



RECOVERY COACH

Handbook

WELCOME ! We've been waiting for you 😊

Rev. April 2023

SECTION 1: GENERAL OVERVIEW

This handbook will familiarize you with Reality Check and our Recovery Coach Program, and outlines roles, expectations, and policies for the program. After reviewing, please sign the **Acknowledgment of Procedures** form. This handbook is updated annually.

ABOUT

Reality Check was founded in 2009 as a 501c3 nonprofit offering addiction services to New Hampshire residents. In 2016, Reality Check moved into its first building with a White House Office of National Drug Control Policy, Drug-Free Communities grant.

MISSION: Reduce alcohol and other drug use, addiction, and overdoses, and the related social and economic costs by providing comprehensive addiction services.

VISION: People and communities support and empower each other to build social connection.

SERVICES:

- 1) Prevention education and campaigns to school districts
- 2) Drug & Alcohol Treatment Counseling
- 3) Recovery Coaching, Support Groups, Programming, Employer Services, and Events
- 4) Addiction credentialing training

Application Process - Coaches complete an application, I-9, and a criminal background check. Applications are reviewed by the board of Reality Check and coaches are selected by recommendation.

Recovery Coaching - Coaches are extensively trained to provide support and guidance to people with substance use challenges. Coaches:

- Identify strengths and personal attributes of participants to build a foundation for recovery
- Outline life goals and create a health wellness plan
- Review legal, familial, and economic issues and identify ways to fix them
- Help people earn a GED, diploma, college degree or start their own business
- Improve financial education and credit score
- Build a resume, job search, or start a business
- Provide recovery follow-up for up to 3 years
- Secure additional needed support services including mental health counseling
- Secure housing, childcare, and transportation if needed
- Apply for state benefits and other social services

Training & Supervision - Coaches need to complete the following trainings: Recovery Coaching, Recovery Ethics, Suicide Prevention, HIV/AIDS Prevention and Motivational Interviewing. In addition, they will view the Recovery Coach 2.0 video reviewing professionalism, boundaries, engagement, agency policies and protocols, self-care, and a review of available resources both in the Monadnock Region and statewide. Coaches are offered continuing education around Violence, Medication Assisted Treatment, Mental Health First Aid, Crisis Intervention, Narcan, Trauma-Informed Care, and others. In-person trainings at NHTIAD and online trainings are paid up to \$300/year. Coaches are encouraged to attend meetings and recovery events to grow professionally.

Supervision - Coaches receive monthly supervision to discuss successes and challenges, and receive ongoing training to ensure addiction knowledge is current. Coaches are also supported to pursue a CRSW credential if desired and receive ongoing paid supervision.

Scope of Work & Limitations - Services are delivered face to face, by phone, and via Zoom. Services are based on the mutual relationship in which an individual seeking recovery is linked with a Coach who will motivate and support them during the coaching process. A Coach's work is separate from mutual aid support networks (AA, NA etc.). We support all pathways to recovery without judgement. Coaches:

- Do similar work to professional coaches, but serve people struggling with alcohol or other drug issues.
- Help people become ready to seek treatment and explore options for recovery.
- Help people explore wants, needs, and choices to start and/or continue recovery.
- Ask questions, offer suggestions, and view people as whole, resourceful, and capable.
- Offer Naloxone (Narcan) training and kits to participants and/or families.
- **Do not act as 12-step sponsors.** The 12-step model is however, used as one pathway.
- **Do not diagnose** a Substance Use Disorder (SUD) and **do not treat addiction.**
- **Are not** chemical dependency or alcohol & drug or mental health counselors, nurses, doctors, therapists, or psychiatrists; do not perform clinical tasks or administer drug testing.

Intakes - People wanting a Coach fill out an Intake with staff (the online *Intake Form* is used when paper isn't available). Give a copy of the *Notice of Privacy Practices* and ask them to sign the *Informed Consent for Recovery Services Agreement*. Use the *Other Help Needed* sheet to score progress while using a coach.

2nd Session or Meeting:

People fill out their top 3 goals for recovery. Also, a Government Performance and Results Act (GPRA) assessment is done in-person either on paper or online. Give the completed GPRA to the Director of Recovery Services. This is done again six months later (even if the individual receiving services has been discharged), and again at 12 months or the time of discharge.

3rd Session or Meeting:

Create a Recovery Plan with people to be used at future sessions to see progress being made.

Ongoing Sessions:

Use the Needs Assessment monthly to track needs & success. Keep score on **Monthly Progress Record**.

Go to the **FIND HELP** page on www.RealityCheckNow.org showing statewide resources (to be reviewed during the Recovery Coach 2.0 meeting). For people needing immediate detox, stabilization, or treatment. Call 211, press 1 (SUD Services).

Mental Health Crisis Intervention - In the event a participant is experiencing a mental health crisis, defined as suicidal ideation; threat of harm to self or others; physically violent behavior; and/or severely altered mental state, Coaches will support the person in accessing immediate help by referring out. If you are at Reality Check find your supervisor and say "Could you please page Dr. Black". If you are alone and feel unsafe, ask the person to leave. If they don't leave, call the police. If you are somewhere else call your supervisor, keep yourself safe, and call the police.

Other responses to a crisis:

- Call 911 and call for immediate help from a co-worker or your supervisor
- Emergency medical treatment
- Do not let the person be alone or drive
- Get the recoveree to call for help from a professional they have been seeing
- Seek immediate help in an emergency crisis and/or call 911
- Report someone who is dangerous, threatening, violent, self-harming, destructive, or suicidal
- Report the incident and response to a supervisor

Mandated Reporting - It is the law! You must report the abuse of a vulnerable adult (disabled, elderly) and/or child abuse if you suspect it is happening. If you have reason to suspect it is, tell your supervisor.

Self-Care - Caring for yourself and maintaining a balance between work and home life is important to your success as a Coach. You can complete a self-care assessment to talk about with your supervisor during supervision. Avoid burn-out by taking time off when needed.

Bad Weather - It is at your discretion to drive in inclement weather. When schools are closed, you are not expected to drive, but please be available by phone and notify their supervisor.

Conduct - Noncompliance of any of the following rules will result in immediate dismissal:

1. Coaches do not represent Reality Check without approval of management or the CEO, including at functions/events; letters; donation/sponsorship requests, fundraisers; media; legal representation; or any other type of representation not preapproved.
2. Coaches do not conduct any event (fundraise, request for donations, services, supplies, sponsorship, information) on behalf of Reality Check without preapproval by management.
3. Coaches do not accept money or gifts unless a contract agreement has been agreed upon.
4. Coaches do not recommend providers or products. Coaches may offer a list of providers but will not discuss personal opinions or experiences with them. Do not use your coach status to gain access to Recoverees with the intent to market a provider or product, or to interfere with the treatment and/or recovery process.
5. Coaches will represent Reality Check at all times with integrity and positivity and will not use defamatory statements or engage in negative discussions. If leadership becomes aware statements have been made, coaches will be dismissed from the program.
6. If a Coach is also a paid employee of a provider, clinic, or manufacturer of opioids, a signed agreement must be submitted to Reality Check by the RC and their immediate supervisor that expresses a clear understanding and adherence to our Code of Ethics as a Coach for Reality Check.
7. Any paid roles by an RC to conduct sessions will be separate from any other volunteering on behalf of Reality Check in adherence to Reality Check's Code of Ethics.

Termination / Resigning

If you want to leave the program for any reason, let your supervisor know who will work with you to transfer Recoverees to another coach and close your contract. If you are in violation of the Code of Ethics, it will result in corrective action up to and including dismissal and removal from the program. If a coach violated a policy or procedure, a supervisor will look for workable solutions. If a solution is not found or the relationship is nonbeneficial or harmful, we will remove you from the program.

Dependability - If you are not able to come in for an appointment notify your supervisor in advance to find a replacement. After three absences without notice, a Coach may be terminated.

Gifts and Solicitations - Coaches do not accept personal gifts, nor will RCs lend or give money to recoverees. Coaches also do not purchase or give any item or money to a recoveree.

Leave of Absence - Notify your supervisor if taking a vacation or a leave of absence at least 2 weeks prior.

Timesheet - Coaches record hours worked on timesheets. Give/email timesheets to your supervisor weekly by 4 pm Friday. Coaches receive \$25 per 1 hr. session. All sessions are tracked in the INTERACTION LOG.

Computer Use - Use of Reality Check's computer, telephone, and other equipment without authorization is prohibited. Coaches are responsible for using an assigned laptop / phone in an efficient, effective, ethical, and lawful manner. Do not install Reality Check owned software onto your personal computer or the

network without authorization. Duplication of copyrighted software except for backup and archival purposes, is a violation of policy and federal law. Reality Check may delete personal software.

Electronic Communication - Communications transmitted by, received from, or stored in Reality Check's computer systems are property of Reality Check. The following applies to use:

- ✓ Coaches must comply with software licenses, copyrights, and laws for intellectual property.
- ✓ Coaches must not alter or copy files belonging to others without permission from the owner.
- ✓ No personal right of privacy exists in any file contained within or transmitted by Reality Check's computers. We monitor the operation of systems to access or destroy records within them.
- ✓ Electronic communication should not be used as disruptive, offensive, harmful to morale, fraudulent, harassing, embarrassing, indecent, profane, obscene, intimidating or unlawful. Prohibited are sexually explicit materials, ethnic or racial slurs, and anything construed as disparaging of others based on race, national origin, gender, age, disability, sexual orientation, or religious or political beliefs.
- ✓ Computers may not be used to transmit or store commercial or personal advertisements, solicitations, promotions, destructive programs, religious, or political material.
- ✓ Coaches may use their own computer for personal use kept to a minimum when not coaching.
- ✓ Coaches are responsible for safeguarding passwords which should not be printed, stored online, or shared. Coaches are responsible for transactions made with their passwords.

Personal Appearance - Coaches will practice good personal hygiene and daily grooming. Coach attire must be respectable and practical for work at Reality Check offices and consistent with our public image to promote a respectful work environment, and comply with safety standards:

- Clothing must be clean and in good condition, with no obvious stains, tears or holes.
- No clothing that is tight, torn, transparent, or revealing is to be worn while on shift.
- Shirts, blouses and tops must cover breasts, torso, shoulders, back and abdomen.
- Shorts, dresses, or skirts may be no shorter than 4 inches above the knee.
- Logo shirts must not have profanity, violence, racist, or provocative images on them.
- Pants must cover all undergarments and buttocks.

Personal Relationships / Calls - No relations will be hired into, or transferred from, positions where they directly or indirectly supervise or are supervised by another relative/significant other. Reality Check reserves the right to determine if a close relationship exists to prohibit a supervisory relationship. Coaches are expected to report and remove themselves from a real or perceived conflict of interest and not to exploit relationships for personal gain. Relationships with Recoverees outside of the Coach-Recoveree relationship are prohibited. Personal calls will be kept to a minimum so as to not interfere with work and Coaches will keep personal calls during session times to urgent matters. Using cell phones other than hands-free while driving is illegal and prohibited. Coaches will protect confidential information, never post information about a staff member, Reality Check, or individuals we serve, either by name or any other descriptive nature, on any social media site. Reality Check reserves the right to review sites. Coaches will provide Recoverees with Reality Check's office number 532-9888 and may also give them their personal cell phone number.

Political Activity – Coaches may participate in political activities if it does not conflict with work.

Social Media - Social media are defined as online technology and communication tools (Facebook, Twitter, LinkedIn). Coaches should not be connected to Recoverees through social media platforms.

Smoking - All facilities owned/leased by Reality Check are smoke-free. Smoking is permitted 100 feet from a building entrance/exit providing it is away from windows and air intakes, or in personal vehicles.

Use of Personal Vehicle

- If you have a suspended or revoked driver's license notify your supervisor;
- Use of a vehicle under the influence of alcohol/drugs is cause for dismissal;
- Do not drive if your ability is impaired (illness, fatigue, injury, or medications);
- All state/local laws, or DOT Motor Carrier Safety Regulations must be obeyed;
- Do not transport Recoverees or their family members/friends in their vehicles;
- You may travel with a participant to detox or treatment if requested;
- You may be required to secure limited liability insurance if dispatched to affiliate offices

Substance-Free Workplace

The Drug-Free Workplace Act of 1988 requires Reality Check to certify it will provide a drug-free workplace. The following is prohibited:

- Reporting to a shift under the influence of alcohol or illegal drugs or other substances;
- The illegal use, sale, manufacture, distribution or possession of drugs while on agency or partner premises and while operating vehicles on agency business;
- The use, sale, possession, transfer or purchase of alcoholic beverages on premises or while performing business; and
- Coaching under the influence of prescription or nonprescription drugs that could impair judgment or motor functions and potentially place persons or property in jeopardy.

RCs must abide by the terms of this policy and notify their supervisor of criminal drug statute conviction for a violation occurring not later than five days after such conviction. Reality Check has the right to conduct a search of RC property if there is suspicion of a violation of this policy.

Equal Employment Opportunity

Reality Check Inc is an equal opportunity employer. Employees, applicants, volunteers and people we serve are not subjected to unlawful discrimination or harassment based on race, color, religion, sex, age, national origin, veteran's status, marital status, physical or mental disability, or any other basis prohibited by applicable state, federal or local laws. Reality Check will hire in accordance with the Equal Employment Opportunity Policy, make decisions according to equal opportunity by imposing only bona fide occupational qualification requirements for employment opportunities, and administer personnel practices and programs (including compensation, benefits, transfers, and training) in accordance with this EEO Policy. Reality Check provides services including electronic information made available through our website, without discrimination and complies with applicable federal, state, and local civil rights and ADA laws.

How to file complaints alleging discrimination

If you believe Reality Check has discriminated against you, you may file a brief written narrative describing the complaint with the Director of Human Services. The respected individual(s) must respond to the complaint in writing within 7 days. If there is no satisfactory resolution, a formal complaint may be filed with the CEO of Reality Check. If this does not result in a satisfactory resolution, a formal complaint may be filed with the Federal Office of Civil Rights at 810 7th Street, NW, Washington, DC 20531 or askojp@ncjrs.gov. Visit www.ojp.gov for instructions and more information. If you believe that you have been the target of discrimination, you should file a complaint with the Office of Civil Rights. You may have no longer than one year from the date of the discriminatory incident to file a complaint. The DHS and the EEO Officer for Reality Check as it relates to services and members.

Americans with Disabilities Act

Reality Check is committed to complying with applicable provisions of the Americans with Disabilities Act and offers equal employment opportunities for people who may have a physical or mental disability

but can still perform essential functions of the job. Reality Check will provide reasonable accommodations to an individual with a disability as defined by the ADA, who has made us aware of their disability, provided such accommodation does not constitute an undue hardship on Reality Check.

ADA Grievance Procedures

This Grievance Procedure can be used to file a complaint alleging discrimination based on disability in employment practices and policies or the provision of services, activities, programs, or benefits by Reality Check. The complaint should be submitted by the grievant no later than 60 calendar days after the alleged violation to the DHR. Within 15 calendar days after receipt of the complaint, the HR Director will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the HR Director will respond in writing or another format accessible to the complainant. The response will explain the position of Reality Check and offer options for substantive resolution of the complaint. If the response by the DHR does not satisfactorily resolve the issue, the complainant may appeal the decision within 15 calendar days after receipt of the response to Reality Check CEO. Within 15 calendar days after receipt of the appeal, the CEO will meet the complainant to discuss the complaint and possible resolutions. Within 15 Calendar days after the meeting the CEO will respond in writing with a final resolution of the complaint. All written complaints received and responses by the HR Director, CEO or designee, will be kept by Reality Check for 3 years.

Anti-Harassment and Non-Discrimination

Reality Check provides an environment free from harassment and discrimination and prohibits discrimination or harassment based on race, religion, color, gender, age, national origin, citizenship, disability, citizenship, marital status, sexual orientation, pregnancy, or any other basis protected by state, federal or local laws. Reality Check expects relationships of RCs to be professional and free of bias, prejudice and harassment. Sexual harassment is a serious offensive conduct directed towards an individual because of their gender and is unwelcomed. Sexual harassment does not refer to casual conversation/compliments of a socially acceptable nature. Communication of any harassing material by e-mail, voice mail, organization bulletin boards or otherwise is a violation of Reality Check Inc's policy against harassment. Federal Law defines sexual harassment as unwanted sexual advances, requests for sexual favors or visual, verbal, or physical conduct of a sexual nature when:

- (1) submission to such conduct is made a term or condition of employment; or
- (2) submission to or rejection of such conduct is used as basis for employment decisions; or
- (3) such conduct interferes with an individual's work performance; or
- (4) conduct creates an intimidating, hostile or offensive work environment.

The following **could be viewed as** sexual harassment and this list is meant to provide employees with an idea of conduct that is prohibited under this policy.

- Sex oriented verbal "kidding," "teasing," or jokes
- Foul or obscene language or gestures
- Physical contact such as patting, pinching, or brushing against another's body
- Pressuring someone to go on a date
- Comments about an individual's sexual activity, deficiencies, or prowess
- Displaying sexually suggestive objects, pictures, or cartoons
- Unwelcome leering, whistling, body gestures, suggestive or insulting comments
- Inquiries into one's sexual experience and discussion of one's sexual activities

Reporting Harassment - Reality Check encourages RCs to report problems they experience or observe concerning harassment, sexual harassment, discrimination, or retaliation to their supervisor. RCs should

report harassment before it becomes severe or pervasive. A Coach who believes they have been subjected to objectionable conduct prohibited by this policy is encouraged to let the offending person know firmly that the behavior is offensive and report it to their immediate supervisor or a member of management if the supervisor is the offending individual. Every reported incident of unlawful harassment or discrimination will be investigated. Individuals reporting complaints or providing information in good faith in connection with an investigation will not be retaliated against for their participation in this procedure.

Investigation - Reality Check will investigate complaints of harassment, discrimination or retaliation to include a private interview with the complainant and witnesses. The person alleged to have engaged in harassment is interviewed. Confidentiality is maintained to an extent consistent with corrective action.

Responsive Action - Coaches who violate this policy will be subject to disciplinary action, up to and including termination. No Coach will be disciplined or retaliated against for filing a complaint or participating in the investigation of a complaint. An individual who brings a false complaint may be disciplined or terminated.

Ethics - Coaches will hold to the highest ethical standards, recognizing situations and activities that must be avoided and those requiring disclosure or prior approval. Treat staff, fellow coaches, recoverees, and external parties with honesty, integrity, and fairness at all times.

Conflicts of Interest - A conflict of interest arises when a Coach's personal interest comes into conflict with their obligation to Reality Check or Recoverees or if the Coach knows the Recoveree previously. If a Coach is confronted with a conflict of interest, disclose it to your supervisor and describe the facts of the conflict.

For questions call 603-532-9888 or email info@RealityCheckNow.org

ACKNOWLEDGEMENT AND RELEASE FORM

No program handbook can anticipate every circumstance or question about situations or policies.

As Reality Check Inc changes, the need may arise to change and update policies described in this handbook. Reality Check Inc reserves the right to revise, supplement, or rescind any policies or portions of the handbook **AT ANY TIME** as it deems appropriate in its sole and absolute discretion. As soon as practical, Reality Check Inc will notify all coaches of such changes.

Your signature below indicates you have read and understood this statement and have received a copy of the Recovery Coach Program Handbook. Your signature further acknowledges and agrees that you will read and familiarize yourself with its contents and follow the policies and rules indicated.

Please date, print and sign your name and give this form to your supervisor. WELCOME!!

Recovery Coach Printed Name

Recovery Coach Signature

Date