



# **PEER Wellness Center Volunteer Manual**





### ***Vision Statement***

The vision of PEER Wellness Center, Inc. is to create a culture of wellness and positivity that supports long-term recovery for those that face challenges from substance use and/or co-occurring disorders.

### ***Mission Statement***

The Mission of PEER Wellness Center, Inc. is to put a positive face on recovery and reduce the impact of mental health and substance abuse disorders in our community.

We accomplish this by:

- **Cultivating an environment of acceptance and inclusion**
- **By linking peers to existing community resources**
- **By utilizing the success, skills, and support of volunteers who have lived experience with mental health and substance use disorders to deliver peer-led and peer delivered services, and**
- **By being an advocate in our community that educates and reduces the stigma surrounding mental health and substance use issues.**

## Guiding Principles of Recovery

- There are many pathways to recovery.
- Recovery is self-directed and empowering.
- Recovery involves a personal recognition of the need for change and transformation.
- Recovery is holistic.
- Recovery has cultural dimensions.
- Recovery exists on a continuum of improved health and wellness.
- Recovery is supported by peers and allies.
- Recovery emerges from hope and gratitude.
- Recovery involves a process of healing and self-redefinition.
- Recovery involves addressing discrimination and transcending shame and stigma.
- Recovery involves (re)joining and (re)building a life in the community.
- Recovery is a reality. It can, will, and does happen.

Source: CSAT White Paper: *Guiding Principles and Elements of Recovery-Oriented Systems of Care.*

# Recovery Defined

A process of change through which individuals improve their health and wellness, live a self-directed life, and strive to reach their full potential.

*SAMHSA Press Office 2011*

**PEER Wellness Center volunteers and employees, do and will abide by all HIPAA rules and regulations.**

## **What is HIPAA, and what does it do?**

Pursuant to the Health Insurance Portability and Accountability Act (HIPAA) of 1996, the Department of Health and Human Services promulgates rules and regulations to regulate the privacy and security of medical information. The purpose of the law is to improve portability of health insurance coverage, reduce healthcare fraud and abuse and to protect individual privacy of personal health records.

Please note that after HIPAA went into effect, several sets of regulations were promulgated, two rules are key for marketers—the “Privacy Rule” and the “Security Rule”. The Privacy rule creates national standards to protect the privacy of personal information, while the Security Rule governs the security of electronic healthcare information. Each must be reviewed by organizations that are using health information of individuals.

To view the entire rule and related materials, see <http://www.hhs.gov/ocr/hipaa>

## **Ethics**

**PEER Wellness Center will abide by the ethical standards as outlined in the National Practice Guidelines and Ethics for Peer Supporters. This code of ethics will be a guideline for all volunteers and peers when volunteering, working or representing PEER Wellness Center.**

View document here: <https://na4ps.files.wordpress.com/2012/09/nationalguidelines1.pdf>



**In addition to the SAMHSA Working Definition and Guiding Principles of Recovery, the following core values have been ratified by peer supporters across the country as the core ethical guidelines for peer support practice:**

1. Peer support is voluntary
2. Peer supporters are hopeful
3. Peer supports are open minded
4. Peer supporters are empathetic
5. Peer supports are respectful
6. Peer supporters facilitate change
7. Peer supporters are honest and direct
8. Peer support is mutual and reciprocal
9. Peer support is equally shared power
10. Peer support is strengths-focused
11. Peer support is transparent
12. Peer support is person-driven

## **What is it that we do?**

Over the past decade, the concept of recovery has taken center stage in many arenas from the healthcare industry to social service organizations to the justice system. Recovery is defined as the process of returning to a normal state after a period of difficulty. Researchers have expanded upon this definition to capture the complex and encompassing nature of the recovery process. For example, recovery has been described as a *“deeply personal, unique process of changing one’s attitudes, values, feelings, goals, skills, and/or roles. It is a way of living a satisfying, hopeful, and contributing life even with limitations caused by illness.”* **Thus, recovery is the process of demonstrating resiliency through the recognition that life is broader and more meaningful than any one condition, illness, or circumstance.**

The Substance Abuse and Mental Health Services Administration (SAMHSA) defines Recovery as:

*“A process of change through which individuals improve their health and wellness, live a self-directed life, and strive to reach their full potential.”*

As organizations change their focus to recovery and resiliency, there is a corresponding shift towards the engagement of individuals as informed and decisive directors in their lives. For example, within the healthcare system, the more activated” a person is, the better able they are to manage their conditions. This can lead to better health, a higher quality of life, and more satisfaction with their care.

This approach, often called “self-management,” recognizes an individual’s ability to choose behaviors that support their health and well-being. This self-management approach has been successfully implemented in the treatment of a variety of chronic physical health conditions, behavioral health conditions, comorbid medical conditions among individuals with behavioral health conditions, as well as with specific populations including justice involved individuals and the military. The peer support model is grounded in the belief that “significant interpersonal relationships and a shared sense of community lay the foundation for the process of healing.” At its best, a peer relationship can facilitate and enhance a person’s recovery. It can also provide increased meaning and purpose in the life of a peer specialist.

Since peers freely identify as being in recovery, they actively work to reduce stigma and inspire others in their process of recovery. They strongly uphold the values of recovery and resiliency, and they serve as role models for wellness, responsibility, and empowerment. Throughout all interactions, peers communicate warmth, empathy, and a nonjudgmental stance. They provide support and guidance without telling their peers what they should do.

This unique relationship is considered “a system of giving and receiving help founded on key principles of respect, shared responsibility, and mutual agreement on what is helpful.”<sup>5</sup> While precise job descriptions vary widely across agencies, peer specialists focus heavily on the identification of strengths, skill building, effective symptom management, and goal setting among those with whom they work.



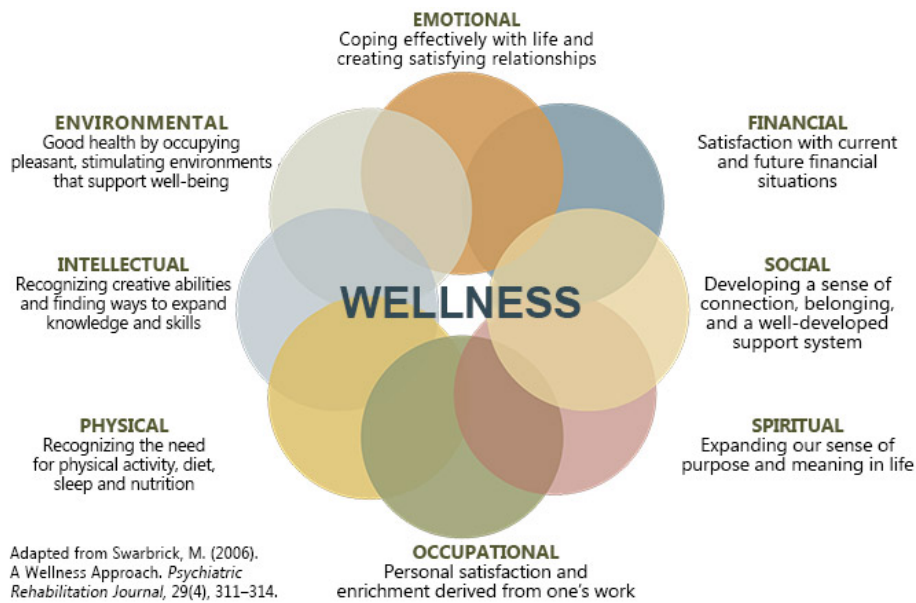
At PEER Wellness Center, our primary goals and objectives are:

**Provide Support and Advocacy** We work with peers to connect them to resources in the community. We coach peers around how to independently identify needs and access resources. In addition, we advocate for our peers in treatment settings and within the community.

**Role Model Recovery** Peers have a wealth of experience navigating their own recovery journeys. By sharing our stories and modeling healthy, effective decision-making in peer relationships, we can inspire others to do the same.

**Facilitate Positive Change** The spirit of recovery and resilience is grounded in hope and optimism.

As such, we work to motivate our peers through positive means, highlighting strengths and resources. We effectively facilitate change through goal setting, education, and skills building.



**Role Model for Recovery**

## PEER Wellness Center Code of Conduct Policy:

It is the goal of PEER Wellness Center to provide a supportive and positive environment that is conducive to initiating and maintaining Recovery. Peers of PWC must abide by the Rules of Conduct to maintain a supportive and respectful environment for staff and Peers.

**Responsibilities:** PWC Staff & Volunteers

**Procedures:** All Peers and Volunteers will receive a copy of the Rules of Conduct and sign that they have read and understood the rules.

### Rules of Conduct

- PEER Wellness Center acknowledges all pathways to recovery. It is our goal and our mission to help individuals initiate and maintain their recovery. For the safety and well-being of all Peers who utilize the center, **we request 24 hours of abstinence from alcohol/drugs** before attending the Center. (The only exception to this rule is when an individual is seeking assistance in accessing treatment and/or detox services.) Individuals who appear to be under the influence will be asked to return when they have at least 24 hours of abstinence.
- The meetings and services provided at PEER Wellness Center are for individuals aged 18 years or older. Because of the population that we serve, children are ONLY allowed in the Center when accompanied by their parent(s) who are attending a support group and **MUST BE WITHIN EYESIGHT OF THEIR PARENT AND IN THE SAME ROOM AT ALL TIMES**. Children can only accompany their parent(s) to support groups and cannot spend more than 90 minutes in the facility. **NO EXCEPTIONS!**
- Peers will be respectful of staff and each other. No threatening, sexual statements, racial slurs or derogatory remarks. No foul language or gestures.
- People who come here tend to be of limited resources. Please do not ask others for money, cigarettes or other personal items. Do not take items that are not yours. Theft of PWC's or another Peer's property may result in immediate expulsion and/or law enforcement notification.
- Respect others' personal space and ask before touching staff, volunteers, and/or other Peers. Not everyone is comfortable with physical contact and each individual's wishes are to be respected at all times. In the spirit of mutual support, a 3-second hug is allowed as long as both parties consent and are comfortable. Any uninvited physical contact and/or inappropriate physical contact could result in immediate expulsion.
- PEER Wellness Center is, by design, a "safe-place" for those seeking to initiate or maintain their Recovery. To that end, no fraternizing is allowed. We strongly discourage dating or initiating romantic relationships while early in recovery. ***If you have received unwanted advances or attention from a Peer, please report it to a staff member immediately.*** Any incidents reported involving unwanted solicitation or unwanted advances will result in disciplinary review by the Peer Advisory Committee and could result in temporary or permanent banning from PEER Wellness Center activities.

- Absolutely no weapons and/or violence will be tolerated at PWC. If an assault occurs at PWC, law enforcement will be notified. Absolutely no weapons of any kind are allowed on PWC property.
- Absolutely no legal or illegal drugs are allowed on PWC property. No Alcohol is allowed on PWC property. No legal or illegal drugs and/or alcohol are allowed in any vehicle run by an employee or volunteer of PWC. Any Peer who violates this policy will be subject to immediate expulsion, suspension, and could possibly face criminal charges.
- PWC is a smoke-free/tobacco-free environment. Smoking and or “vaping” is only allowed in designated areas as determined by the property management company.
- PWC has limited storage and space. No personal items are to be stored at the center without the express permission of the director.
- Snacks, water, and coffee are usually available in the kitchen area and are available to everyone. If food or snacks are brought into the center, it is assumed that these items are for sharing with everybody. Please do not bring any food or beverage items to the center that you do not wish to share or make available to others. Each Peer, Volunteer, and Staff member is responsible for cleaning up after themselves. Please do not leave trash, wrappers, coffee cups, and or drink containers lying around. This is your community center and deserves your respect.
- The phones and computers provided at PEER Wellness Center are for the benefit of every Peer. Appropriate use of the phones , computers, and/or Wi-Fi includes checking email, job search, housing search, staying in touch with friends/family, and other functions that align with building a healthy life in Recovery. Inappropriate use includes using any computer to view inappropriate content, dating sites, pornography, etc. Violations may result in temporary or permanent removal of computer and/or phone privileges. All PWC computers have monitoring software and restrictions. Your use of this equipment constitutes permission to have computer usage monitored.
- The offices and meetings rooms at PEER Wellness Center are under video surveillance. By utilizing the recovery community center for meetings, assistance, or volunteering, you consent to video surveillance.

By signing this, I acknowledge that I understand these expectations and have had all questions answered. I agree to follow this contract between myself and the PWC staff. Violations of this contract may result in my not being able to receive services for a specific length of time, or permanently, depending on the infraction.

\_\_\_\_\_  
Client

\_\_\_\_\_  
Date

\_\_\_\_\_  
Staff

\_\_\_\_\_  
Date

**\*\*REFERENCE COPY\*\***

***A separate copy will be provided to you for your signature and kept on file with the Center Director. This copy is for your reference.***





## **How do YOU want to contribute to the peer-based recovery support services at PEER Wellness Center?**

*We know that you have skills and experience that will help others and we want you to utilize them at PEER Wellness Center. As a facility that is 95% run by people just like you and I, we value and NEED you and the valuable skillset that you alone can contribute.*

*Following are a few of the volunteer positions available at the Center. We also have positions open on several committees and are always looking for group facilitators.*

*If you do not see a position that interests you or you have skills and services that you are willing to donate to our recovery community center, please speak with one of the staff!*

## Job Title: Certified Peer Specialist (CPS)

A Certified Peer Specialist (CPS) is an individual in recovery from mental illness or mental illness with a co-occurring substance use disorder who uses his/her lived experience and specialized training to assist other individuals in their own recovery. The relationship between the CPS and the other recovering individual is one of mutual respect and support built on a connection and trust not obtainable through other service relationships.

**Purpose:** Provide a community based supportive service that empowers clients to engage in their own recovery and develop an understanding of how to advocate for their own needs. Encourage client's adherence to recovery and support them in developing natural supports to improve quality of life and build a support network. Present self as a role-model to instill hope for recovery.

**Location:** CPS work at the PWC office at 963 S. Orchard St. Suite 101, Boise, Idaho 83705.

### What is required to become a Certified Peer Specialist?

- Certified Peer Specialist has a mental illness or a mental illness and co-occurring substance use disorder diagnosis and at least one (1) year of lived experience receiving behavioral health services from a behavioral health service system.
- Certified Peer Specialist completes the forty-hour Appalachian Group/DBSA (Depression and Bipolar Support Alliance) training.
- Certified Peer Specialist passes the Appalachian Group/DBSA certification exam with a score of 70% or higher.
- Certified Peer Specialist understands and lives by Idaho's Certified Peer Specialist Code of Ethics.
- Certified Peer Specialist engages, educates, guides and supports recovering individuals to create new ways of seeing, thinking and doing in order to have healthy relationships and live successfully in the community. These new ways are determined by the individual being served.
- Certified Peer Specialist is non-clinical and does not diagnose or offer primary treatment for mental health issues.

### Rolls of a CPS

- peer mentoring;
- facilitating support groups;
- assisting participant in engaging or re-engaging with participant's natural supports (e.g. family, friends, other loved ones, neighbors);
- facilitating job readiness training;
- facilitating wellness and recovery seminars;
- providing educational materials or programs;
- assisting in the development of participants' goals;
- assisting participant to develop self-advocacy and problem-solving skills;
- role modeling behaviors, attitudes and skills that promote recovery and wellness that is needed for resiliency and coping;
- assisting participants with identifying and utilizing their strengths;
- role modeling the facilitation of collaborative relationships;
- assisting participants in accessing community and social services, including self-help groups;
- link participant to professional treatment when necessary;
- assisting with the development of community supports;
- assisting at peer and consumer operated programs;
- assisting with substance-free physical and recreational activities; and
- advocating for the needs of participants.
- These services shall be delivered primarily face-to-face, and secondarily by telephone or social media.

- Services are delivered individually and in group settings.

### **Job Title: Certified Peer Specialist (CPS) ( Continued)**

- CPS shares his/her personal story when appropriate for the benefit of the participant with whom he/she is serving and supporting, keeping in mind that this is but one experience and it does not mean that others will have the same experience or needs.
- Frequency and Length of Service:
- The frequency by which a CPS meets and works with the participant and the length of this service is determined by the peer, CPS and mental health clinician.
- The frequency and length of service are periodically re-evaluated depending on the intensity of the CPS services needed. The higher the intensity and frequency of the services, the more often a reevaluation occurs.
- CPS performs activities *with* an individual, and not *for* or *to* the individual so that the individual can regain control over their own life.
- CPS is under the direct supervision of a designated CPS Supervisor.
- CPS refers participant to the appropriate resources if they are unable to benefit from peer services.
- CPS working within an agency adheres to the documentation requirements of the agency.
- Other duties at PEER Wellness Center as needed.

## **Recovery Coach**

### **Job Title: Recovery Coach**

**Purpose:** A personal guide and mentor for people seeking or in recovery. The Recovery Coach helps to remove barriers and obstacles, and links the recovering person to the recovery community.

**Location:** Recovery Coaches work at the PWC office at 963 S. Orchard St. Suite 102, Boise, Idaho 83705.

### **What is required to become a recovery coach?**

- 30 hours of training offered by IDHW plus 15 hours of Ethics
- A willingness to help and serve
- It is encouraged that Recovery Coaches are people in recovery from alcohol or substance abuse.
- At least 1 year of continuous Recovery

### **Roles of a Recovery Coach**

- Mentor
- Ally
- Role Model
- Motivator
- Problem Solver
- Resource Broker
- Advocate
- Community Organizer
- Other Duties as needed as a volunteer at PEER Wellness Center

**Reports to: Peer Services Coordinator & Executive Director**

**Job Title: Receptionist**

**Purpose:** The position of Receptionist serves as the receptionist for PEER Wellness Center's mission of supporting people who suffer from addiction and mental health disorders in Ada County. The Day Chair represents the PWC to the public who may visit the office.

**Location:** The Receptionist works in the public reception area of the main office at 963 S. Orchard St. Boise, Idaho 83705.

**Key Responsibilities:**

- Receptionists answer the main phone line and direct calls.
- Greet guests with kindness and directs them to other offices or locations.
- Answers questions about the agency and provides forms when necessary.
- Prints out a list of activities that take place that day at the agency's offices.
- Makes reminder phone calls to other volunteers who are assigned to projects for the following day.
- Checks mail and distributes it.
- Records donations that come in and enters them in the database as needed.
- Helps prepare mailings.
- Prepares correspondence as needed.
- Report to executive Director and Volunteer Services Coordinator
- Other duties as needed.

## **Job Title: Telephone Support Services**

### **Purpose:**

Telephone Support Services Volunteer offers weekly telephone calls, texts, or emails to people in recovery to “Check In” and see how they are doing. Recoverees are given support and encouragement as well as information about community resources, 12-step meetings or other support that may help them maintain their recovery. Calls are made by trained PEER Wellness Center volunteers that are, in many instances, in recovery themselves.

**Location:** PEER Wellness Center 963 S. Orchard Ste. 101 Boise, Idaho 83705

### **Key Responsibilities:**

- To phone, text or email PEERS at requested designated times.
- To listen carefully to recoverees and look for ways to encourage, support and inform them of resources that will aid them in their recovery.
- Be aware that conversations will be recorded and the information received during the calls is strictly confidential and must be documented according to policy and procedure provided by PEER Wellness Center
- Strict adherence to privacy policies will be the expectation from all volunteers.
- Personal phone calls and text messages must be taken only on breaks as full attention must be paid to the recoveree.
- In case of and escalated or emergency related call volunteers are asked to seek help from the PWC volunteer coordinator or the Executive Director.
- Other duties as required

## **Job Title: PWC Recovery Transportation Driver**

### **Purpose:**

To provide vehicle operation for peers who are in need of \*transportation to and from PWC sponsored activities or recovery support related approved appointments.

\*All Transportation needs are subject to prior approval including submission of required transportation request forms.

**Location:** Peer Wellness Center 963 S Orchard Suite 101 Boise, ID 83705

Peer Wellness Center will be home to the PWC vehicles. Driver will not use this vehicle for personal use or park it elsewhere at the end of any given transport.

### **Key Responsibilities:**

- Driver must be strictly punctual and maintain appointment schedules
- Diver is responsible for providing safe, friendly and timely transportation for PWC volunteers, peers and staff as needed.
- Hours of operation and needed availability will vary.
- Thorough knowledge of roadways in and around the city of Boise is required.
- The driver must provide an accurate daily mileage log and be responsible for entering mileage and other necessary notes in the PWC data base.
- The driver must report any incidents immediately to the PWC volunteer coordinator and the executive director.

### **Requirements:**

- Experience and ability to operate company vehicle – passenger van.
- Candidate must have a clean driving record with sufficient experience.
- Current, valid driver's license – (class TBD).
- Candidate will have required current insurance coverage if using personal vehicle for transport.
- If using personal vehicle said vehicle must be in safe condition and good repair.
- Current first aid and CPR certifications.
- Excellent people skills and cheerful disposition.
- Driver must be of sound mind and health and willing to undergo a physical.
- Driver must pass initial and subsequent UA's free from impairing substances – PWC expense.
- Driver must adhere to all traffic laws sound driving practices per weather and road conditions.
- Report to executive Director and Volunteer Services Coordinator
- Other duties as required

## **Job Title: Special Event Coordinator**

**Purpose:** The position of Special Event Coordinator for PEER Wellness Center is responsible for planning, and executing special events and meetings. This position will include but is not limited to fundraising events, trainings, leisure events for peers and staff as well as site coordination for groups and professional meetings.

**Location:** PEER Wellness Center 963 S. Orchard Ste. 101 Boise, Idaho 83705

### **Key Responsibilities:**

- Solicit sponsors, create and coordinate the drafting/distribution of promotional materials, sell tickets, manage event staff and volunteers, and cover the logistics of the event.
- Update guest registration, seating information and related data entry
- Act as a liaison between the organization and vendors including negotiating pricing and pre-selecting options to
- present to the organization while maintaining budget for the event
- Manage and implement a plan for securing silent auction items
- Assist with insuring the special events content on the PWC website and social media sites are updated
- Assist with donor acknowledgement and guest follow-up
- Plan and facilitate planning committee meetings including distributing agenda and taking minutes
- Work with and plan meetings and groups with facilitators of various groups that will meet at PWC
- Report to executive Director and Volunteer Services Coordinator
- Other duties as needed



## **Job Title: PEER Greeter**

### **Purpose:**

The Peer Support/Greeter has experience as a recipient of mental health services and or substance use disorder treatment and is willing to use and share his or her personal, practical experience, knowledge, and first-hand insight to benefit the team and its peers.

**Location:** PEER Wellness Center 963 S. Orchard Ste. 101 Boise, Idaho 83705

### **Key Responsibilities:**

- The Peer Support/Greeter provides welcome and acknowledgement to individuals who enter the main lobby, assists peers experiencing minor anxiety or frustration in the lobby, and helps direct individuals to correct staff or supports when appropriate.
- The Peer Support/Greeter provides the team with expertise about the recovery process, symptom management, and the persistence required by peers to lead a satisfying life.
- The Peer Support/Greeter is responsible for advocating for peer choice, self-determination, and decision-making in the planning, delivery, and evaluation of treatment, rehabilitation, and support services.
- The Peer Support/Greeter provides consultation to peers, families, and team staff in the areas of community resources, intake and treatment planning, crisis intervention, and substance abuse services.
- Provide clerical support for the operations of the PWC team as needed.
- Other Duties as needed.

## **Job Title: PEER In-take Specialist**

### **Purpose:**

This position is an integral member of the PEER Wellness Center Team. Utilizing their unique recovery experience, the Peer Intake Specialist will provide a recovery perspective for the team, as well as advocate and support each Individual served in developing their goals for recovery.

**Location:** PEER Wellness Center 963 S. Orchard Ste. 101 Boise, Idaho 83705

### **Key Responsibilities:**

- Demonstrates cultural sensitivity and cultural competence.
- From a recovery perspective, provide a strength-based assessment the individual's abilities, strengths, and assets.
- Encourage the development of a symptom management "toolkit" for individuals by providing recovery based education, and support.
- Assist the individual in the development and implementation of a Wellness Recovery Action Plan (WRAP).
- Provides observation of individual's capacity and functioning and reports any changes to the clinical team member.
- Participate in the intake process with assigned case managers upon acceptance of new referrals.
- Attends and participates in staff meetings, in-service training seminars and conferences as required.
- Works with individual's collateral and community contacts to promote continuity of care.
- Support community or office based (WRAP) planning.
- Assist clients with their process of stabilization and recovery in community based crisis facilities, as coordinated by executive director and volunteer services coordinator.
- Facilitates psychosocial or other self-help, recovery based groups to engage individuals in recognizing and understanding early triggers or signs of relapse, and assist in the development of coping strategies.
- Other duties as needed.

