



Recovery Support Center Member Handbook



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This booklet, while not inclusive, has been created to assist you in your orientation with the Peer 2 Peer Recovery Support Center at Steppingstone, Inc.

About Steppingstone Inc.

Mission:

The purpose and mission of Steppingstone, Incorporated is to enrich the quality of life of individuals and families through providing comprehensive client centered programs and services that enhance their well-being and promote independence.

Primary Goals:

- To provide a secure and sober environment
- To provide quality clinical services that enhance behavioral and attitudinal changes
- To provide comprehensive educational services

Vision:

Steppingstone's vision is to excel in empowering individuals and families to reach their highest potential in mind, body and spirit.

Through:

- Staff development
- Financial feasibility
- Development/expansion of target populations
- Community collaboration

Respect—To regard the worth and dignity of each client, employee, and community partner

Excellence—To provide quality of care in everything we do

Integrity—To adhere to the highest ethical practices

Compassion—To respond with understanding and support

Teamwork-- To unite in partnership and collaborate to achieve our common goals

A Brief History

In 1972, when the effectiveness of alcohol dependency treatment was still considered controversial, Steppingstone founders began operating the innovative **Men's Recovery Program** in the City of Fall River. This Program offers primary services include assessment, individual, group and family counseling, nutritional education, and substance

abuse and health education to twenty-three men for a period of up to one year in a residential setting. After a few years of operations, the success of the Men's Recovery Program was undeniable, and with encouragement from the City of Fall River, Steppingstone opened a second program in 1974, the ***Graduate Program***. This Program offers men completing treatment at the Men's Recovery Program with continued support in an independent living environment for an additional year.

The evident success of substance abuse treatment for men encouraged Steppingstone to launch a women's program in 1985. The ***Women's Therapeutic Community***, a twenty-eight bed facility located in Fall River, offers primary services including assessment, individual, group and family counseling, nutritional education, and substance abuse and health education in a residential setting for up to one year. This Program began offering specialized services to pregnant women and their newborns in 1989, including service coordination for methadone therapy, prenatal care, hospital services, obstetrical and gynecological services, and pediatric care, along with education of parenting skills and follow-up intervention.

These three programs operated successfully for the next decade. In 1996, an assessment of community needs in the City of Fall River indicated a gap in permanent housing services for the homeless. Steppingstone developed the ***Next Step Home Program*** to fill this gap in the City's continuum of care and began offering scattered-site affordable housing with supportive services to fifty homeless individuals and/or families with disabilities, including intensive case management, housing advocacy and permanent housing subsidies through the City's Shelter Plus Care Program. Another great success, this Program was nominated by the U.S. Department of Housing and Urban Development (HUD) and received "Best Practice" award in 2001. In addition, the Program Director received a national award from The Aids Housing Corporation for dedication and commitment to the homeless.

Alumni of these four programs exhibited a need for continued outpatient support, and in 1997, Steppingstone began operations of the ***Outpatient Program***. Outpatient services for individuals troubled with substance abuse problems include: individual, group and family counseling, along with outreach services for the hard-to-reach street population. The Outpatient Program expanded in 2009 to provide mental health treatment services to persons with mental health disorders and integrated dual-diagnosis treatment for persons with co-occurring disorders.

In 1998 Steppingstone opened two additional programs to meet emerging community needs. The ***Transition House*** opened its doors to ten homeless men and women experiencing substance abuse problems. The Program provides case management

services to assist these homeless persons with a successful transition from homelessness to independent living.

With Steppingstone now operating five successful programs in the City of Fall River, and the City of New Bedford indicating a service gap for women's substance abuse treatment, Steppingstone was inspired to develop a sixth program, **The New Bedford Women's Therapeutic Community**. The New Bedford Women's Therapeutic Community provides twenty women and women with infants with the support and services needed to break the patterns of chemical dependency and homelessness and become self-sufficient.

To provide continued support to these women, Steppingstone began operations of the **New Bedford Graduate Program** in 2002. This Program offers support services to nine women completing the first three phases of treatment in The New Bedford Women's Therapeutic Community for an additional two-year period.

In 2003, in order to meet the essential needs of the homeless, Steppingstone began operations of an emergency shelter program. The **First Step Inn** provides safe shelter, nutritional meals and case management services to thirteen women and men daily. In 2012, this Program expanded to serve an additional six homeless persons. Continuing its dedication to meeting the needs of the homeless, Steppingstone opened the **Stone Residence** in 2004. This permanent housing program provides 22 single room occupancy units and supportive services to homeless men and women in the City of Fall River.

Due to a need for support services for people living with HIV/AIDS in the community, Steppingstone began operations of its HIV/AIDS Residential Support Service program in 2006, which transitioned into the **Medical Case Management Program** in 2009. The Medical Case Management program provides persons living with HIV/AIDS in Steppingstone housing units with social service and medical care coordination, benefits counseling, and harm reduction.

In order to address the growing pool of men and women experiencing gambling addictions in Massachusetts, Steppingstone implemented a Gambling Treatment Program offered through the Outpatient Program in 2006.

In 2012, Steppingstone began operations of **Welcome Home**. This Program provides eleven subsidized, supportive permanent housing units to persons living with HIV/AIDS in the City of New Bedford. Also in 2012, Steppingstone's new Project **ROAR** (Re-Entering Offenders Achieving Recovery) began offering effective re-entry services to men transitioning out of the Bristol County House of Corrections Residential Substance Abuse

Treatment Unit into the Fall River and New Bedford Communities in order to reduce substance abuse and criminal recidivism. In 2014, Steppingstone also began operating Project FAIHR (Focused Achievements in Housing and Recovery) which provides treatment and wrap around services to individuals experiencing chronic homelessness and homeless veterans.

Intertwined throughout many Steppingstone programs is the availability of peer recovery support. To expand upon this support and provide a project dedicated solely to peer recovery support, Steppingstone launched the **Peer 2 Peer Recovery Support Center** in 2016.

Steppingstone continues to meet the challenges of addiction treatment and recovery with realistic and compassionate ideas that have withstood the test of time with a growing pool of men and women who have rejoined their families and communities as healthy and productive individuals.

Welcome To Steppingstone's Peer 2 Peer Recovery Support Center

Peer 2 Peer Recovery Support Center (P2P) offers a safe and confidential place for individuals to learn from peers with lived experience, share their challenges and become empowered. Each individual path to recovery is respected and each individual is met at whatever point in recovery they are at.

Services include:

- One-on-one peer coaching and telephone support
- Various groups developed from input of members in recovery
- Double Trouble in Recovery groups
- Wellness activities and goal planning
- Advocacy and support in all areas affecting recovery
- Skills building workshops
- Various on-site meetings of groups such as AA etc. welcome
- Suggestions for other groups and activities welcome

MISSION

Steppingstone Incorporated's Peer 2 Peer Recovery Support Center's mission is ensure a cohesive peer recovery support system of gender responsive services and activities for persons in Fall River, MA who are in recovery or contemplating recovery from substance use.

VISION

Peer 2 Peer Recovery Support Center's vision is to excel in empowering individuals and families throughout their journey of recovery by providing a peer model that capitalizes on the expertise of individuals with similar lived experience as they assist others to achieve and maintain their recovery and improve their overall quality of life.

Location, Hours, Contact Information

Prior to March 2017, Peer 2 Peer Recovery Support Center operates at 175 N. Main St. Fall River. Please be aware that members are required to participate in services inside the premises and not congregate on the sidewalk in front of the facility.

Hours of operation and P2Ps schedule of activities will vary at times, but will always be posted monthly on the P2P website at: www.steppingstoneinc.org/p2p

To contact P2P by telephone, call 508-567-5086; email dsimons@steppingstoneinc.org or mbryant@steppingstoneinc.org. Please do not include confidential information in email communication.

Membership

If you are seeking recovery support, you may become a P2P member.

Membership will allow you certain privileges and the support of P2P's recovery community. A member may choose to become a volunteer *once he/she is ready to take on specific jobs and/or responsibilities*.

Steps to becoming a member

1. Speak with a current member, volunteer, or P2P Staff about what the P2P project is and has to offer.
2. Fill out membership application and return it to P2P's Peer Recovery Specialist Coordinator.
3. Attend the scheduled P2P Orientation. During Orientation, P2P Project expectations of members, volunteers, and our Code of Ethics are explained. Complete and submit a membership agreement. Some additional paperwork may be required at a later time.

Membership benefits and expectations:

- Each new member will receive P2P newsletters and updates about activities and recovery supports. Members have the option of joining P2P's email list to get the most up-to-date information regarding P2P groups and activities, community happenings.
- Members have access to all P2P services as appropriate.
- Members are encouraged to take initiative and help out as needed with daily tasks.
- Members are encouraged to take on a volunteer position when ***they are deemed ready***.
- When a member is ready to move into a volunteer position or join the committee, you may fill out a volunteer application.
- Members are expected to pick up after themselves and respect other P2P members.

- Members are expected to participate in services inside the premises and not congregate on the sidewalk or outside near the facility.

Volunteerism At-A-Glance

There are two levels of volunteerism, PV1 and PV2. PV1 requires 2 years consistent recovery and PV2 1 year of consistent recovery. Both volunteer levels require achievements in areas in which they will provide assistance to others.

Individuals requesting a volunteer position would be required to complete paperwork with Steppingstone's Human Resource Dept. CORI checks are performed though most drug related crimes would not exclude an individual. Crimes such as murder, rape or sex offender, arson would exclude someone from volunteering. (Discuss with P2P's PD, PRSC or Steppingstone's Human Resource Manager for more details).

P2P Volunteer Positions

Recovery Peer Group Facilitator (PV1):

(3-4 hrs/wk) Will plan and advertise an ongoing support group for people in early recovery, recruit participants and facilitate groups 1-2x/wkly. This volunteer position requires 2 years consistent recovery and good listening/interpersonal skills. Group facilitator's must complete group facilitation training.

Peer Mentors (PV1):

(3-4 hrs/wk) PV1s provide one-on-one assistance to participants in early recovery to assess their needs and strengths, help monitor their recovery program, set achievable recovery, and participant-centered life goals. Peer Mentors require good listening, interpersonal skills, and open-mindedness to different pathways to recovery.

Peer Recovery Public Speaker (PV1 & PV2):

(1-2 hrs/wk, 1 hr mtg/month) will share about recovery at local conferences, in-service trainings, meetings, and recovery events. Peer Speakers will also conduct outreach to identify local events that would benefit from P2P participation. Applicants should have a desire to speak about recovery and possess good verbal communication skills.

News Letter Contributor (PV1 & PV2):

(2-3 hrs/wk, 1hr mtg/month) will assist Peer Recovery Specialist Coordinator, and Peer Specialist with interviewing recovery community members, solicit submissions (poems, recipes, artwork, local happenings) from other volunteers and community members, write articles, and assist with the development of Newsletter. This position requires good writing, listening, and communication skills.

Peer Resource Coordinator (PV1 & PV2):

(2-4 hrs/wk) will organize and update resource information from other community organizations (brochures, flyers, etc.). Will maintain and update Community organization promotional information, and maintain and update P2P Community Event Boards. This requires good organizational skills, knowledge of Fall River resources, and a commitment to connect other peers to community resources.

Peer 2 Peer Recovery Program's Bill of Rights

You have a right to:

- Be treated with respect and dignity
- Protection from verbal, physical, or sexual mistreatment from other Participants
- A safe, clean environment
- Receive a full explanation of services offered to you at P2P
- Receive fair and equal treatment without regard to race, gender, religion, handicapping conditions, age, or sexual orientation
- Confidentiality
- Make suggestions to improve P2P
- Appeal a disciplinary suspension and barring decision

You have a responsibility to:

- Treat others with respect and dignity
- Refrain from harming yourself or others
- Abide by the rules, policy, and regulations set forth by P2P
- Contribute to maintaining a safe, clean environment
- Actively participate in services that you have requested
- Respect the personal belongings of others
- Treat others fairly and equally without regard to race, gender, religion, handicapping conditions, age, or sexual orientation

For additional information on your rights or your responsibilities, please see the Peer 2 Peer Recovery Support Center Director.

Disciplinary Process

If it becomes necessary to suspend a Participant due to inappropriate behavior, they are required to leave the premises immediately.

The following will result in immediate Suspension from Peer 2 Peer Recovery Support Center:

- Possession of alcohol, illegal drugs, medications not belonging to the person, and weapons
- Presenting under the influence at P2P
- Smoking or Vaping inside P2P premises
- Gambling on P2P premises
- Participants who refuse to cooperate with P2P requirements
- Abusive or threatening behaviors toward other Participants or staff
- Stealing possessions of another's property
- Possession of staff or program equipment and/or property (Exception would be assigned cell phone which must always be documented and signed-off in writing from the Project Director or Peer Recovery Specialist Coordinator and volunteer)
- Fighting and/or assault on another
- Tampering with fire and/or other safety and security equipment
- Sexual activity and/or inappropriate sexual comments
- Racial comments or comments against another's gender, sexual orientation, religion
- Any behavior that disrupts the orderly operations of the facility
- Any behavior that presents a threat to self, others, or property

Grievance Policy

Any Peer who wishes to engage in the grievance process must follow a specific chain of command. The initial step would be mediation from the Peer Recovery Specialist Coordinator. If still unresolved, a formal complaint within writing must be made to the P2P Project Director within 48 hours of the incident. The Project Director will make a decision based on the complaint in a timely manner. If the matter is not settled to the satisfaction of the client, he/she may appeal that decision to the Executive Director of the Agency.

The Executive Director or his/her designee will hear the grievance within 5 days.

Return Policy

If an individual has been suspended from P2P due to inappropriate behavior, there will be a progressive suspension of P2P eligibility. However, suspension time may be longer than noted below dependent upon the severity of the offense(s).

Normally, suspension time is as follows;

1 st Suspension/Offense	24 hour suspension
2nd Suspension/Offense	7 day suspension
3rd Suspension /Offense	30 day suspension
4th Suspension /Offense	6 month suspension

Serious offenses such as drug possession or distribution, assault, or other behaviors that threaten the well-being of self, others, and property, may result in a barring decision.

Code of Conduct

Safety

We are committed to providing the members of our community with a safe environment from which to nurture and enhance their recovery.

We believe that all individuals related to Steppingstone Inc.'s Peer 2 Peer Recovery Support Center are seeking to enhance their recovery and wellness.

We will seek to resolve conflicts with others in a respectful manner and to not create disturbances by use of profanity, gossip, fighting, choosing sides, outbursts of anger or harming others.

We will respect every member's personal boundaries; physical, social, and emotional.

We will honor each other's confidentiality and right to privacy.

We will not bring drugs and/or alcohol on the premises of the Peer 2 Peer Recovery Support Center or attend any Peer 2 Peer Recovery Support Center activity or meeting under the influence of drugs and/or alcohol.

When we have concerns for the safety of others, ourselves, or the integrity of the project, we will seek staff guidance.

Compassion

We treat each member of the recovery community with care and compassion – the same way we wish to be treated – making sure everyone feels comfortable and confident that they have a voice.

For many, relapse is a part of the disease of Addiction, and we will welcome back those who are having difficulty.

We will treat each member of the recovery community with care and compassion, as we wish to be treated.

We will work hard to represent all members of the community, especially those who feel they have no voice.

We will take extra care with new people who walk through our door, and try to make certain they feel welcomed and comfortable. When a member of the recovery community needs to talk, we will do our best to listen with full awareness, without criticism or judgment. When a member has the need for clinical work with a professional, we will do our best to refer that person to the appropriate support within the community.

Respect

We will strive to treat everyone with dignity and respect, and as a valued individual.

We will show appreciation to our fellow recovery community members.

We will allow others to make their own decisions and choices in regards to their own lives.

We will be ready and willing to speak with anyone we may have inadvertently upset, and we will use listening skills in our communication.

We will be role models within the community, always remembering we are representatives to the Peer 2 Peer Recovery Support Center. We will make every effort to be considerate of each other regarding a tolerable noise level when working, and to honor others wishes for solitude whenever possible.

We will not take another's belongings or any property of the Peer 2 Peer Recovery Support Center without first seeking permission.

We will work together as a group, maintaining the concept at all times of peer-run programs, remembering we are not counselor's, therapists, or professionals in this capacity, although some members may be in their professional lives.

Acceptance

Here at the Peer 2 Peer Recovery Support Center, We are in Recovery when we say we are, declining association with any one model, approach or program.

We meet each person wherever they are in their recovery – from way of life and emotional stability to health.

We will seek to recognize our own biases and prejudices and attempt not to place them on others.

We will honor each other's culture, race, life experience, belief system, class, age, and gender. We will do our best to acknowledge and validate the achievements and feelings of others.

PEER 2 PEER RECOVERY PROGRAM AGREEMENT

In consideration of my being accepted as a member of the Peer-to-Peer Recovery Support Center, I hereby agree to the following;

That I will hold said Steppingstone, Inc., its agents, members or employees free from all liability for the losses through fire, theft, or personal injury while I am in or about the premises.

That in order to participate in this Steppingstone, Inc., program I must agree to follow the rules and regulations set forth in this handbook. Failure to observe these and other conditions shall be cause for suspension and/or being permanently barred.

Member Signature: _____ Date: _____