

CCAR  
Connecticut Community for Addiction Recovery  
  
Volunteer Program  
Orientation Documentation

This document acknowledges that \_\_\_\_\_  
Name  
attended a Volunteer Orientation training on \_\_\_\_\_.  
Date

The following information was discussed and/or received.

\_\_\_\_\_ Application completed and reviewed  
\_\_\_\_\_ CCAR Vision, Mission, and Values  
\_\_\_\_\_ Discussion of available positions and trainings  
\_\_\_\_\_ Background Check discussed and signed  
\_\_\_\_\_ Commitment (minimum time required)  
\_\_\_\_\_ Confidentiality  
\_\_\_\_\_ Code of Ethics given to prospective volunteer  
\_\_\_\_\_ Policy and Procedure Agreement

Placement will be made following the background check. These signed forms become part of the volunteer's permanent file and the prospective volunteer gets copies for his/her file.

Signature \_\_\_\_\_ Date: \_\_\_\_\_  
(Volunteer)

Signature \_\_\_\_\_ Date: \_\_\_\_\_  
(Staff Person)

**Put this signed original in the volunteer's file and give volunteer a copy.**

*Revised August 2, 2019*

# **Connecticut Community for Addiction Recovery (CCAR) Vision and Mission Statements and Core Values**

## **Vision Statement**

The Connecticut Community for Addiction Recovery (CCAR) envisions a world where the power, hope and healing of recovery from alcohol and other addiction is thoroughly embraced and understood.

## **Mission Statement**

The Connecticut Community for Addiction Recovery (CCAR) organizes the recovery community (people in recovery, family members, friends and allies) to:

- 1) put a face on recovery,
- 2) provide recovery support services, and
- 3) train and educate others about recovery from alcohol and other addiction.

By promoting recovery through advocacy, education and service, CCAR strives to end discrimination surrounding addiction and recovery, open new doors and remove barriers to recovery, maintain and sustain recovery regardless of the pathway, all the while ensuring that all people in recovery, and people seeking recovery, are treated with dignity and respect.

## **CCAR Values**

- Recovery first!
- You are in recovery if you say you are
- There are many pathways of recovery
- Focus on the recovery potential, not on the pathology
- Err on the side of the recoveree
- Err on the side of generosity

## **Introduction to a CCAR Recovery Community Center**

“Stay in Your Lane” article

## **CCAR Volunteer Roles Description Summary**

- **Telephone Recovery Support**  
Call participants at regular scheduled intervals to provide support, connect people with resources and expedite an intervention when relapse occurs.
- **RCC Receptionist**  
Provide customer service by attending to the needs of phone inquiries, requests, center visitors, volunteers and directing them to proper resources or individuals.
- **Peer Group Volunteer**  
Act as a model of recovery at the CCAR location. Facilitate CCAR meetings in an organized manner.
- **Vocational Support**  
Assist and provide support for recoverees' computerized vocational needs such as e-mails, resumes, cover letters, job search, and online applications.
- **Center Operations & Maintenance**  
Perform light custodial and housekeeping duties. Assist in maintaining cleanliness and orderliness, inside and outside.
- **Administrative Support**  
Assist and support CCAR staff in a variety of administrative, clerical, and fill-in duties. This includes assisting with social media, such as Facebook.
- **Recovery Coach**  
Interest in promoting recovery by working as a personal guide and mentor for people seeking or in recovery.
- **Community Relations**  
Act as a liaison by promoting CCAR programs and activities in the community through one or more of the following: distribute and monitor literature, organize presentations, speak with service providers, provide positive faces of recovery to the public, and participate in state boards or committees. Advocate for the recovery community by putting a face on recovery at the local or state level.
- **CCAR Events Position**  
Act as a liaison by promoting CCAR programs and activities. Put a face on recovery during local fundraising and community events.

## **Volunteer Professional Development Summary**

### **Volunteer Orientation Training**

Two hour comprehensive training that provides an overview of CCAR's vision, mission, values and volunteer policies. Acquaints new volunteers with various volunteer positions and professional development opportunities.

### **Telephone Recovery Support (TRS)**

One hour training that provides an overview on telephone recovery support and assistance for individuals in recovery from alcohol and other drugs. The training uses PowerPoint, activities, and roleplays to show volunteers how to provide referral resources, show empathy and praise in the recovery progress, and maintain confidentiality.

### **Peer Facilitation**

A one hour training that teaches volunteers how to facilitate CCAR: All Recovery Meetings, workshops, and any other educational groups. Participants will practice proven communication and group techniques using hands on activities.

### **Resolving Conflict**

A one hour training that provides volunteers with basic skills for resolving conflicts that may occur between themselves and other volunteers or while volunteering for CCAR. The training includes hands on activities to practice how to de-escalate or resolve situations that have occurred at CCAR locations.

### **Volunteer Professionalism**

A one hour training that explores ways to create and maintain the positive, welcoming and helpful atmosphere of a CCAR location. This training assists volunteers with making CCAR a sanctuary where people can find (and give) support to others.

### **CCAR Ambassador**

A one hour training that provides new volunteers with a brief overview of CCAR's history. Coaches new volunteers on how to represent CCAR at the centers, in the community, and in their own words.

### **Power of Our Stories**

A one hour training that includes a video from Faces and Voices of Recovery. The training teaches recoverees how a brief and focused story can be powerful by incorporating talking points to teach others about recovery. Participants practice their story with the group and receive feedback. Participants learn how they can use their own experiences to make an impact when talking with media, legislators and other community leaders.

### **Receptionist**

A one hour overview that focuses on telephone etiquette and customer service skills. Training includes practice roleplays on how to assist CCAR visitors with various needs.

### **Recovery Coach Academy (RCA)**

A week long training that teaches volunteers how to become recovery coaches. Admission includes a scholarship process, sustained volunteer commitment and hours, and approval by select CCAR staff.

## **CCAR VOLUNTEER ORIENTATION – VOLUNTEER POLICIES AND PROCEDURES**

We are happy that you have decided to volunteer for Connecticut Community for Addiction Recovery. The volunteer program has always been a vital component to our mission. In order to make your volunteer service as meaningful as possible, we have provided the following information to welcome you to our team.

### **BACKGROUND CHECK:**

Each volunteer will be asked to sign a waiver to conduct a criminal background check. The Volunteer Program Manager utilizes IntelliCorp to run the background check. Any “red flags” (recent assault, sexual assault, sex offender status or protective/restraining order) will result in the Volunteer Program Manager contacting the volunteer to discuss the background check.

### **COMMITMENT:**

In order to ensure that CCAR uses your time wisely, and that the staff, and community members benefit from your services, we ask that you make a minimum commitment of three hours a week for six months. Most volunteer opportunities occur at a scheduled time or on a shift, so please share your schedule and availability with the center staff, so we may schedule your volunteer work on our wipe erase board.

We engage in a participatory process. We listen to our volunteers and attempt to incorporate their suggestions. We promote the privacy and primacy of individual recovery. We continue to identify, nurture, and develop leadership from within the recovering community. We ensure cultural diversity and inclusion. We look for opportunities for individuals to use their gifts and develop their strengths.

### **RECORDING YOUR VOLUNTEER TIME:**

Documenting our volunteers' hours of service is a critical component to our resource management and grant reporting requirements.

We ask our volunteers to please document their volunteer hours EVERY DAY using the time cards in the volunteer sign-in accordion folder. A staff member will review the easy sign-in process on your first day. Please be sure to list each job you perform, the time you spend on each job, and any training you attend. If you are providing volunteer service off-site and/or at a special event, please make every effort to inform staff of your hours before they are done, so they may be approved and then calculated.

### **VOLUNTEER RECOGNITION AND BENEFITS:**

Some benefits associated with your volunteer service include:

- Volunteer lanyard and badge (to be kept in Volunteer Manager's office and worn while volunteering at CCAR)
- Ongoing education and training opportunities
- Building vocational skills for your resume
- Increasing recovery capital
- Monthly and annual volunteer recognition events
- Work references (letter from Volunteer Program Manager)

- Information on and participation in CCAR events

### **NOTIFICATION OF ABSENCE OR ILLNESS:**

If you cannot report on the day you are scheduled to volunteer, please call the CCAR office where you are scheduled to volunteer. If you do not call in when unable to attend your assignment, three unexcused absences will be considered a lack of interest and may result in termination of your volunteer service.

If you are sick or getting sick on the day of your volunteer assignment, we request that you remain at home. If you are in recovery and relapse, we encourage you to be honest with staff and consider your volunteer obligations to make sure your recovery is a priority; you may wish to alter your volunteer schedule (i.e. meet with your recovery coach rather than volunteer as a recovery coach, attend an ARM rather than facilitate an ARM, etc.). We don't want your volunteering to be a stressor in your recovery, but we do understand that volunteering can be a pathway of recovery: it can be a balance.

### **DRESS CODE:**

Dress, grooming and personal cleanliness standards contribute to the morale of all employees and affect the business image CCAR presents to the public. During business hours, volunteers are expected to present a clean and neat appearance and to dress accordingly to the requirements of their position(s).

Please consult the Volunteer Manager if you have questions as to what constitutes appropriate attire.

### **SMOKING:**

In keeping with CCAR's intent to provide a safe and healthy work environment, the use of any tobacco product is prohibited in all CCAR's offices, buildings, facilities and vehicles. If you smoke, please utilize the appropriate smoking areas at each CCAR location.

### **SAFETY POLICY AND INSURANCE COVERAGE:**

To assist in providing a safe and healthy work environment for employees, volunteers, and visitors, CCAR shall maintain a safe workplace. CCAR staff has responsibility for maintaining a safe workplace. Safety depends on the alertness and personal commitment of all. (Refer to CCAR Policy and Procedure manual for complete policy.)

If a volunteer is injured while performing their volunteer work, they should report the incident immediately to the Center Manager or staff member on duty. An incident report form will be completed and kept on file. Volunteers are covered under CCAR's liability insurance coverage. If medical treatment is required, the volunteer will use their own personal insurance as the first source of payment.

## **DRUG FREE WORKPLACE POLICY:**

As a federal contractor, CCAR is required to follow the provisions of the Drug-Free Workplace Act and Drug-Free workplace regulations. Compliance with the law is a CCAR policy. CCAR policy prohibits the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance in the workplace. Employees/volunteers are also required to notify, in writing and within five days, any criminal drug statute conviction for a violation occurring in the workplace. CCAR policy spells out disciplinary actions violating its policy. (Refer to CCAR Policy and Procedure Manual for complete policy.)

Volunteers and visitors may bring prescribed medications to CCAR, as long as they keep them in their pocket or purse, out of sight from people who may have a pill addiction.

## **SEXUAL HARRASSMENT:**

*Harassment* is verbal or physical conduct that demeans or shows hostility or aversion toward an individual for any reason. It is the policy of CCAR to prohibit all forms of sexual and/or other harassment in the workplace.

*Harassing conduct includes:* slurs, negative stereotyping, threatening language, and intimidating or hostile acts.

*Sexual Harassment* means any unwelcome sexual advance.

Verbal: suggestive comments, threats, insults and jokes

Non-verbal: making suggestive or insulting noises, obscene gestures, whistling, and displaying derogatory or pornographic posters, cartoons or drawings (as well as computer or iPhone images).

Physical: unwelcome touching, brushing, hugging, kissing, or pinching.

It is your right to volunteer in an environment free from harassment. If you see something, please say something: to the harasser, to the person being harassed, or to staff.

**CCAR**  
**Connecticut Community for Addiction Recovery**

**Confidentiality Agreement**

I understand that while in my volunteer position at the Connecticut Community for Addiction Recovery (CCAR), I may have access to confidential information. Confidential information includes but it is not limited to printed information, whether generated manually or by automated means, oral communications and information stored and accessible by electronic facilities. Information includes protected health information, financial transactions, business strategies, software systems, human resource and payroll information, corporate records and correspondence.

I acknowledge that this information is private and must be kept confidential.

I agree to access information and related systems in a manner consistent with my approved volunteer job function and for conduct of work related to my assignment only.

I understand a member's right to confidentiality of health information is protected by Connecticut State statutes, federal laws and the policies and procedures of CCAR.

I understand that if I violate a member's right to privacy and confidentiality, I may be subject to civil or criminal legal action and/or termination from my volunteer position.

I will not share confidential information except as required by CCAR's policies and procedures and only within the legitimate scope of my volunteer position with CCAR.

I understand that this restriction is in force at all times in all locations of CCAR and its affiliates.

In summary, I am familiar with and agree to uphold and enforce CCAR's confidentiality policies and procedures at all time. This confidentiality pledge will survive the termination of my volunteer service at CCAR.

\_\_\_\_\_  
Volunteer Signature

\_\_\_\_\_  
CCAR Affiliate (location)

\_\_\_\_\_  
Print Name

**Put this signed original in the volunteer's file and give volunteer a copy.**



## CCAR Code of Ethics

### CONDUCT

- Always strive to put a positive face and voice on recovery from alcohol and other drug addiction.
- Maintain high standards of conduct.
- Treat each other with dignity and respect.
- Report and remove yourself from any real or perceived conflict of interest.
- Do not exploit personal relationships within CCAR for personal gain.
- Do not under any circumstances sexually exploit or harass other individuals.
- Do not act in any way that violates the civil, legal or ethical rights of others.
- Work to resist gossip, hearsay and rumors.
- Remember that in the eyes of the general public, we represent people in recovery at all times and that your actions influence how the community sees the recovery movement.

### RESPONSIBILITY TO PEOPLE IN RECOVERY

- The responsibility for personal recovery resides with the individual; understand that personal recovery comes before any CCAR activity.
- Strive to ensure that people in recovery from alcohol and other addiction will be treated with dignity and respect in their personal recovery process.
- Make an effort to see that CCAR empowers recovering people in their physical, emotional and spiritual growth and that CCAR provides opportunities for them to make significant contributions to themselves, their families and friends, their communities and our society.
- Work to represent all people in recovery, especially those who feel they have no voice.

### RESPONSIBILITY TO THE ORGANIZATION

- Work under the overarching principles outlined in the vision and mission.
- Always build CCAR's reputation and maintain CCAR's integrity.
- Involve recovering people, their families, significant others and friends in educating policy makers, service providers, legislators and the general public about the recovery process.
- See that CCAR takes on a limited number of carefully chosen projects in order to maintain high-quality successful outcomes; participate in, support and improve these projects.
- Respect the cultural diversity of the organization and encourage the expression of diverse points of view.
- Participate in planning and programmatic decision-making processes.
- Hold existing leadership accountable that future leadership is developed from within the organization.
- Reach out to new members of the CCAR organization.
- Contribute to the overall health of the recovery community and the community at large.
- Express your opinion at every opportunity.
- Promote recovery at every opportunity for you, your family and friends, for the community, for society.

I agree to abide by this code.

Signature \_\_\_\_\_

Date \_\_\_\_\_

**Put this signed original in the volunteer's file and give volunteer a copy.**

**CCAR**  
**Connecticut Community for Addiction Recovery**

**Policy and Procedure Agreement**

I, \_\_\_\_\_, have attended the CCAR Volunteer  
(Print Name)

Orientation and understand the Connecticut Community for Addiction Recovery (CCAR) guidelines, policies and procedures for working as a CCAR volunteer. I understand that while in my volunteer position at CCAR, I must abide by the rules, policies, and procedures. I understand that if I violate the policies and procedures, my volunteer service may be terminated.

\_\_\_\_\_  
Volunteer Signature

\_\_\_\_\_  
Staff Person

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

**Put this signed original in the volunteer's file and give volunteer a copy.**

*Revised August 2, 2019*