

R E C O V E R Y
V O L U N T E E R
H A N D B O O K





Contents

Introduction to your Recovery Community . . .	3	Confidentiality Policy	11
What is Volunteering?	3	Expenses Policy	11
Purpose of Role	4	Relapse Policy	11
What You Will Be Doing	4	Disciplinary Policy	11
Experience & Qualities Needed	4	Code of Conduct for Recovery Volunteers	12
When and where?	5	Promote Independence from Addictive	12
What Do You Get in Return?	5	Behaviour	12
		Respect the Dignity & Worth of Participants	12
Volunteering Process	6	Honour Commitments	13
Recruitment	6	Support Self-Determination of Participants	13
Induction and training	6	Pursue Knowledge & Competence	13
Support and Supervision	6	Support Social & Recovery Diversity	14
Confidentiality	6	Protect Confidentiality	14
Resolving Problems - Conduct - Relapse	7	Avoid Conflicts of Interest	14
Records	7	Avoid Harassment	14
Expenses	7	Work Together	15
Responsibility, Honesty & Commitment	7	Provide Accurate Representation	15
Teamwork	7	Finally	15
		With Thanks	16
Recovery Cafes	8		
Recovery Capital	9		
Social Capital	9		
Health and Wellbeing	9		
Policies & Procedures	10		
Equal Opportunities & Diversity Policy	10		
Drug & Alcohol Policy	10		

Introduction to your Recovery Community

Your recovery community is made up of everyone in the area who wants to help people stop addictive behaviours and become more integrated into the society around them. Service users, people in recovery, support service staff, family and friends of recovery are the recovery community. Recovery volunteers provide a variety of different events and supports designed to help you on your way. Recovery volunteers are the backbone of the recovery community, they are the people who plan, deliver and run our recovery cafés and other recovery events designed to boost recovery amongst individuals and work alongside the alcohol and drug partnership and local service providers to make recovery visible and vibrant in your area. As a recovery volunteer you will be trained and supported to provide mutual support and motivation to those looking to make positive changes in their lives.

03

What is Volunteering?

“Volunteering is the giving of time and energy through a third party, which can bring measurable benefits to the volunteer, individual, beneficiaries, groups, organisations, communities, environment and society at large. It is a choice undertaken of one’s own free will, and is not motivated by financial gain or for wage or salary”

(Scottish Executive Volunteering Strategy 2004)



Purpose of Role

- To promote recovery from addiction to alcohol, drugs or any other type of addictive behaviour throughout your recovery community;
- Encourage and support people with problematic alcohol and/or drug use to access and get involved with recovery initiatives and support services;
- Encourage and support people in recovery to come together for mutual support and development of their own recovery;
- To be an ambassador for recovery as an active member of your recovery community.

What you will be doing

- Participate in the planning and delivery of therapeutic recovery cafés across your area supported and supervised by your recovery development lead;
- Fulfil a variety of roles within the recovery café to provide a safe, welcoming and beneficial experience to all, working as part of a team of peers;
- Provide support, experience and signposting to individuals seeking recovery;
- Take part in the planning and delivery of ad hoc and more regular events to promote recovery in the community and provide meaningful opportunities to people in recovery.

Experience and qualities needed

- Have lived experience of addiction and recovery;
- Have a positive attitude;
- Be able to stick to commitments made and be open and honest at all times;
- Be sensitive and tactful in your dealings with all as a recovery volunteer and show empathy and a non-judgemental attitude, showing respect for yourself and others at all times;
- Must be punctual for all appointments or committed to giving prior notice of non-attendance;
- Recovery volunteers should be clear of problematic alcohol use and/or 6 months clear of illicit or non-prescribed drug use. Individuals on prescribed medication are welcome as long as they are using medication as prescribed by medical professional. Substitute prescribing will be reviewed on an individual basis. Each nomination will be assessed on an individual basis at the discretion of your recovery development lead with a view to people demonstrating a level of stability and positive engagement with services and recovery. We do not want to pressure people or 'set people up to fail' but as this volunteering opportunity comes with a level of responsibility, we need to ensure all volunteers are capable of fulfilling these criteria;



- Recovery volunteers will be expected to complete a core training course and participate in extra training as needed. All volunteers will go through a PVG disclosure process;
- Be able to operate as part of team and on their own initiative under supervision;
- Behave in accordance with all policies and procedures of recovery community volunteers at all times.

When and where?

- After completion of training, recovery volunteers will be expected to make themselves available for at least one recovery café session per week. We will work closely with volunteers to ensure all their engagements are suitable to the individual and not interfering with any other commitments. Volunteers will be expected to attend at least 15 minutes before café begins;
- Be punctual and demonstrate good time management;
- Attend regular group meetings of your recovery community volunteers for management and supervision purposes and attend any further training as required.

What do you get in return?

- Recovery volunteers will be reimbursed all travel expenses incurred on recovery community business;
- Real training opportunities that suit you and your aspirations;
- A chance to boost your own recovery and give something back;
- Regular support and supervision and ongoing self-development;
- Fun;
- A chance to be a valued member of your recovery community.

Volunteering Process

Recruitment

Recruitment of recovery volunteers will be from members of the recovery community or individuals interested in promoting recovery across your area who have experience of addiction, recovery and being a service user that they can use to help others on their recovery journey. Volunteers who are in recovery should be free from problematic alcohol use and 6 months free of illicit drug use. People using prescribed medications are encouraged to get involved as recovery volunteers.

People interested in becoming recovery volunteers can be nominated by a worker known to them or apply on a personal basis. They will be required to fill out a nomination form, volunteer application form and self-disclosure form. During this time, you will be asked to complete an application form and to supply two references, you will then be interviewed and will be required to join the Protection of Vulnerable Groups (PVG) scheme. This information will be dealt with in the strictest confidence and will not prejudice you being accepted as a volunteer.

Induction and training

All volunteers will be given induction training with further appropriate training to the specific tasks to be undertaken. Recovery communities will strive to provide on-going opportunities for learning and development to all our recovery volunteers and customers. Initial core training will take place over 2-3 days and all recovery volunteers must complete this. Further role specific training will be given.

Support and Supervision

Volunteers will be expected to attend regular group supervision and coordination sessions. Support sessions will provide the opportunity for ongoing dialogue about the development of the volunteering role and any advice and guidance as needed. Where the volunteering role is emotionally demanding these sessions also give volunteers the opportunity to access emotional support from the recovery development lead on a one to one basis.

Confidentiality

This organisation's process requires an explicit confidentiality policy, which all workers, which includes volunteers and staff, are obliged to observe (see policies).



Resolving Problems - Conduct - Relapse

Volunteers will be expected to conduct themselves in a reasonable manner, perform their task(s) to an acceptable standard and comply with organisational policies and procedures. When this standard is not met, appropriate support will be offered to improve the situation. If the volunteer does not then improve sufficiently, their involvement will be reviewed and in the case of serious breach of conduct or inability to perform agreed tasks, the organisation reserves the right to request the volunteer to resign their position (see policies).

Records

Minimum details will be kept on volunteers. This will include the application form, references, placement details, crisis contact, correspondence and any other relevant information in accordance with your recovery community confidentiality policy. These records will be confidential and stored in line with data protection legislation. Recovery volunteers will have access to their records (see policies).

Expenses

Your recovery community will ensure that there is a clear and accessible system to enable volunteers to claim out of pocket expenses.

All travel expenses will be reimbursed by your recovery development lead on receipt of relevant proof of travel (travel tickets or travel receipts - see Policies).

Responsibility, Honesty & Commitment

We hope you enjoy your role as a recovery volunteer and gain valuable opportunities to train, develop yourself and your recovery through your involvement with recovery communities. In return we ask that you acknowledge the importance of the role you are acting in and think about the need for honesty, punctuality and giving notice if you can't make a pre-arranged appointment and respecting yourself and those you are working with, you are the public face of your recovery community so the significance of how you act has to be in your mind at all times. These points will be discussed in more detail during training.

Teamwork

Your recovery community is all about people coming together and helping each other to achieve our common goal of boosting recovery. Whether that means building your own recovery or in a more general sense, promoting the idea of recovery to others we can work more effectively as a team pulling together rather than individuals doing our own thing. In the next few pages we can look at how teams can help recovery happen for individuals in the area.

Recovery Cafés in the Community

The recovery café concept has been growing across Scotland since 2011. Recovery cafés are designed to be safe, drug and alcohol-free events where people with addiction issues can come to socialise, have something to eat, relax and start to build their recovery from addiction with the help of others who are also on that journey. These recovery cafés would be staffed by trained volunteers (in recovery from addiction themselves) with the support of a recovery development lead.

Recovery is about stopping the addictive behaviours. Cafés can help people understand that they can do this through providing mutual aid recovery meetings where people can pick up the skills and supports needed to make these changes. Recovery cafés are also an ideal place to learn about what other support is out there. The recovery volunteers will be able to signpost recovery café participants to other services which specialise in helping support people in their recovery. Being among and talking with people you feel connected to is important to everybody; this is especially important for people trying to make positive changes in their lives.

Recovery is also about reintegrating into the wider community. Recovery cafés help people to make social connections with others, often after long periods of isolation because of their addictive behaviours. Social bonds are an important part of recovery and recovery cafés are the ideal way to promote these. Recovery cafés can also help people boost their self-esteem and self-development by introducing them to opportunities to train and learn in ways that are inclusive and nurturing. Addiction creates stigma and isolation but people in recovery very quickly understand that by giving back to the community around them they are helping themselves get better. Recovery cafés are a great way to introduce this process.

The following page gives a more detailed listing and explanation of the activities we want to provide to people through our recovery community network of recovery cafés.

Recovery Capital

(skills, techniques, learning & support needed by people in early recovery)

SMART Recovery meetings: these meetings use a CBT/REBT based mutual aid approach, providing support and self-empowerment in motivation, dealing with urges, dealing with emotional upset and lifestyle balance.

Medication Recovery and Me meetings: mutual aid recovery meetings designed to help motivate people on opioid replacement treatment to move on.

Introduction to twelve step fellowship meetings: explaining and encouraging people to access Alcoholics Anonymous, Narcotics Anonymous and Cocaine Anonymous etc.

Feelings Groups: supporting participants to explore their emotions in a way that helps them to recover.

An informal access point to specialised alcohol and drug treatment support services.

Social Capital

(moving away from physical & emotional isolation and becoming a member of the community)

- Interacting with people in a safe and relaxed environment;
- Making new friendships built on trust, a common identity and respect for oneself and others;
- Training opportunities that are not intimidating and designed for the individual's needs and aspirations, e.g. basic food hygiene, SMART recovery facilitator training, sport coaching, access to career development training;
- Having fun with people without the involvement of substances, e.g. music sessions, book groups, creative writing, arts and crafts;
- Getting involved with life in a way that breaks down barriers and leads to self-development and confidence. Helping others to become active and contributing members of the community.

Health and Wellbeing

(providing a person-centred approach to health)

- Introducing sport taster sessions with local providers, helping people develop fitness and community engagement;
- A variety of physical and holistic activities, e.g. walking groups, yoga, meditation, and gender specific groups.



Policies & Procedures

The following policies and procedures are upheld by your recovery community and will have an effect on your volunteering. The full policies and procedures are available from your recovery community on request:

1. Equal Opportunities & Diversity Policy
2. Drugs & Alcohol Policy
3. Confidentiality Policy
4. Health and Safety Policy
5. Travel Expenses Policy
6. Relapse Policy
7. Disciplinary Policy
8. Challenging Behaviour Policy
9. Issue Resolution Policy
10. Complaints Procedure

Equal Opportunities & Diversity Policy

Recovery communities will not tolerate any form of behaviour or activity that discriminates without proper justification on the grounds of disability, gender, marital status, family responsibilities, sexual orientation, ethnicity, nationality, religious belief, age, or unrelated criminal convictions. Recovery communities expect its volunteers to behave with respect towards each other any visitors to recovery community events and will regard any form of harassment as discrimination.

Drug & Alcohol Policy

Recovery communities operate a complete illicit drug and alcohol-free policy at all of its venues, meetings and events. Anyone found to be or suspected of being under the influence of alcohol or drugs other than prescribed medication will be asked to leave. Anyone asked to leave will be welcome at any future recovery community event as long as they can abide by our drug and alcohol policy. Anyone thought to be in possession of drugs will be asked to leave. Anyone thought to be involved in either buying or selling drugs at a recovery community event will be asked to leave and the police will be informed. Recovery communities endeavour to create a safe, welcoming and recovery focussed environment for all its members.



Confidentiality Policy

Recovery community recovery volunteers are required to keep confidential, both during their volunteering and at any time after its termination, all information gained in the course of their volunteering about recovery community business and that of recovery community members and participants, except as required by law or in the proper course of their duty.

Expenses Policy

Recovery communities operates a travel expenses policy to ensure that all our volunteers are fully recompensated for travel to and from all recovery community events, training and business. Expenses will be provided as soon as possible on receipt of a valid travel ticket or receipt. We also operate a mileage reimbursement for car owners travelling to and from recovery community events of 30p per mile.

Relapse Policy

Recovery communities recognise that some recovery volunteers may be vulnerable to relapse, having been drug free and or having a period of non chaotic alcohol use. The purpose of this relapse policy thus is to create a structure that can identify when an individual is at risk of, or has used substances and a process of supporting them to stay illicit drug free, regain abstinence and or regain non problematic alcohol use, thus remain part of the recovery volunteer team with support from your recovery development lead.

Disciplinary Policy

The recovery community, recovery volunteer disciplinary policy has been designed to be specific to recovery volunteers. The aim of this policy is to encourage improvement in individual conduct and performance and reduce the need for 'counselling out' of the recovery community or dismissal from the position of recovery volunteer.



Code of Conduct for Recovery Volunteers

There is a deep and abiding trust in those who volunteer on behalf of the recovery community. These principles and guidelines have been put in writing so that any reader can see the focus and ethics that are expected of our volunteers. We strive to provide a safe and welcoming environment to all that is safe, fun and beneficial to everybody involved. The code of conduct is a policy designed to facilitate these aims and give clear boundaries to recovery volunteers in order that they can fulfil their roles effectively and confidently.

Fulfil the Core Tasks:

- Complete the mandatory recovery volunteers training course;
- Report directly to your recovery development lead;
- Ensure the policies and procedures of the recovery community are applied at all times;
- Be honest, open and willing to promote recovery to all in your area;
- To abide by all policies and procedures and the code of conduct of the recovery community at all times.

Promote Independence from Addictive Behaviour

Recovery volunteers promote gaining independence from addictive behaviours based on the understanding that there are many paths to recovery and all individuals have the right to have their beliefs respected and circumstances accepted in a non-judgemental fashion.

Respect the Dignity & Worth of Participants

Recovery volunteers should strive to treat each recovery community participant with care and respect and be mindful of individual differences and cultural and ethnic diversity. Recovery volunteers also work to make recovery available and accessible to all with respect to the recovery community equality and diversity policy. ACT WITH INTEGRITY.

Recovery volunteers should strive to act honestly and responsibly at all times and to conduct themselves in a manner consistent with the goals and principles of the recovery community.



Honour Commitments

Recovery volunteers are responsible for conducting all recovery community business as part of a team and under the direction of and with the support of your recovery development lead. This includes striving to maintain recovery focused interactions and to balance opportunities for individual participation with the needs of the group.

Endeavour to be punctual and in the event of unavoidable absence give adequate prior notice to the recovery development lead.

Recovery volunteers endeavour to hold all meetings and events as scheduled. In all other volunteer roles, commitments are taken seriously whilst understanding that the volunteer's role is critical in the support of the overall functions of the recovery community.

Support Self-Determination of Participants

Recovery volunteers and recovery community participants are encouraged to take responsibility for their own recovery. Recovery volunteers are encouraged to share their own experiences and to signpost participants to any and all available supports to them in the local area. Recovery volunteers are not encouraged to advise or to recommend to participants, where a participant's goals or beliefs are outside the scope of the recovery volunteer, they will be encouraged to seek other sources of support from within the recovery community development team or other appropriate organisations. There are many different paths to recovery, and we are all individuals with our own distinct beliefs, recovery volunteers recognise these concepts in their practice.

13

Pursue Knowledge & Competence

Recovery Volunteers are expected to learn about the concepts of recovery and connected areas in order to be beneficial to recovery community participants. They will all complete a basic core training package and be expected to take part in further group and individual training with the support of their recovery development lead. Recovery communities strives to offer meaningful, relevant and interesting training to all recovery volunteers and recovery community participants as part of their engagement with the recovery community.

Recovery volunteers will be expected to take part in support and supervision sessions with their recovery development lead. These sessions are not evaluation, they are designed to support our recovery volunteers on an emotional level and focus on the self-development of the recovery volunteer.



Support Social & Recovery Diversity

Recovery volunteers should strive to actively understand and respect issues of social diversity including race, ethnicity, national origin, colour, sex, sexual orientation, age, marital/partner status, political belief, religion, and mental or physical ability.

Respect and support the right of others to maintain different beliefs and goals about recovery. Recovery volunteers are encouraged to discuss differing recovery models and belief systems with others in an open, honest and respectful manner. Celebrating differences of opinion and beliefs from a position of respect and trust fosters the concept of choice in recovery.

Protect Confidentiality

Recovery volunteers should always respect and promote confidentiality and the participants' right to privacy, both in and out of recovery meetings and all recovery community events, including all verbal, written, and electronic communications. A recovery volunteer should not solicit or disclose private information about a participant that is unrelated to the focus of the recovery community or that may put a participant at risk. If a participant appears to be at risk of imminent harm to self or others, a recovery volunteer must make these concerns known to the recovery development lead or the appropriate member of staff of an agency immediately. There may be a requirement by law to report disclosures relating to abuse or risk of harm to a vulnerable person or to report criminal behaviour. Recovery volunteers are not to discuss concerns or suspicions with anyone other than their recovery development lead in the first instance.

14

Avoid Conflicts of Interest

Under no circumstances should recovery volunteers exploit a participant relationship or a recovery community event to further their own personal, religious, political or business interests. They should strive to be alert to and avoid conflicts of interest and if in doubt discuss immediately with their recovery development lead. Recovery volunteers must not accept or offer gifts or loans.

Avoid Harassment

Under no circumstances should recovery volunteers engage in any form of verbal, emotional or physical harassment.

Under no circumstances should recovery volunteers seek to exploit a participant relationship for sexual activity or engage in sexual harassment of participants including sexual advances, sexual solicitations, requests for sexual favours and other verbal or physical conduct of a sexual nature.

Work Together

Recovery volunteers should strive to work cooperatively with other members of the recovery community and organisations, and acknowledge the positive contributions of other individuals, organisations and programmes aimed at gaining independence from addictive behaviours.

Provide Accurate Representation

Recovery volunteers should make clear distinctions between statements made as a private individual and those made as representatives of the recovery community and represent themselves as knowledgeable only within the scope of their experience.

Finally...

We hope you enjoy your volunteering experience within your recovery community and find it useful on your recovery journey and in your own personal development. Please let us know of anything we can do to improve that experience for our recovery volunteers or our recovery community participants. You are the recovery community and you are a valued individual!

With Thanks

Scottish Recovery Consortium would like to give special thanks the following recovery communities for supplying the content of this handbook and relevant accompanying documents:

Glasgow North East Recovery Community (NERC)

Forth Valley Recovery Community

Glasgow North West Recovery Communities

