

VOLUNTEER WELCOME DESK - SITE COVERAGE

Position Description

Supervisor: Self Help Site Facilitator

1. Daily Duties
2. Welcoming Committee
3. Member Code of Conduct
4. Incidents and Responses
 - a. Contacting staff support and incident reporting
 - b. Minor Incidents
 - c. Intermediate Incidents
 - d. Major Incidents
 - e. If someone is violent...
 - f. If someone is suicidal...
5. Conflict Resolution
 - a. Asking someone to leave because of breach of Code of Conduct
 - b. When someone will not leave at closing time
 - c. If someone is yelling at you
 - d. If someone banned/ suspended from SHA tries to access the site
 - e. Using the Centre for Mental Health as a resource
6. Media Contact
7. Health and Safety



1. Daily Duties _____

Throughout the Day

- Answer phones, take messages
- Refer people to appropriate information
- Engage in conversation and peer support with members
- Greet people as they come in
- Record daily statistics
- Provide new member orientations

Peer Support and Recovery Centre Groups

- Check the calendar each day to see which groups are running
- Group materials are usually left by the facilitator in the group rooms
- Groups continue as scheduled but without a staff facilitator
- Many groups have volunteer facilitators
- If there is no volunteer facilitator, key holders can assist by reminding people of the group and pointing them to the group room
- Key holders are not expected to facilitate groups, but can do so according to the situation.

Sample of Daily Statistics Sheet

Daily Log SHA Contacts (Half page)

Walk Ins	
Phone Contacts	
Other / Comments	
Groups	

DATE : _____

Employees/Volunteers: _____

2. Welcoming Committee _____

When someone new comes into Self Help, it is the responsibility of the person at the front desk or the Self Help site to provide a quick orientation. Coming into the Centre for the first time can be intimidating for some, and it is very important that we do our best to make the person feel welcome.

- Start by asking what we can help them with today
- If they are seeking group information or have been referred here, ask them if they have a few minutes to learn about our services and take a quick tour.
- Introduce yourself and explain that you are a volunteer covering the site and you can provide them with information. Ask for their first name.



- **Introduction to our services**
 - We offer peer support and recovery-focused groups. Peer support involves people experiencing similar issues sharing their experiences in hopes of learning from each other and providing support to each other.
 - The majority of our groups are open; there are no fees to participate; there is no need to register and no need to commit to attending on a regular basis.
 - Provide them with calendars or what is appropriate at the time, such as a newsletter, pamphlet, members form, code of conduct, or values and principles.
 - We also provide short-term one-to-one support and informal peer support at the time, such as people sitting chatting about their experiences in an informal environment.

- **A tour Self Help includes**
 - Self Help Resource Centre
 - Computer – free to use
 - Phone – free to use
 - Photocopier – can be used with staff permission at no cost
 - Self Help Recovery Centre rooms
 - Washroom

- Try your best to answer any questions they may have. If they have questions you cannot answer, offer to pass their question on to the staff.

- Thank them for coming in. Ask them to stay to look at the resources or join a group.

3. Code of Conduct

- Copies of Code of Conduct are stored on the bookshelf in the Self Help Resource Centre, where other resources can be found. Refer people to the Code of Conduct as needed.
- Even though not everyone is technically a ‘member’ of Self Help, the Code of Conduct applies to EVERYONE visiting the site.

4. Incidents and Responses

A. Contacting staff for support and reporting incidents

Calling Staff When Covering the Site

- Start with the Volunteer Supervisor or Site Facilitator when contact information is provided.
- Then the Self Help Team Leader, keep trying them if need be
- Then the Manager
- Always contact staff ASAP if 911 is called
- Report all incidents to staff
- The more serious the incident, the more follow-up documentation is required.
- Please assist staff with documenting the details of the incident.



B. Minor Incidents

- Swearing, offensive language, and/or gossip
- Leaving a mess
- Interrupting groups
- Disrespectful to one member – not threatening
- Minor injury (i.e. Band-Aid will fix it)

How to deal with it...

- Reminder of Code of Conduct.
- If they are “lounging” and not using other Self Help services, ask them if they would like a calendar or other information on our services.
- First aid supplies are located _____ in the Resource Centre.
- After repeated minor incidents (i.e. 3 in the same day), the person can be asked to leave.
- Verbally notify staff the next day of any minor incidents.

C. Intermediate Incident

- Threatening
- Yelling
- Inappropriate phone/ computer use
- Possession of substances/ alcohol on property
- Person comes into Self Help intoxicated and is causing problems

How to deal with it...

- Ask the individual to leave – see 5a.
- If the individual does not leave, call the RCA or staff close to the situation.
- Contact Self Help staff and verbally inform them of the incident.

D. Major Incidents

- Use of substances on property
- Physical violence* Press Code White button on the telephone.
- Destruction of property/ vandalism
- Fire * Press Code White button on the telephone. If needed, call 911.
- Flood, natural disaster, etc...
- Serious injury
- Harassment / assault
- Other deemed serious

How to deal with it...

- Know the ***Self Help Site Safety Plan*** and refer to it for instructions.
- If needed, call 911.
- Clear building if needed for safety reasons (*fire, violence, etc...*)



E. If someone is being violent on property

Violence can be directed at others or at the property (*i.e. throwing chairs, breaking stuff*)

1. Ask them to leave (*if you feel comfortable doing so*)
2. Clear the building – ask people who were witnesses of violence to
 - a) Remain at CMHA in case police need to talk to them, or
 - b) Ask for full name and phone number and permission to contact them afterwards.
3. Call 911 and ask for police.
4. Contact staff: Self Help Manager
5. Inform CMHA RCA staff
6. Wait for police to arrive but do not remain in the building; keep yourself safe.

** Do not try to intervene physically to stop the person **

F. Suicidal Ideation or Plans of Suicide

- If you and the individual are comfortable talking about it, do so only to your comfort level.
- Encourage the individual to call Here 24/7 at 1-844-437-3247, OR go to hospital.
- If they have a plan and will not call Here 24/7 or go to hospital, and you feel the person is a danger to themselves, call staff or 911 and ask for police.
- Contact staff about the incident.

5. Conflict Resolution

A. How to ask someone to leave because of breach of Code of Conduct

1. Be respectful and calm.
2. State “sir/ madam (or name if you know it) I am going to have to ask you to leave because... “(give reason)
3. Let the person know that they need to call SHA before coming in again.
4. If the person will not leave, call staff who are close to help with the situation, the receptionist or press the Code White button on the telephone.

B. When someone will not leave at closing time

Closing time refers to 5:00 pm. If it is an evening group, closing is at the designated time the meeting ends. *It is important that SHA closes at the scheduled time.*

1. Give people reminders. *i.e.* let people know we are closing in 5 minutes.
2. Ask nicely. Explain that we are closing.
3. At closing time, turn out lights.
4. After closing time...State firmly “we are closing now you need to leave.”
At this point start locking interior doors, put on your own coat and make it look as if you need to go and are in a hurry.
5. If they still do not leave after we have been closed for more than 10 minutes, inform that they are in violation of the Code of Conduct and may not be able to continue accessing Self Help if they do not leave right away.



6. If more than 15 minutes has gone by and they are still not out of the building, inform them that if they do not leave, the police will be called.
7. If after 20 minutes they still have not left, call the Self Help Manager or After Hours On-Call staff. Staff may direct you to call the police to have them removed from the building.

C. If someone is yelling at you or directing inappropriate language at you

- Ask them to lower their voice and/or use appropriate language. Inform that if they do not do so you will not continue the conversation with them
- If they continue to yell or use inappropriate language, inform them that they need to leave the site now.
- Provide them with the opportunity to talk with you or staff in the future about what is upsetting them.

D. If someone restricted from Self Help tries to gain access to the site

- As soon as you notice their arrival, let them know they are not allowed in. They will need to contact staff by phone. Do not leave the building to tell them.
If they come into the building, the procedure is as follows:
- Ask them to leave immediately.
- Inform them that if they do not leave, you will connect with staff and/or the police will be called.
- Call the RCA, if no Self Help staff is present, when they do not leave immediately. Staff may direct you to call the police.

E. Using Centre for Mental Health as a resource

- The Centre for Mental Health is open 9:00 am to 5:00 pm Monday to Friday.
- In Cambridge and Guelph, the Centre is closed from 12:00 to 1:00 pm.
- We can use the RCA and staff as a resource in emergencies (i.e. if someone is being violent).

6. Media Contact

- No volunteer is permitted to speak with the media about SHA or CMHA WWD without prior approval from Self Help Manager.
- If contacted by the media, take their contact information and pass it on to the Self Help Site Facilitator, Team Leader or the Manager.

7. Health and Safety

- Always put your own safety first.
- Encourage people to apply their own first aid treatment.
- Only give first aid to the level of your training and comfort.
- Remember to wear latex gloves if dealing with any bodily fluids.
- Do not hesitate to call 911 or to encourage someone to go to the hospital.



- The injured person is responsible for cleaning up all bandages, tissues, etc. that they used if treating themselves. Failure to do so could result in suspension from Self Help.
- Make sure cleaning supplies are locked as they can be dangerous. There is a list of all hazardous materials located at Self Help posted on *Health and Safety* bulletin board.
- If you are injured at Self Help while volunteering, report it to your Volunteer Supervisor or Site Facilitator.

