



P.O. Box 486, Ghent, NY 12075

Columbia County Pathways To Recovery
Recovery Helpline Volunteer Confidentiality Agreement

This is to certify that I, _____, a volunteer for the Columbia County Pathways To Recovery, Inc. (CCPR), 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.

The confidentiality of all client records maintained by the CCPR 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, CCPR, may not say to a person outside of the program that anyone contacted the program or solicited help from CCPR, nor disclose any information identifying them as an alcohol and/or substance 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 CCPR 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 CCPR 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 CCPR Helpline.

By signing this Confidentiality Agreement, I understand that all participant information received in the performance of my duties as a Helpline volunteer belongs to CCPR and it cannot, under any circumstances, be disseminated to other outside organizations or be used for my own personal use or monetary gain.

Volunteer Signature: _____ Date: _____

Volunteer Printed Name: _____



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Volunteer Handbook

(Revised: 4/20)



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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)**



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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
- 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.

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

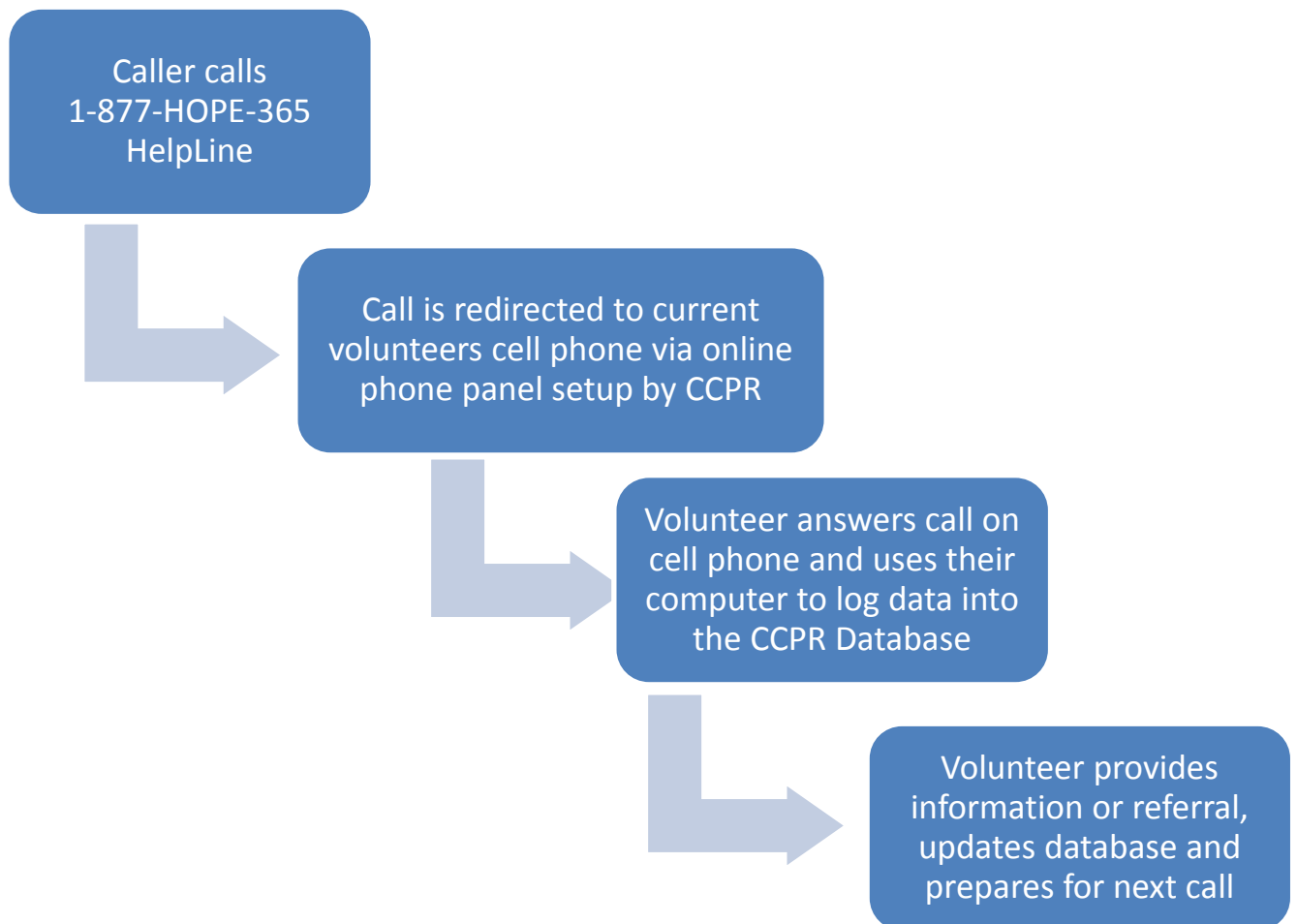
D. Additional Duties

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



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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 CPPR 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.



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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?"



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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. Calls where the caller wants to connect with the services and is looking for help to get into treatment
 - a. Intake
 - i. The caller wishes to use the service of CCPR
 - ii. You will use the helpline portal to complete the intake questionnaire with the caller
 - iii. The intake data is transmitted to the Helpline Coordinator
 - iv. The Helpline Coordinator will determine if they will be admitted to the program and will provide you with additional information.
 - v. Be courteous. Go at the caller’s pace. They may be uneasy talking to you about it.
 - vi. 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 Helpline Coordinator
 - vii. 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.



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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.pathwaystorecovery.org/wp/staff>
3. Go to the very bottom of the page and click on the tiny square icon be asked for a protected password _____ (*write password here*)
4. 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 Helpline Coordinator 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"
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.



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WHEN I WORK app - Start of shift – Use WorkChat to send a message to Helpline

Coordinator saying CLOCK-IN





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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.

<p>Touch the shift after yours</p>	<p>Touch the word "WHO" with the volunteers name</p>	<p>Write down the phone number for the volunteer</p>
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Notes: _____

End of volunteer shift



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MOBILE DEVICE

11. Open up your “When I Work” app
12. Sign in if necessary
13. At the bottom of the screen you’ll see the words “workchat” with a message bubble icon.
Touch the icon
14. On the top right of this screen, you’ll see a pencil/paper icon. Click it. Select Helpline Coordinator from this list and send a message that says CLOCK-OUT
15. Click the Dashboard icon at the bottom of the screen
16. Touch where it says “Schedule Today”
17. Touch the next shift after yours, then touch on the person’s name where it says “WHO”
18. Write down the phone number of the person listed
19. Get out of the “When I Work” app and go to your grasshopper app
20. Click on the settings icon
21. Click on “Call Forwarding”
22. Click on “Recovery Helpline”
23. Locate the first phone number in the list. (should be your number right now).
24. 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)
25. 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.
26. 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.



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






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Log a basic information call

1. Open Web browser
2. Go to <http://www.pathwaystorecovery.org/wp/staff>
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 "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.

Click the link at the top of the page that says **back to portal** and you will be returned to the portal home page to start your next call.



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Full referral to the program

1. Open Web browser
2. Go to <http://www.pathwaystorecovery.org/wp/staff>
3. You'll be asked for a protected password _____ (write in password here)
4. Click on Option 2. It says:
([Click here](#) to do an intake with a participant)
5. Explain to the caller that you need to ask them some information that you need to relay to the Helpline 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. 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 Helpline 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. Let the client know that the Helpline Coordinator will be contacting them shortly.
12. Before hanging up, thank the caller for calling. You may have to call them back with further instruction, if so, let them know. 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.