

Volunteer Orientation Outline

Outlined developed by Public Science Collaborative, Content based on CCAR recording | 5/2023

Staff Preparation

- ☐ *HANDOUT - Volunteer Policies & Procedures Manual (1/participant)*
- ☐ *HANDOUT - Monthly RCC Calendar (1/participant)*
- ☐ *HANDOUT - Orientation Evaluation (1/participant)*
- ☐ *HANDOUT - Volunteer Agreement (1/participant)*
- ☐ *As needed HANDOUT - Volunteer Application, Background Check paperwork,*
- ☐ *Be prepared to show timesheet (paper or electronic)*
- ☐ *Have a copy of RCC ground rules available to reference*
- ☐ *Any resources plan to share about*
- ☐ *Bring Nametags*

- **Introductions - Facilitator models first, then participants do introductions**
 - Names
 - Lived experience with substance use recovery, as comfortable
 - What brought you to the RCC?
 - Any previous experience volunteering in an RCC?
 - Any RCC roles you'd like to work toward?
- **Share agenda for orientation training (example provided)**
 - RCC Norms & Group Rules
 - What is an RCC?
 - Volunteer Roles
 - Scheduling
 - Trainings
 - Processes & Policies
 - Available Resources
 - Scheduling
- **RCC Ground Rules/Norms (your RCC community chooses these) *SHOW – RCC Ground Rules***
 - Examples: ELMO "enough let's move on" (if the group is talking about a topic for too long); Stretch rule; Raise Your Hand; Ouch rule (allowed to say Ouch if someone offends you); No excessive cursing; Use "I" statements; Allowed to "pass" rather than share
- **What is the RCC? *HANDOUT- Volunteer Manual***
 - Core Beliefs
 - Vision, Mission Statement, Values
 - "How can I help you in your recovery today?"
 - Multiple Pathways of Recovery mindset
 - Example: Three-legged stool
 - What does the RCC do? *HANDOUT - Monthly Calendar*
 - TRS
 - Significant partners
 - All Recovery meetings
 - Projects, Services, & Partnerships
 - Advocacy for recovery
 - Who are the staff members?
 - Who does the RCC serve? (recoverees, family members, allies)

- **Volunteer Roles - Volunteers really make the Center run!**
 - Say, “Each of the volunteer roles here at the center require a brief training so that you are well-prepared to serve in that role. Now we will briefly describe each of the volunteer roles at the center.”
 - Briefly describe each of the RCC volunteer roles (following the order of the Volunteer Manual)
 - Emphasize there is a clear process for becoming a volunteer recovery coach. Just being a volunteer in the center does not make someone a recovery coach.
- **Volunteer Scheduling Process**
 - How people sign up
 - Documenting hours process
 - Define the expected time commitment (minimum and maximum)
 - *Support volunteers in filling out their first timesheet (for attending the orientation training)*
- **Volunteer Trainings**
 - Briefly Describe Each of Volunteer Trainings (basically read from manual)
- **Background check process**
 - Why do we do background checks?
 - Explain the results “do not necessarily disqualify them from volunteering”
 - Who will have access to background check results
 - Explain how confidentiality is maintained
- **Other Volunteer Procedures & Policies** (several of these were read directly from the manual)
 - Badge/Nametag expectation
 - “If you must miss your shift...” expectations
 - Reoccurrence/relapse expectations
 - Dress Code
 - Smoking expectations
 - Incident reporting
 - Being a representative of the RCC
 - Expectation of Confidentiality
- **Share RCC Resources**
 - What handouts are available to promote the RCC?
 - What are local community resources we may refer someone too?
 - Where can volunteers find these resources in your RCC?
- **Wrap-Up – HANDOUT – Evaluation, Application, Background Check Paperwork**
 - Participants sign *volunteer agreement - HANDOUT*
 - Ask participants to complete *Orientation Evaluation*
 - Support them to complete first time sheet (for attending orientation training)
 - Support anyone filling out any other paperwork (volunteer agreement, background check, application)