

## Volunteer Ambassador Training Outline for Facilitator

Outline developed by Public Science Collaborative, Content based on CCAR recording - May 2023

### Facilitator Preparation

- Slide show of topics
- Handout of the slides for each participant - pass out the handout as participants come into class

### Introductions

Facilitator: Cover briefly what the class is, why we are here today, and who you are. Ask each person in the class to introduce themselves.

- Suggestion: ask them to state their name and then say one thing about themselves, such as how long they have been with the RCC, why they are in the class, or what they are hoping to learn.

### Agenda

Facilitator: Share the agenda for the class

- Today we will discuss the RCC's vision, mission, and history, talk about and describe major themes and projects the RCC works on, what being an ambassador is, what advocacy is, and the effectiveness of the programs
- Goals for the class

### Working Agreements

Facilitator: Go over what the ground rules or working agreements are for the class and ask everyone to agree to the ground rules

### Examples:

- Only one person talks at a time
- Stay focused on the topic but remain open and curious about new information and other people's thoughts and ideas
- Be respectful of other's thoughts and experiences, even if you don't agree
- Maintain confidentiality of what is said, it is ok to share an idea you liked but not where it came from.
- STRETCH - if someone is comfortable sharing a lot, then stretch yourself to not share, or if you are not comfortable sharing, then stretch yourself and share more. The goal is to have everyone participate in the discussion.
- OUCH - if something offends you personally, then respectfully let the group know, and we will work to unpack the issue or pivot away from it as needed
- ELMO- enough, let's move on. Keep people focused on the topic and brings people back to the topic.

### Training Topics

Facilitators: The goal of this training is to provide information about the RCC to community members and volunteers so that they are prepared and empowered to talk about the RCC in a professional way with others. When they are outside the RCC, we want them to be prepared to

answer questions like “what is an RCC” or “what does an RCC do” when they are asked. The format for facilitating this training, based on the CCAR video example, is the facilitator delivers the information on each topic item and asks for participants to ask questions about each topic before moving on. This is informational training with minimal group participation.

### **Vision statement**

Facilitator: Ask a participant to read the vision statement.

- Discuss what a vision statement is and what it means for the RCC.
- Ask if there are any questions

### **Mission Statement**

Facilitator: Ask a participant to read the vision statement.

- Discuss what a mission statement is and what it means for the RCC.
- Examples of discussion topics here from the CCAR mission statements:
  - Putting a positive face on recovery - What is the history of recovery? AA and anonymity promote the idea that recovery is kept hidden and in the background, which actually fosters shame and prevents advocacy. CCAR is trying to bring it to the forefront and put a face on recovery in the community. Allows for recovery support services to be developed, promotes recovery for more people, promotes education and advocacy, and removes the stigma of addiction.
  - Providing multiple pathways to recovery and what that means.
- Ask if there are any questions

### **History of the RCC**

- Cover how the RCC started, what it means to be an advocate, how services became offered in the RCCs
- In CCAR training, they show a video made for the 20-year anniversary of CCAR, and it covers the history of CCAR instead of having the facilitator talk on this topic.
- Ask if there are any questions

### **Major Themes and Programs of the RCC**

Facilitator: Discuss what the RCC does. This is divided into two sections. This first section is covering what programs are available in the Iowa RCC network level, things that all RCC's generally do.

Examples of what to include in this section based on what the CCAR video includes as themes and projects:

- Themes the RCC promotes: Faces of Recovery, Multiple Pathways of Recovery, organizing community events at the RCCs, family and young people recovery meetings, discuss why it's important to have an RCC where people are in their community
- Projects the larger network of CCAR regularly supports: Recovery Walk which is held every year and is a family event that promotes faces of recovery, recovery training series and what types of training are offered, TRS- what it is from participant and volunteer perspectives, Recovery Coaches and Recovery Coach Academy for becoming a coach, All Recovery Meetings and other meetings, Multiple Pathways of Recovery Conference

### **Additional Programs and Their Effectiveness**

Facilitator: Make this second section tailored to the programs your specific RCC participates in or hosts in the center. Describe what each program is to the participants.

### Possible programs based on the CCAR video:

#### Emergency Department Coaches

- What it is and how coaches are connected through the ER to people

#### Department of Corrections

- Meet with people with six months or less to release about recovery and how to stay in recovery, then help them transition after they are released and continue recovery coaching

#### ORCA - Ocean Recovery Community Alliance

- People in recovery giving back
- Doing water clean-up projects

#### Advocacy Projects

- Advocacy at the capital and lobbying for funding
- State advocacy meetings - promote recovery at the state level
- Annual meeting of what was accomplished in the last year
- Invite legislators to the RCC's a few times a year to have breakfast with volunteers

Facilitator: Ask if there are any questions about themes or programs before moving forward

### **How to be an ambassador for the RCC**

Facilitators: In this section, give some examples of how to answer possible questions.

Alternatively, ask the participants questions about the RCC based on the information you presented previously and help them shape and frame the answers.

- Discuss how to talk about the RCC in a professional manner and what it is to be a volunteer at an RCC
- The goal for participants is to be able to talk about the principles and programs

### **Takeaway for participants**

- The volunteers and people who come to the center are the most important part of the center. We (the RCC) are empowering you (the participants) to talk about the RCC. We encourage you to share your experiences with others and represent the center to those outside of the center in a positive and informed way.

Facilitators: Thank everyone for attending and invite them to stay to talk or ask questions if they would like.