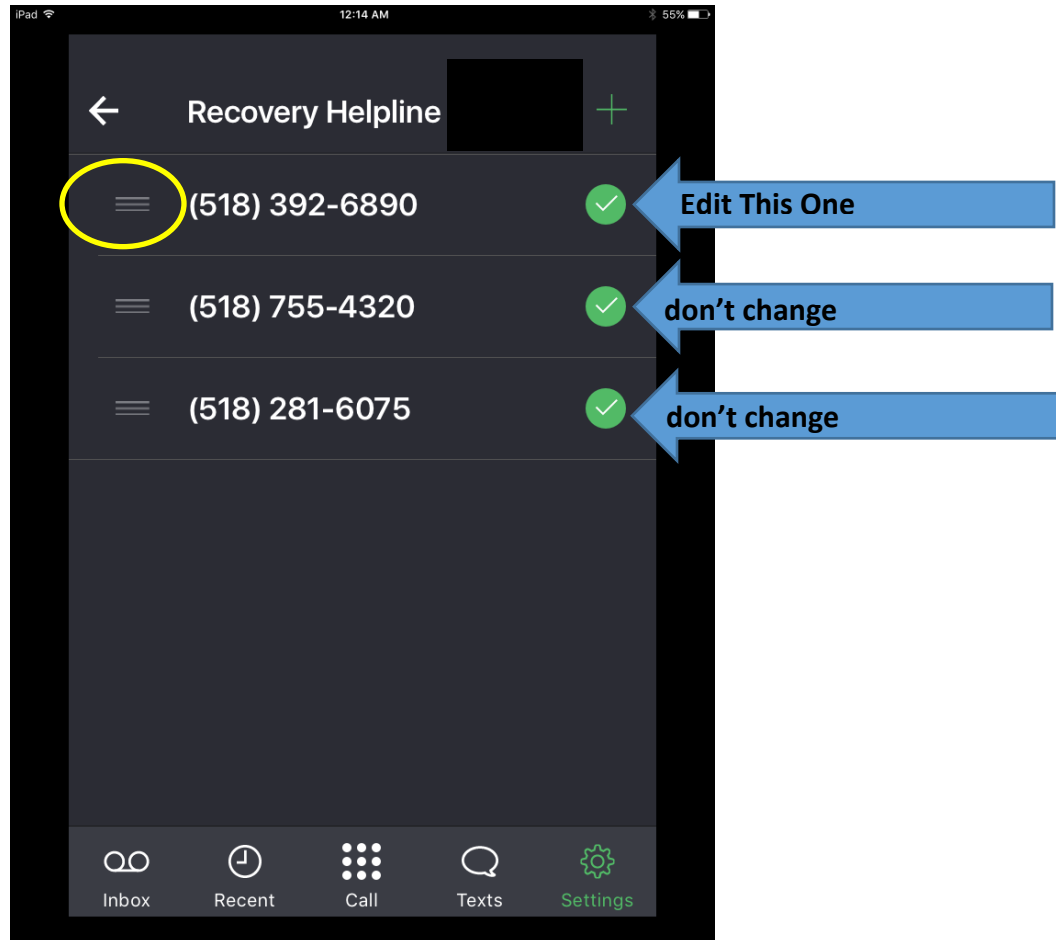
Notes: _____

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



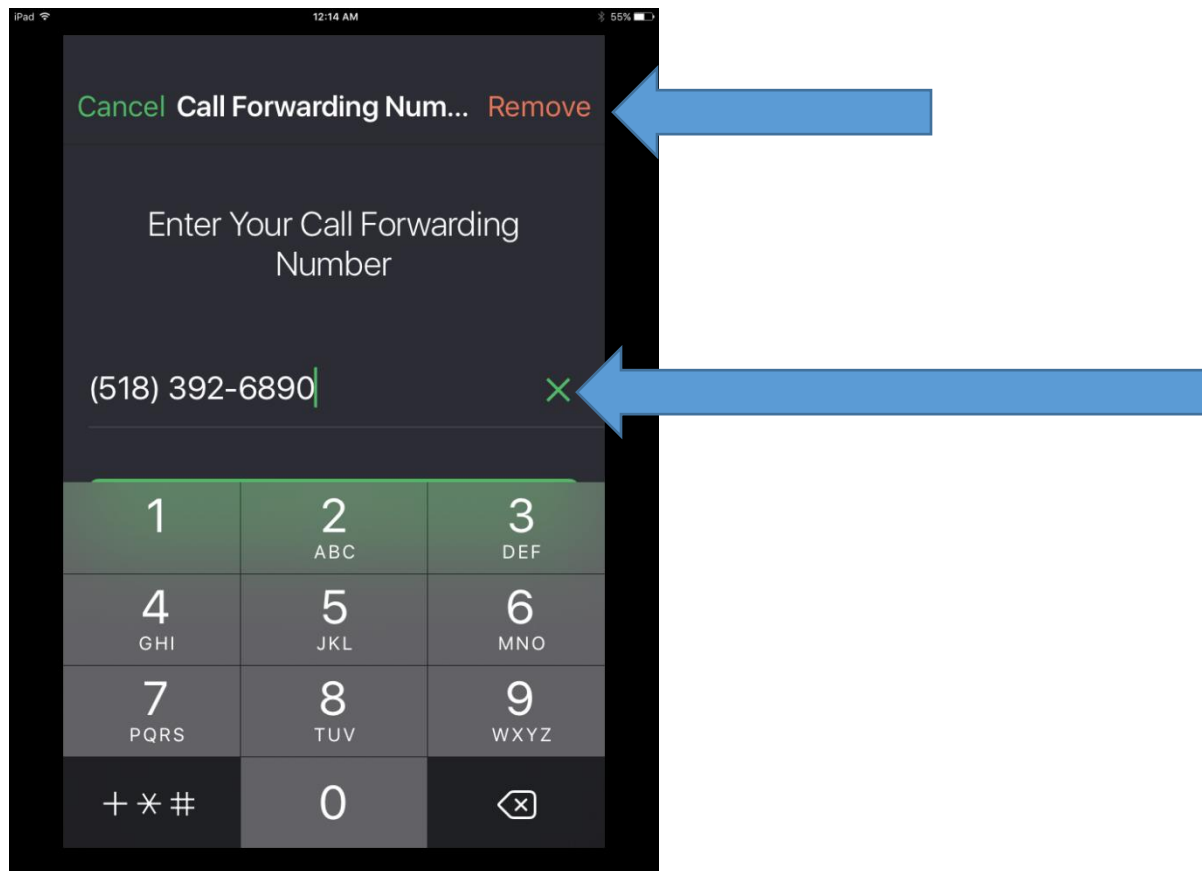
Notes: _____

Grasshopper App Call Forwarding Settings screen. At the end of your shift, you will stop the forwarding of the 833 number to your smartphone 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.

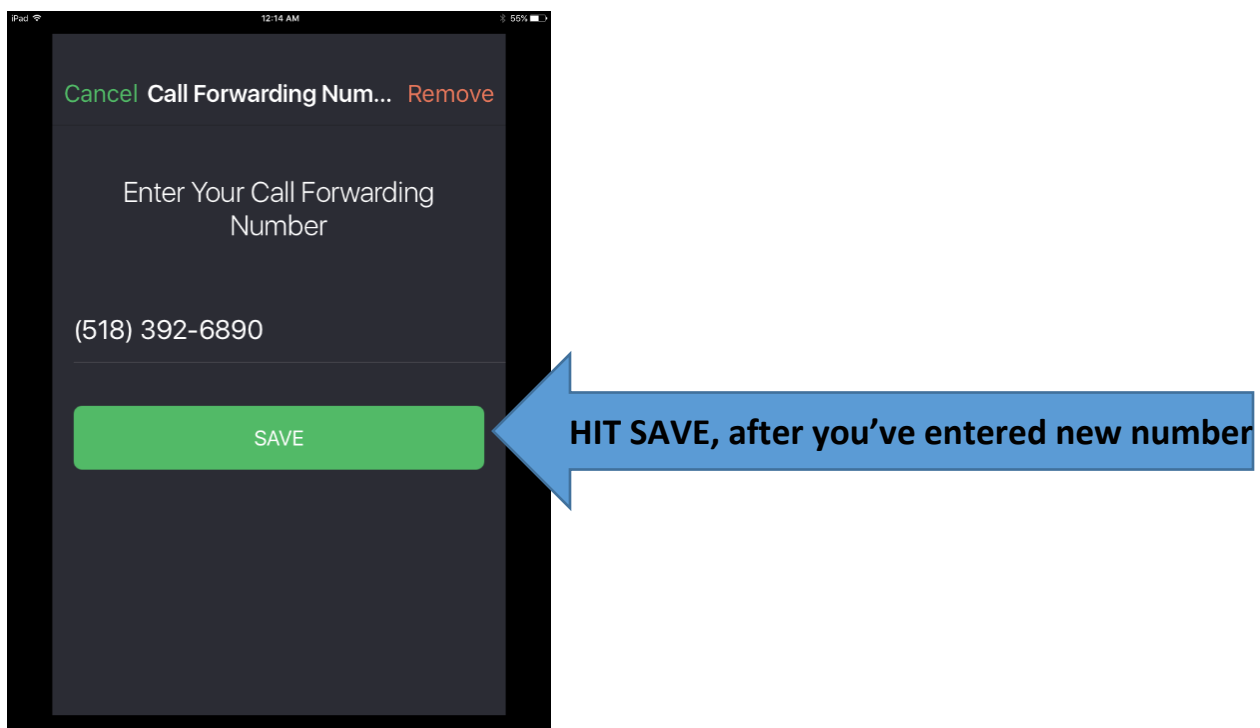


Notes: _____

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.



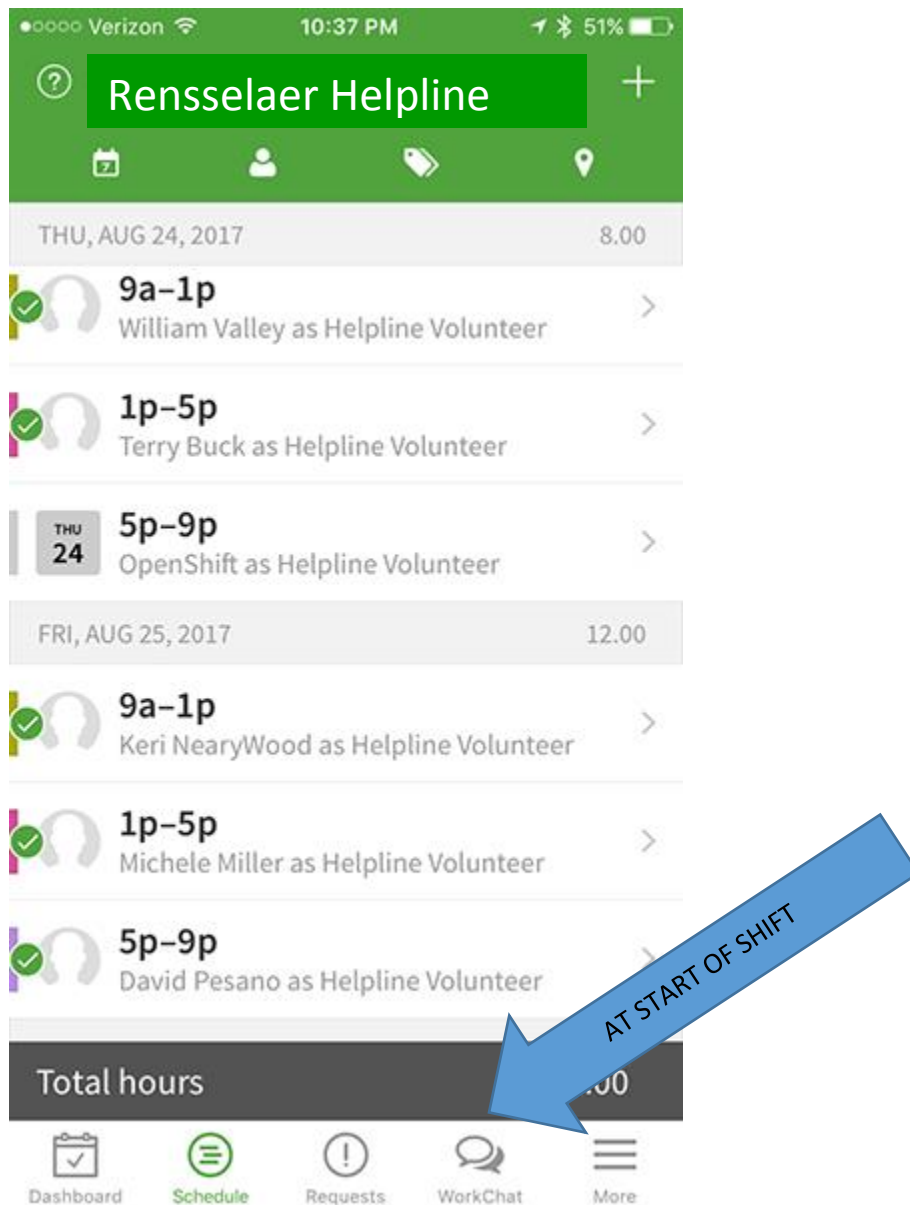
Volunteer Scheduling

You will use the “When I Work” 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: _____

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



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

