



# North Central Vermont Recovery Center

## Volunteer Manual and Operations Guide

### 2020-21

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**Mission:** The North Central Vermont Recovery Center provides a welcoming, safe, supportive and substance-free environment for individuals and families on their paths to lasting recovery.

**Vision:** Enrich the social lives of individuals, families, and communities who have been affected by addictions to alcohol and drugs.

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# I. Welcome and Introduction

## a. Welcome!

As a peer recovery support worker of the North Central Vermont Recovery Center, you are an integral part of the overall mission of the Lamoille Valley's recovery center. Our Center is one of twelve recovery centers in Vermont, all founded on the premise of providing "peer-to-peer" recovery support services. As a recovery support worker, you will have the opportunity to help people from your community who are on a lifelong journey recovering from their addictions. Your commitment to support our guests is deeply appreciated.

Working at the North Central Vermont Recovery Center supports the recovery community by providing a productive, safe, educational and engaging outlet for those in recovery. Successful relationships between a member of our team and a person in recovery help to instill a sense of accomplishment and pride for both individuals and are the foundation of the Center's services.

**Keeping the North Central Vermont Recovery Center 'A Safe Place' is of the utmost importance.**

As a member of our team you will:

- Serve the recovery community
- Make new friends and be of service to others
- Share your experience, wisdom and support with others
- Be an active, vital member of the recovery community
- Build your resume-develop professional work habits, references, and job experience
- Receive recognition for your dedication and service to the community

This manual has been created to assist you. Please read it prior to beginning your first shift. A senior staff member of NCVRC will go through it with you initially. If you have questions or need more information, please do not hesitate to ask during this meeting or at any point during the time you volunteer here. You will go through an application and orientation process prior to your first shift at NCVRC. Once you have completed this part of your training, please continue to refer to this manual as your volunteer experience evolves.

**Thank you for giving your time and talents to the guests of North Central Vermont Recovery Center!**

## b. Working with the Recovery Community:

The North Central Vermont Recovery Center in Lamoille County provides a safe space for individuals interested in, and attempting to live a life in recovery from alcohol and drugs. We also provide support and services for family members of a person with addiction issues, in a setting which is conducive to recovery. Some examples of the services we provide are - space for recovery meetings including twelve-step (AA, Al-Anon, NA, FA, OA, etc.) other non-twelve-step meetings, educative workshops, telephone recovery support services, and Narcan (an opioid overdose reversal medication) distribution. NCVRC hosts social events such as: group activities, barbeques, holiday gatherings, Sunday football and more. Your role is to provide support to those who choose to spend time in our center, and to assure that we provide a welcoming and safe environment. We also expect volunteers to promote NCVRC programs and activities to all people that enter the center. The administration will keep all volunteers updated on current programs and special events. We also encourage you to participate in these events.

The concepts of peer-to-peer recovery supports have expanded out from the original 12-step models and our challenge is to honor the traditions of these programs and other populations who do not necessarily view recovery as a “spiritual solution”. The North Central Vermont Recovery Center is not affiliated with any of the 12-step organizations; our mission is to provide a safe, supportive, substance free environment, which is welcoming to **everyone** seeking recovery, through multiple pathways.

## c. What are Recovery Support Services?

Some examples: Being welcoming and supportive, asking guests to define their personal goals for recovery, encouraging guests to ask questions, making suggestions about other services that might be helpful, being a good listener, encouraging people to focus on solutions instead of problems, introducing people new in recovery to others so that they can begin to build their own recovery support network, and assisting visitors in establishing community connections that can lead to employment, housing and other social services.

Some of the visitors to our center also struggle with multiple diagnoses in addition to addiction, and it is important to be supportive, respectful, and willing to help, while keeping The Center a safe place for everyone. The Center should be inclusive and supportive of everyone seeking recovery, regardless of the program they may attend or any outside issues that they may have. If you have any questions or concerns about the behavior of a visitor or other volunteer, pertaining to the comfort and safety of others, contact Daniel Franklin or another member of the staff immediately.

Some volunteers may not be entirely comfortable working with every person that comes into the center. We ask that you work with other volunteers and staff members to ensure that you are in your comfort zone. Often the way we can best support people is by connecting them with others who may be better suited to help them.

## II. Volunteering at North Central Vermont Recovery Center

The volunteer positions at the North Central Vermont Recovery Center vary, and a single or partner volunteer on duty may be expected to fulfill all duties during their shift. Each position plays an important role in serving the guests of the Center. Volunteers in different positions work together to serve the Center as a whole; each role is as important as the next. Together we can make a difference!

Volunteers can work as **Front End-Guest Service Volunteers, Special Services and Skills Volunteers, Operations Volunteers.**

Although length of sobriety is not a final determinate of volunteer roles, the length of sobriety will be one of the factors considered. Most of our volunteers are people who are sober and active members of a recovery community, or people who have at least six months sobriety. We do however from time to time have volunteers who do not have a history with personal addiction. The requirement for non-recovery individuals is a desire to give back to their community and that the individual has a basic understanding in the issues of addiction recovery, and a desire to serve the recovery community.

### a. Front End-Guest Services Volunteer

In general, this volunteer will be a person who can greet and reach out to a diverse group of guests. This help includes a listening ear, tour of the facility and its programs, and referrals to internal and external resources.

The primary task of this volunteer is to be at the front desk to welcome our visitors or the public at large who may be walking in our door for the first time. You are the “face” of the North Central Vermont Recovery Center. A guest may be seeking information on recovery for him or herself or a family member. They may be returning to recovery after a relapse or they may be a person in early sobriety who is having a difficult time staying sober. They may be a person who has been sober for many years but who is having a crisis. The **warmth, empathy, and respect** with which you treat each one of our guests reflects on not only that guest, but

also the reputation of the NCVRC in our community. The main requirement we look for in a volunteer position is an ability to welcome all people with an affectious positive attitude and smile.

Help guests feel at ease by standing up, smiling, approaching the person and introducing yourself, introducing them to others and explaining the services and events that are available. Engage with every guest, even those who may be regular visitors.

As a volunteer Peer Support Worker you are not a doctor, a therapist, or a marriage counselor. Your role is to listen with empathy, and to create an atmosphere of respect, safety, and total acceptance of others, so that they feel safe enough to talk through and work out their problems. It is not your job to diagnose those problems, although you may provide referrals where necessary.

**Specific Guest Service Responsibilities include:**

- Greet, connect, and converse with every guest as they enter the Center
- Provide referrals to recovery resources such as Recovery Coaching, Pathways Guide services, our programs, local community partners, and local twelve-step meeting schedules
- Remind visitors to sign in to Log Book
- Record Keeping: our level of growth, community support, and funding is directly measured by the number of hours contributed by our volunteers and the number of guests served. To help maintain the most exact records possible, we ask that you:
  - Sign in for every shift
  - Keep accurate counts and reasons of people using and calling the center during your shift by properly filling out the daily **Demonstrating Solutions in Recovery Centers** form and having them sign in.
  - Ask visitors to fill out a Participant Survey form.
- Monitor computer use – to be used for recovery related purposes, education, job searching. 30 minutes is allowed for anyone to check email/Facebook. Longer periods of time are reserved for those engaged in a recovery related service such as job searching, education, research on recovery, etc. If you witness any questionable computer use, please report to NCVRC staff immediately.
- Be a good listener and offer support
- Encourage people to focus on solutions instead of problems
- Assist the operations volunteer, if needed.

Experience will help you determine what type and balance of support is appropriate for a new person. Some people will need to be closely supported while others will benefit from just a little encouragement. Regardless of the situation, leave your judgment, problems, negative energy, and personal agenda outside the door. If you are personally struggling, seek another volunteer to cover your shift and take care of yourself whether that is by seeking help from someone at the center or outside. We want everyone to feel supported and balanced. We understand that life can be overwhelming. We believe in self-care first!

## b. Operations Volunteer

The facility and its appearance and upkeep are as important as our guest services. If we look dirty or run down it will reflect on our professionalism and mission. The Operations Volunteer helps to maintain the appearance and cleanliness of the center as well as to help out with Guest Services. If we are low on staff, the roles of the Operations Volunteer and the Guest Services Volunteer overlap.

### **Specific Operations Volunteer Responsibilities include:**

- Greet visitors, keep a pot of coffee going in the kitchen, maintain quiet during meetings
- Office Support: answer the phone and take messages for staff, and complete other tasks as requested
- Sign in for every shift
- Review the Log Book at the start of each shift and add updates if necessary
- Check and distribute supplies such as toilet tissue and paper towels.
- Keep bathroom and kitchen clean and supplied, vacuum and mop floors as needed. Keep other general areas organized and picked up.
- Maintain outside area: cigarette butts out by smoking section, sweep sidewalks, discourage guests from congregating by front door or in front room.

## c. Special Skills and Services Volunteer

Volunteers in this capacity assist by bringing special skills or programs into the center. You can work with a staff member to develop a specific role at the center. Please approach staff with any and all ideas that you would like to see happen at the Center. We are always looking for feedback and ideas!

### **Special Skills and Services Volunteer Responsibilities can include:**

- Helping to develop programs or services

- Gathering other volunteers to assist in events and programs
- Collaborating with other volunteers and staff about activities such as gardening, cooking, social activities, sharing your knowledge of computers and I.T. skills. and community outreach.

### **A word about Recovery Coaches**

Recovery Coaches are required to attend a 40-hour Recovery Coach Academy and commit to one year serving in the NCVRC Recovery Coaching Program. The Recovery Coaching program is for participants seeking or maintaining recovery from addiction, and for family members seeking support to help better understand and deal with a loved one's addiction.

Definition of Recovery Coaching: Recovery Coaches help people plan and make positive changes. They work with people experiencing problems with their use of drugs and alcohol, people who are already in recovery, and people who are concerned about someone else's substance use or other addictive behavior.

Recovery Coaching is a person-centered, strengths-based service. Recovery Coaches help people by asking searching questions and providing support for making decisions and plans that will improve lives, one step/goal at a time. Recovery Coaches work with people in recovery to find the resources needed to reclaim lives disrupted by addiction. Some people need detox, treatment, and access to other community services. Many people need help with meeting basic needs like housing, food, heat, clothing, and transportation, while others want help with relationships and improving the quality of their lives. People often need help getting connected with others in recovery who they can relate to.

Recovery Coaches provide support when people in recovery run into problems: health issues, health insurance, parenting problems, relationships with partners and family, and financial problems. Recovery Coaches help people consider solutions to these problems, help develop plans to solve them, and provide support in following through. **Recovery Coaches work with people on all paths to recovery.** They don't diagnose or treat addiction or other mental health issues. Recovery Coaches support ongoing positive change, helping people reclaim their lives and support the development of plans and goals to live fulfilling life in recovery. It is an action-oriented approach. Recovery Coaches emphasize improving someone's present life, while helping them to consider, establish and attain future goals.

### **A Word about Pathways Guide Program**

The Pathways Guide Program is to help connect people with opiate addictions to medication assisted recovery services and other recovery resources. Our Pathways Guide at NCVRC is here on certain days of the week, and is available by phone or email when someone comes in looking for assistance for addiction to opiates (ie: heroin, prescription narcotics).

### **III. NCVRC Volunteer Rights and Responsibilities**

Each volunteer will be treated as a valued team member and will be provided with the continuing recognition and support that they need in order to perform their duties. In addition, volunteers have the following rights:

- To have a clear understanding of the job including duties, expectations, and time commitment
- To be expected to be “on duty” only during their assigned shifts
- To be able to come to the center as a guest
- To resign their volunteer job if it interferes with their recovery

Volunteers are asked to remain committed to the North Central Vermont Recovery Center mission and to adhere to its policies. You are asked to:

- Be dependable and reliable
- Attend monthly Training /Program Meeting and other professional development offerings when available
- Sign and abide by our strict confidentiality policy (located at the end of this booklet)
- Report on time for your scheduled shift and remain on duty for your entire shift
- Notify the relevant Center staff member as soon as possible of any changes in your schedule that will affect your availability
- Keep accurate records of your shifts

#### **a. Having the Right Attitude!**

Working with people, especially those in the recovery community can be a challenge. While we cannot change the behavior of others, we can make changes in our own attitudes that will make volunteer service at the Center a rewarding experience for volunteers, clients, and staff. These are some attitudes that you may find helpful:

##### **An Attitude of Service**

When working with others it is important to listen and support each other despite the personal challenges you may be experiencing. If a person or situation is proving difficult, it can be helpful to ask one’s self: “How can I be of service to this person?” or “How can I be of service in this situation?” An attitude of service will help you to focus your valuable time in the Center on its guests and on the tasks that need completing during your shift.

##### **An Attitude of Respect**

Every person who walks through the door of the North Central Vermont Recovery Center deserves to be treated with courtesy and respect. All guests will be treated with, and spoken to, respectfully, regardless of their physical, mental, or emotional condition. It is also expected that staff and guests will treat volunteers in a respectful manner. Behaving respectfully toward others includes arriving on time for your shift so your fellow volunteer isn't kept waiting, and informing others if you are unable to work a shift. Respecting yourself by taking care of yourself emotionally and physically is also important, and benefits everyone. You can't help others if you don't take care of yourself first.

### **An Attitude of Confidentiality**

An attitude of confidentiality extends beyond the walls of the meeting room to the rest of the Center and beyond. What you learn in confidence should not be shared. Discussing others in a negative way, focusing on others' shortcomings, and criticizing others' behavior in public undermine our efforts to provide a safe and supportive atmosphere. Work to resist gossip, hearsay, and rumors. If you have specific concerns, please speak about them directly with the Director.

### **Openness and Communication**

It's important that both guests and volunteers feel safe in talking openly about their problems. When working with guests, volunteers should practice listening actively and attentively. While it can be helpful to share one's own experience, be careful not to monopolize the conversation by talking only about yourself. It is important, too, that you as a volunteer speak openly with staff about how you are doing, the level of stress in your life, and whether you might need a break from your volunteer job here. Please help us to support you by asking for help when you need it.

### **Principles before Personalities**

Volunteers are encouraged to leave resentments and personality conflicts at the door when coming to the Center. The three hours of your shift is time to focus on being of service to the guests and mission of the North Central Vermont Recovery Center.

## **b. Volunteer Recognition & Training**

NCVRC values the gifts that each volunteer brings to the organization. We ask everyone to attend our regularly scheduled Program Meeting. It gives us a chance to share food and information, listen to guest speakers, discuss topics and give feedback.

## **c. Tools for Volunteers**

For inquiries about meetings available in the community, meetings lists for Alcoholics Anonymous and Narcotics Anonymous and other non 12-step meetings are available at the Welcome Area. We also have a bulletin board dedicated to “Meetings in the Area”

The Resource Binder provides descriptions and contact information for community service agencies, including rehabilitation treatment providers, food, shelters, and many other services. Talk with a guest about what he or she needs, help them use the binder and phone to make calls. Stay close in case they have any questions.

If a guest needs to speak with a member of Alcoholic Anonymous or another 12-step group, and no one in the Center is available to help them, they can call the A.A. answering service (802-860-8382) to have an A.A. member contact them.

Vermont 2-1-1 is a simple number to dial for information about many service organizations in your community and in Vermont. In addition, we have information available on community and recovery related events. For other non-emergency inquiries that you are unable to answer, please take a message for the NCVRC Staff.

#### d. Opportunities for Additional Training

The NCVRC staff will occasionally offer additional training for volunteers. When possible we will schedule training to coincide with Volunteer Appreciation Night. We ask that Volunteers make their best effort to attend all workshops as part of their ongoing training.

#### Procedures for each Shift

Please arrive several minutes before your shift begins as a courtesy to the volunteer on duty. This will also allow time for the volunteer on duty to update you on any issues.

- Sign in when starting your shift using the Log Book located in the Welcome Area. The sign-in provides an important record of your participation
- Check the bulletin board and your mailbox for messages, important announcements, assigned tasks, schedule changes, and confirm the accuracy of your shift(s) on the schedule
- Wear your Volunteer tag for the duration of your shift. This ensures that center guests and others know you are the volunteer Peer Support Worker on duty
- Initial each task on the **Demonstrating Recovery Solutions** daily sheet on the desk and keep track of all participants and activities happening during your shift

## IV. Scheduling, Personal Belongings and Commitment

### a. Scheduling

NCVRC volunteers are asked to sign up for one 3-hour shift each week. After your first shift a staff member will check in with you to make sure that the shift is one that will work for you on a regular basis. If it is, then your shift will become an ongoing shift, which means that it will appear on the schedule each week unless you notify us that you are unable to continue that commitment. If for any reason you are unable to continue with an ongoing shift, please contact the volunteer coordinator as soon as possible so that adjustments can be made to the schedule. The role of volunteer coordinator is performed by Operations Assistant Jess Stewart.

Volunteers who are unable to make a regular, ongoing commitment to a shift but would still like to volunteer may be placed on the on-call list to fill in when there are gaps in the schedule or to substitute for other volunteers who cannot fill their shifts. On-call volunteers specify which days and shifts they are available to fill in, and the other volunteers or the NCVRC staff will contact them as needed. On-call volunteers must first attend a training meeting and schedule a training shift with a staff member.

If you have a planned absence, we encourage you to find a substitute or to trade days with another trained volunteer. Please notify volunteer program coordinator Jess Stewart of any substitutions or changes in the schedule. If you are unable to find a substitute, please notify the operations assistant as soon as possible so we can help to fill the shift. If you have a schedule change, please contact them within 48 hours of your shift. If you are ill or have an emergency, or if you are running late for your shift, ***please do not*** leave a message about your shift on the NCVRC answering machine. Always contact the director or operation manager directly.

### b. Personal Belongings

Volunteers are cautioned against bringing valuables to the Center. The North Central Vermont Recovery Center cannot be responsible for loss of personal property. We do have a cabinet in the Welcome Area for handbags, etc. If you need to bring in valuables or medications, you can ask if it can be kept in one of the staff offices.

### c. Commitment

Our goal is to be open as much as possible-this is only possible with the help of committed volunteers. Please be mindful that in some instances, the center cannot remain open for drop-in visitors unless you show up for your volunteer shift to keep it open. Our volunteers are vital to the operation of the Center - we cannot do it without you!

## **V. General Policies and Rules**

### **Non-Discrimination**

It is the policy of the North Central Vermont Recovery Center that there will be no discrimination or harassment in its programs, activities or employment based on race, color, sex, sexual preference, gender presentation, ability status, religion, or age. Volunteers are expected to treat every guest who enters the center with dignity and respect.

### **Confidentiality**

Volunteers are expected to respect the privacy of guests, fellow volunteers, and staff. This includes respecting the anonymity of people who attend meetings and respecting private information that may be shared in meetings or elsewhere in the Center.

### **Phone Use**

It's important to keep the phone line open for people who need to call the Center for information. Volunteers and guests may use the telephone for calls directly related to their recovery, but are asked to keep them brief. There is a second line, which may be used for outgoing calls, to keep the main line free. The Center phone is not to be used for personal phone calls.

Due to issues of anonymity and confidentiality, we will not take messages for Center guests. No information about Center guests should ever be disclosed. For example, if someone calls just to find out who is at the Center, this information should not be disclosed. This policy ensures that the NCVRC is a safe place to be for everyone.

### **Privacy During Meetings**

It is important to provide and maintain privacy for those who attend meetings in the Center. Visual privacy is maintained by closing blinds in the meeting room. As a sign of respect to meeting attendees we also keep the noise level in the Center down by restricting loud music, and loud conversations during the meeting.

### **Music**

Guests are welcome to listen to music at a minimal level as long as there are no meetings in progress.

### **Use of Television**

We are fortunate to have a TV/VCR/DVD in our Center. The television is to be used for special events (Football Sundays, Movie Nights, special viewings of relevant items, etc). We encourage conversation, social interaction, reading, and self-reflection in support of recovery and the television interferes with these activities.

### **Profanity**

We ask that guests refrain from the use of profanity out of respect to others. If you should hear inappropriate comments that may be offensive to others, please explain to the individual making the comments that offensive language is not in keeping with the North Central Vermont Recovery Center's mission of providing a safe, supportive environment for everyone interested in recovery. If the guest still does not refrain from the use of profanity, they may be asked to leave the Center for the rest of the day. We suggest that all volunteers make a point of seeking support and discussing this sort of situation with others in an effort to avoid escalating into a conflict situation that may be caused by someone who is simply having a bad day. This sort of situation should be documented and entered into the Log Book, and should be discussed with Center staff.

### **Inebriated Guests**

Inebriated guests may be interested in recovery, but their behavior can also be disruptive and the smell of alcohol on their breath can be a trigger for other guests who are in early recovery. It is Center policy that guests under the influence be asked to leave the Center unless they are there to attend a meeting or actively engaged in seeking treatment or other types of help. If it seems they are truly looking for help at the moment, it is helpful to take them to another room or outside to talk for a few moments to see if/how you can assist at the moment. Inebriated guests must not be turned away from the Center if they are attending a meeting unless they become a distraction. If a person becomes obstinate or disruptive in any way and refuses to leave, please seek support from a staff member or another volunteer before making any effort to escort the disruptive person outside of the building. This effort should be conducted in a non-physical manner. Please let the disruptive person know that if they do not comply with your request, you will need to call the police for security measures. There are Emergency Situation Protocols located at the volunteer desk in the welcome room as well as taped up next to the phone in the welcome room. Please follow protocol in the event of a situation arising.

### **Sleeping Beauties**

The NCVRC encourages active use of the many resources offered by the Center, and guests are invited to take advantage of what the Center offers in order to move forward with their lives.

Because crashing on the sofas does not contribute to a vital, energetic recovery, guests are strictly prohibited from sleeping horizontally anywhere in the NCVRC. It reflects badly on the Center and on those who use it.

### **Who May Use the Center**

The North Central Vermont Recovery Center is for the use of people who are interested in recovery from alcohol, drug, abuse, and other addictions, and their families. NCVRC is not a community center for the general public, and our limited space and resources mean that we focus on the recovery community.

**If you suspect that a guest is not a person in recovery**, there are a few steps that you can take. Remember that each person you approach may be someone who has problems with alcohol or drugs. First engage the guest in conversation. How did they find out about NCVRC? Have they been to meetings here? If they don't know about NCVRC, explain our mission to them. If they do not volunteer information about their own recovery, continue to watch this person and let other volunteer and staff know of your concern and communication efforts. If the person has told you they do not have an issue with alcohol or other addictive substances, offer other places in town where they can go: the library, a family center for groups or activities, or anywhere appropriate to their situation.

While we want to be respectful to all visitors, we also need to advocate for our guests and our mission. We are a small non-profit and have neither the resources nor the space to accommodate people who are not in recovery or otherwise invited. Respect for the safety and confidentiality of our guests demands that we uphold our mission.

### **Policy for underage persons**

Effective March 1, 2016

No staff or volunteer shall be alone with a minor individual (under 18 years old) behind closed doors or in a vehicle, while they are on duty at NCVRC per liability insurance guidelines for under-age persons.

## **VI. How to Handle Difficult Situations**

Volunteers should be courteous and respectful when approaching all guests, even those who may be violating a policy of the Center. When approaching a guest about a problem, volunteers should be courteous and understanding yet firm about supporting the mission of the Center. Ask a staff member or another volunteer to assist you if you are uncomfortable. It is not the volunteer's responsibility to confront or challenge guests, nor is it the volunteer's role to

remove guests from the Center on a permanent basis. If there is any question, contact a staff member who will take action.

**The following guidelines are recommended for handling difficult situations:**

1. Explain why the behavior is disruptive to others and ask the guest to change the behavior
2. If the behavior continues, ask the guest to leave temporarily
3. If the guest does not leave, seek a staff member or recovery coach. If neither are available (then and only then) inform him or her that you will have to call police for assistance.

**\*\*\*If the police are called, follow Emergency Situation Protocol by notifying Daniel Franklin, and write a report of what happened and submit it to Daniel\*\*\***

For example, guests who are being noisy during a meeting should be asked to quiet down. If they continue to disturb the meeting then they should be asked to leave the Center until the meeting is over. An inebriated guest will be asked not to return until they are sober, or invited to return for a meeting. Under no circumstances are you to handle the disruptive person physically. Do not hesitate to call the police (911) if the problem escalates further and the disruptive person refuses to leave. Law enforcement is trained to handle this type of situation.

## **VII. Performance Problems**

When a problem arises as a result of a volunteer's behavior that causes difficulties for staff, guests, or other volunteers, a staff member will first speak with the volunteer in order to resolve the problem. If the problem continues, the volunteer will be asked to take time off from volunteering in the Center for a period of time. A volunteer's status may be suspended or reviewed for reasons of inactivity at the discretion of the Assistant Director and Executive Director. A review and reactivation status will depend upon the current training requirements and the center's need for volunteers at the current time of consideration.

Performance problems include:

- Being late for your shift
- Not staying for your entire shift
- Missing a shift without notice
- Conducting personal business during your shift. Your primary responsibility is to our center guests
- Not fulfilling tasks such as greeting guests, keeping records, and completing housekeeping duties
- Unfriendly or uncooperative manner towards guests, staff, and other volunteers
- Misuse, waste, or damage of Center property

- Safety violations

**Serious Violations**

The following behaviors can result in immediate dismissal from the North Central Vermont Recovery Volunteer program:

- Violating North Central Vermont Recovery Center confidentiality policy
- Theft
- Destruction of property
- Physical or sexual harassment
- Fighting, threats, or any physical violence against staff, guests, or other volunteers
- Working under the influence of alcohol or drugs\

**VIII. Rules of NCVRC**

1. NO alcohol or illegal drugs allowed on the premises.
2. Persons under the influence may attend meetings (if not disruptive) but must leave after the meetings.
3. No aggressive or harassing behavior.
4. Children must be supervised by an adult at all times.
5. Respect the Center and other guests by cleaning up after yourselves.
6. The Center is not responsible for lost or stolen items.
7. Smokers must smoke and use the butt container across the parking lot. Smokers may not smoke within 50 feet of the building.
8. No gambling on the premises.
9. No sleeping or lying on furniture.
10. No bicycles are allowed in the Center.
11. Noise must be kept at a minimum, particularly while meetings are in progress.
12. When requested, guests will complete a Recovery Plan with a NCVRC staff member setting actions and goals which will help sustain long term sobriety. Periodic check-ins may be held to review their plan progress.

**IX. Emergency Numbers and Operation Information**

In Case of Fire or other Emergency.....	911
United Way 24-7 social service referral line.....	211
Morristown Police Department (non-emergency).....	802-888-4211
Copley Hospital.....	802-888-4231
Daniel Franklin, Executive Director.....	802-490-0532

## How to Reach North Central Vermont Recovery Center

(we are located on Brooklyn Street behind the Demars Carriage/Storage Barn)



North Central Vermont Recovery Center  
275 Brooklyn Street Suite 2  
Morrisville, VT 05661  
phone: 802-851-8120  
email: [recovery@ncvrc.com](mailto:recovery@ncvrc.com)  
website: [www.ncvrc.com](http://www.ncvrc.com)

### Hours of Operation

Monday: 9 am - 6 pm  
Tuesday: 9 am - 6 pm  
Wednesday: 9 am - 6 pm  
Thursday: 9 am - 6 pm  
Friday: 9 am - 6 pm  
Saturday: 10 am - 4 pm  
Sunday: 11 am - 4 pm

The following pages are policies, which require signatures from  
the volunteer and the Executive Director:

North Central Vermont Recovery Center

**ETHICAL GUIDELINES FOR PEOPLE PROVIDING RECOVERY SUPPORT SERVICES**

1. I will be honest with myself and others.
2. I will treat everyone with dignity and respect.
3. I will be impartial at all times.
4. I will allow others to make their own decisions and choices in relation to their own lives.
5. I will always accept others for who they are, where they are, and what they are, regardless of my personal opinions.
6. I will refrain from engaging in sexual banter or direct sexual contact with any individual I am assisting in their recovery.
7. I will refrain from disclosing confidential information and maintain the privacy of others. I will work to discourage gossip, and encourage people to avoid rumors and hearsay.
- 8 I agree to decline any favors, free services, or gifts that compromise the integrity of my peer support relationships.
9. I pledge my vigilance in guarding against the sexual exploitation or sexual harassment of anyone around me.
10. I will never exploit relationships with others for personal gain.
11. I will seek supervisory guidance when problematic situations with others arise.
12. I will comply with the NCVRC non-discrimination policies on the basis of race, color, age, national origin, sex, mental or physical characteristics, pathway to recovery, or sexual orientation.
13. In a situation where mandated reporting may be required, I will consult a supervisor to determine the best course of action.
14. As a recovery support worker, I will refrain from the distribution or misuse of any controlled or psychoactive substance including alcohol.
- 15 .As a representative of the recovery support services community, I will do my best to be a healthy role model.

My signature below ensures that my conduct will meet or exceed the NCVRCh accepted standards for ethical behaviors.

Name \_\_\_\_\_ Date \_\_\_\_\_

**Sexual Harassment Policy**

**It is against the policy of NCVRC, and illegal under state and federal law, for any employee, male or female, to sexually harass another employee.**

It is the policy of North Central Vermont Recovery Center that all employees are responsible for ensuring that the workplace is free from sexual harassment. All employees must avoid any action or conduct which could be viewed as sexual harassment.

**Sexual Harassment includes unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexually harassing nature, when 1.) submission to the harassment is made either explicitly/or implicitly as a term or condition of employment; 2.) submission to or rejection of the harassment is used as the basis for employment decisions affecting the individual; or 3.) the harassment has the purpose or effect of unreasonably interfering with the individual’s work performance or creating an intimidating, hostile, or offensive working environment.**

Any employee who believes that she or he has been the target of sexual harassment, or who believes she or he has been subjected to retaliation for having brought or supported a complaint of harassment, is encouraged to directly inform the offending person or persons that such conduct is offensive and must stop. If the employee does not wish to communicate directly with the alleged harasser, or if direct communication has been ineffective, then the person with the complaint is encouraged to report the situation as soon as possible to the Executive Director, Stefani Capizzi at 802.371.8532

If the complainant is dissatisfied with the employer’s action, or is otherwise interested in doing so, she or he may file a complaint by writing or calling any of the following state or federal agencies:

**VT Attorney General’s Office**, Civil Rights Unit, 109 State Street, Montpelier, VT 05609, tel: (802) 828-3171. Complaints should be filed within 300 days of the adverse action.

**Equal Employment Opportunity Commission**, 1 Congress Street, Boston, MA 02114, tel: (617) 565 3200. Complaints must be filed within 300 days of the adverse action.

Employees are encouraged to file their complaint of sexual harassment through this employer’s complaint procedure, although an employee is not required to do so before filing with these agencies.

My signature below ensures that I have read and understand this policy.

Name \_\_\_\_\_ Date \_\_\_\_\_

## NCVRC Social Media Policy:

The North Central Vermont Recovery Center takes no position on your decision to participate in social media activities on a personal basis (such as Facebook, Twitter, Instagram, etc.). Likewise, it does not discriminate against those who use social media for personal and lawful purposes. However, it is North Central Vermont Recovery Center’s right and duty to prevent unauthorized disclosure of certain information through use of social media.

The North Central Vermont Recovery Center has designated certain individuals authorized to speak on behalf of NCVRC through social media. Only those who have received training and been designated as “NCVRC Social Media Representatives” are permitted to speak on behalf of NCVRC.

Generally, when using social media, we must consider the following:

- Unless you are a designated NCVRC Social Media Representative, you should not post official information about NCVRC unless you receive express approval from the Executive Director.
  - Follow NCVRC standards in our use of technology and remember that all communications using a NCVRC e-mail account or a NCVRC owned computer or other electronic devices are NCVRC property.
  - Excessive personal use of social media by NCVRC employees and Volunteers is not permitted on working time by means of the Center’s computers, networks, Smartphone’s, or other IT resources and communication systems.
  - Protect NCVRC assets and personal information, always remembering that the Internet is a public place.
  - Use our Guiding Principles of Recovery and Ethical Guidelines for Recovery Support Workers.
  - Do not use fake identifies and/or post anonymously in the course of making statements or comments about the NCVRC and/or any of its services.
  - Use good judgment – using social media in any way that violates laws or regulations, or otherwise constitutes disrespectful, abusive or prohibited behavior (such as harassment or stalking; hacking; creation of a hostile work environment; jeopardizing the safety of the NCVRC staff and quests or infringement of the intellectual property rights of others) is prohibited.
  - These guidelines apply to Paid Employees, Volunteers, Board members and others who act on our behalf. We will not ask our family or friends to post content online, including on social networking sites that we, ourselves, are not allowed to post.
- We should remember that electronic messages (such as emails and text messages) are permanent, transferable records of our communications. This means they can affect the reputation of the NCVRC. If you believe NCVRC technologies and/or electronic communications are being used inappropriately, notify the Executive Director.

A good rule of thumb is not to post anything you would not say in a room full of people.

Name \_\_\_\_\_ Date \_\_\_\_\_



As a volunteer of the North Central Vermont Recovery Center, you are agreeing to maintain the privacy of others. Anything you see, hear, read, observe with your five senses, or anything you already know about a guest, program participant, or other staff and volunteers must be kept confidential.

By signing below, I am acknowledging and agreeing to this policy.

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*(Your signature)*

*(Date)*

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*(Supervisor signature)*

*(Date)*

Important addendum for staff and volunteer documents for the North Central Vermont Recovery Center:

Effective March 1, 2016

No staff or volunteer shall be alone with a minor individual (under 18 years old) behind closed doors or in a vehicle, while they are on duty at NCVRC per liability insurance guidelines for under-age persons.

Thank you for adhering to this policy.



Daniel J. Franklin, Executive Director, North Central Vermont Recovery Center

Please sign and date your understanding and agreement to this statement.

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Name

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Date