



Dear Volunteer,

On behalf of Minnesota Recovery Connection's staff and board of directors, I want to thank you for your interest in and involvement with Minnesota Recovery Connection. Volunteers are a valuable resource and by volunteering, you'll help strengthen the recovery community. We cannot be successful without you!

This guide will help you have the best possible experience as a volunteer. It gives you information about Minnesota Recovery Connection, who we serve and your role as a volunteer. As always, if you have any questions, please contact us.

Thank you for volunteering. I'm glad you've chosen to be a member of the Minnesota Recovery Connection team – you're making a difference in the recovery community.

Sincerely,

The MRC Team

Purpose of the Handbook

This handbook has been prepared to give you some essential information about Minnesota Recovery Connection's history, philosophy, and policies, as well as all the benefits we will provide you as a valued volunteer.

We hope this handbook will allow you to feel comfortable with us. We depend on you – your success is our success. Please don't hesitate to ask questions. The Volunteer Manager will gladly answer them. We believe you will enjoy your volunteer work and your fellow volunteers here. We also believe you will find Minnesota Recovery Connection a good place to volunteer.

Minnesota Recovery Connection reserves the right to modify the policies in this handbook without prior notice.

Thank you for giving your time and talents to help others. We hope that you find volunteering with Minnesota Recovery Connection a positive rewarding experience.



Mission

MRC's mission is to strengthen the recovery community through peer-to-peer support, public education, and advocacy.

Vision

Minnesota Recovery Connection envisions a world where recovery from addiction to alcohol and other drugs is understood, promoted, embraced, and enjoyed and where all who seek it have access to the support, care, and resources they need to achieve long-term recovery.

Values

Wellness:

We believe recovery is a pathway to wellness.

Hope:

We believe hope is an essential component to long-term recovery.

Equity:

We believe that all people deserve to be treated with compassion, dignity, and respect.

Service:

We believe in providing opportunities to positively impact individuals, families, and communities.

Inclusiveness:

We believe and embrace that there are many pathways to recovery.



MINNESOTA RECOVERY CONNECTION

connect. recover. advocate. serve.

VOLUNTEER OPPORTUNITIES

PEER-TO-PEER SUPPORT SERVICES

- *Telephone Recovery Support*
 - Allows the recovery community a way to give back, strengthen their personal recovery and support others who are seeking recovery. Trained MRC Volunteers call individuals who have requested this service to ask how their recovery is progressing and to connect them to the resources they need to achieve and maintain recovery. If in personal recovery from drug and alcohol addiction, six months of recovery experience is required and completion of the 6-hour Telephone Recovery Support Volunteer Training.
- *Peer Recovery Specialist/Recovery Coach*
 - A Peer Recovery Specialist assists others seeking to initiate or maintain recovery. Peer Recovery Specialists empower their peers by helping them identify and remove barriers to recovery and connect them to resources and organizations that help foster and sustain long-term recovery. If in personal recovery from drug and alcohol addiction, 2 years of recovery experience is required and completion of the 46-hour Peer Recovery Specialists Training.

ADMINISTRATIVE

- Administrative Volunteers provide administrative support to MRC staff on an as needed basis.

SPECIAL EVENTS

- Special Events Volunteers provide support at MRC special events.

ADVOCACY

- We support the community in planning ways to educate friends, neighbors, policy makers, and the media about the reality of long-term recovery from addiction to alcohol and other drugs.

OUTREACH

- The Outreach Volunteers educate members of the recovery community about the value and role of Minnesota Recovery Connection. If in personal recovery from drug and alcohol addiction, six months of recovery experience is required and completion of 6-hour Outreach Volunteer Training.

If you are interested or have questions about any of MRC's Volunteer Opportunities, please contact the Volunteer Coordinator at 612-584-4158 or volunteercoordinator@minnesotarecovery.org.

Volunteer Information

What You Can Expect as a Minnesota Recovery Connection Volunteer:

- To work in a healthy and safe environment
- To be given accurate and truthful information about the organization for which you are volunteering
- To be given a copy of the organization's volunteer policies and any other policies/procedures that affect your role
- Not to fill a position previously held by a paid worker
- To have a role description
- To be provided with orientation to the organization
- To have your confidential and personal information dealt with in accordance with the law
- To be provided with appropriate training and support to carry out your role

Your Responsibility as a Minnesota Recovery Connection Volunteer:

- Be realistic and candid in accepting your assignment, taking into consideration your interests, skills and availability, as well as the needs of Minnesota Recovery Connection
- Contribute to Minnesota Recovery Connection by being reliable and dependable in doing your job and working with your co-workers
- Learn your volunteer assignment as well as you can by completing all required training, asking questions, and staying in touch with the Volunteer Coordinator
- Follow all policies and guidelines of Minnesota Recovery Connection
- Develop your skills as a volunteer by participating in training and development opportunities. Learn as much as you can to do the best job possible.
- To represent MRC and the recovery community as a whole with integrity.

Helpful Information about Minnesota Recovery Connection

Location & Contact Information

Minnesota Recovery Connection
822 S. 3rd Street, Suite 101
Minneapolis, MN 55415
(p) 612-584-4158
(f) 612-886-3940
(Website) www.minnesotarecovery.org

Office Hours

Monday-Friday: 9 a.m. to 5p.m.
TRS calls are made Monday-Thursday; 9 a.m.-7 p.m.

Staff

Wendy Jones, Executive Director
612-584-4158 x111 wendy@minnesotarecovery.org

Kris Kelly, Director of Programs
612-584-4158 x112 kris@minnesotarecovery.org

Melissa Mielke, Peer Manager
612-584-4158 x113 melissa@minnesotarecovery.org

Steve Lechowich, Recovery Coach/Resource Navigator
612-584-4158 x114 steve.lechowich@minnesotarecovery.org

Chris Falck, HCDC Peer Recovery Specialist
chris.f@minnesotarecovery.org

Cristina Muelken, HCDC Peer Recovery Specialist
cristina.m@minnesotarecovery.org

Pearl Evans, HCDC Peer Recovery Specialist
pearl.e@minnesotarecovery.org

KimTynia Alexander, RCASAC Peer Recovery Specialist
Kimtynia.a@minnesotarecovery.org

Ricky Williams, RCASAC Peer Recovery Specialist
Ricky.williams@minnesotarecovery.org

Recovery Corp Members

Sarah McVicar , Recovery Navigator

sarah.mcvicar@minnesotarecovery.org

Valerie Gustafson, Recovery Navigator

Valerie.gustafson@minnesotarecovery.org

Peter Solberg, Recovery Navigator

Peter.solberg@minnesotarecovery.org

Board of Directors

Lili Herbert

Curt Knutson

Paul Robert

Howard McMillan

Eileen O'Mara

Patty Rabago

Yussuf Shafie

Jeremy Drucker

Nelson Perez

Debby Rice

Jackie Blum

Tyler Reitzner

Title: Confidentiality

Policy Statement:

1. MRC employees, Recovery Coach and volunteers are responsible for and are to respect the privacy and hold in strict confidence all information regarding MRC, recovery participants, families and affiliated individuals
2. Employees, Recovery Coach and volunteers are to safeguard all information of a confidential nature and to refrain from disclosing any portion thereof, except in the manner and to the extent authorized by law
3. Discussion of MRC business, such as disclosure of activities, individuals, salary or other confidential personnel matters either to another employee, Recovery Coach, volunteer not entitled to the information or to a person outside of MRC is strictly prohibited
4. No records or personal information shall be removed from the MRC premises without the written approval of the Executive Director. This also applies to copies (electronic or hard copy) of these records or any portion thereof.

Practice/Procedure:

1. Employees, Recovery Coach and Volunteers are expected to adhere to this policy. All questions should be directed to the manager/supervisor
2. Managers/supervisors are responsible for ensuring that all direct reports and volunteers are cognizant of these rules and guidelines for confidentiality
3. Any employee, Recovery Coach or volunteer who breaches confidentiality shall be disciplined, up to and including termination.

Title: Harassment Policy

Policy Statement:

- A. MRC does not condone harassment in any manner, by a staff member, volunteer, participant or community partner. Any harassment will be addressed promptly and completely and the MRC Board will be informed of any harassment issues immediately.

- B. Harassment is defined as a display or circulation of written materials or pictures degrading to either gender or to racial, ethnic, or religious groups; and verbal abuse or insults directed at or made in the presence of members of either gender, or racial, ethnic or minority groups. This policy refers to, but is not limited to harassment in the following areas of:
 - Age
 - Race
 - Color
 - National Origin
 - Religion
 - Sex
 - Marital Status
 - Disability
 - Veteran Status

- C. Harassment also refers to behavior that is personally offensive, impairs morale, and interferes with the work effectiveness of employees. Sexual harassment undermines employment and participant relationships by creating an intimidating, hostile, or offensive work/therapeutic environment.

Title: Background Checks

Policy Statement:

MRC will complete background checks on all employees and volunteers to be hired or associated with MRC. This background check may include, but is not limited to, character references, fingerprinting, and criminal background checks. To be eligible for employment or volunteer positions, individuals must have a clear or acceptable criminal history. The applicant must understand that MRC is a steward of the public trust, and any appearance of impropriety will not be allowed. The determination of worthiness of public trust will be as a case-by-case basis at the discretion of the Executive Director.

Practice/Procedure:

1. The Executive Director or designee will conduct a background check with the Bureau of Criminal Apprehension, State of Minnesota, for each individual employee or volunteer, at MRC's expense.
2. The employee or volunteer may begin the new hire period or volunteering as the check is being performed.
3. Any unsatisfactory information as a result of the background checks may be grounds for immediate termination from employment or volunteering with MRC.

For Employees

MRC will complete background checks on all individuals to be hired by the Recovery Community Organization (MRC) prior to employment. This background check may include, but is not limited to, a check of character references, fingerprinting, and criminal record checks. Unsatisfactory background checks will be grounds for immediate termination.

Employees of MRC are required to have a minimum of two-years history of freedom from chemical use problems.

For Volunteers

MRC will complete background checks on all volunteers of the Recovery Community Organization (MRC). This background check may include, but is not limited to, a check of character references, fingerprinting, and criminal record checks.

MRC employs a two-tier screening system for all volunteers according to the level of participant contact:

*(Tier I) Volunteers providing one-on-one individual services, such as Recovery Coaches who are free of chemical use problems for a period of two years. Chemical use problems are defined as experiencing an arrest, issues of domestic problems, job loss, etc. Tier I volunteers must complete a criminal record background check and MRC will use discretion based on the results of the volunteer's background check regarding where and how that volunteers is employed.

*(Tier II) Volunteers providing individual services such as telephone recovery support, special event support, and general office support who are free of chemical use problems for a period of six months. Tier II volunteers must complete a criminal background check and MRC will use discretion based on the results of the volunteer's background check regarding where and how that volunteer is employed.

/ These are minimum requirements and* MRC reserves the right to evaluate and employ volunteers on a case-by-case basis. MRC will use discretion and make an informed decision based on official background checks through the State of Minnesota or Checkpoint about what level of contact its volunteers may have with individuals.

Title: Ethics

Policy Statement:

It is the policy of Minnesota Recovery Connection that its employees, board members and volunteers uphold the highest standards of ethical, professional behavior. To that end, these employees, board members and volunteers, shall dedicate themselves to carrying out the mission of this organization and shall:

1. Hold paramount the safety, health and welfare of the public in the performance of their duties.
2. Act in such a manner as to uphold and enhance person and professional honor, integrity and the dignity of the organization.
3. Treat with respect and consideration all persons, regardless of race, religion, gender, sexual orientation, maternity, marital or family status, disability, age or national origin.
4. Engage in carrying out Minnesota Recovery Connection's mission in a professional manner.
5. Collaborate with and support other organizations and individuals in carrying out Minnesota Recovery Connection's mission.
6. Build professional reputations on the merit of services and refrain from competing unfairly with others.
7. Recognize that the chief function of Minnesota Recovery Connection at all times is to serve the best interest of those individual's in recovery and the broad recovery community.
8. Accept as a personal duty the responsibility to keep up to date on emerging issues affecting the recovery community and to conduct themselves with professional competence, fairness, impartiality, efficiency and effectiveness.
9. Respect the structure and responsibilities of the board of directors, provide them with facts and advice as a basis for their making policy decisions, and uphold and implement policies and programs adopted by the board of directors.

10. Keep the recovery community informed about the priorities and activities of Minnesota Recovery Connection.
11. Conduct organizational and operational duties with positive leadership exemplified by open communication, creativity, dedication and compassion.
12. Exercise whatever discretionary authority they have under the law to carry out the mission of Minnesota Recovery Connection.
13. Serve with respect, concern, courtesy, and responsiveness in carrying out the mission of Minnesota Recovery Connection.
14. Demonstrate the highest standards of personal integrity, truthfulness, honesty, and fortitude in all activities in order to inspire confidence and trust.
15. Avoid any interest or activity that is in conflict with the conduct of their official duties.
16. Respect and protect privileged information to which they have access in the course of their duties with Minnesota Recovery Connection.
17. Strive for personal and professional excellence and encourage the professional and personal developments of others.

Adhere to the mission, policies, statements and other directives approved by the board of directors and executive director of Minnesota Recovery Connection.

MRC POLICY STATEMENT

GENERAL POLICY REGARDING STAFF, RECOVERY COACHES AND VOLUNTEERS

It is the policy of MRC to offer those in recovery the earliest and most appropriate opportunity to “give back” which provides them with a connection to the recovery community and will provide them with the support and resources to maintain a successful recovery.

This general policy is further defined by the specific personnel and employment policies provided to each employee or volunteer of MRC as developed and approved by the MRC Board of Directors.

- A. MRC is committed to delivering all of its programs and services in a work environment free of substance abuse, and in compliance with Federal and State Regulations.
- B. The “work environment” is considered to be all places that MRC has activities or any location where an employee represents MRC including over-the-road travel in owned or rented vehicles and circumstances where the employee is being reimbursed for expenses.
- C. The following rules of conduct and the policies developed by the Board of Directors will apply to all employees, Recovery Coach and volunteers. Violation of these rules subject employees, Recovery Coach and volunteers to disciplinary action, up to and including discharge.
 - 1. The unlawful manufacture, distribution, attempted sale, possession, or use of a controlled substance is prohibited in the employee’s work environment, any location of a MRC event or activity, and by any Recovery Coach or volunteer.
 - 2. Being subject to the effects of alcohol or an illegal drug on MRC property, in an MRC vehicle, or at a MRC event or activity is normally cause for dismissal. The effects of alcohol or an illegal drug does not excuse an employee’s, Recovery Coach’s, or volunteer’s misconduct that violates any MRC rules.
 - 3. Any employee, Recovery Coach or volunteer who appears to be under the influence of alcohol or illegal drugs while in the work environment or at a MRC event or activity will be subject to an immediate investigation. Similarly, any employee, Recovery Coach or volunteer who is found to have any alcohol or

illegal drugs in his or her possession will be the subject of an initial investigation. If employee, Recovery Coach or volunteer use or possession is substantiated, disciplinary action will ensue. Such disciplinary act will be developed and distributed by the Board of Directors on its completion.

4. Off-the-job or involvement with MRC abuse of alcohol or use of illegal drugs that could adversely affect an employee's job performance or the involvement by a Recovery Coach or volunteer may also be cause for disciplinary action. Jeopardizing the safety of the employee, other employees, the public, or MRC, or equipment is contrary to MRC policy.
5. Employees who are convicted for an illegal drug or alcohol-related offense occurring in the workplace will be considered to be in violation of this policy and may result in termination.
6. Employees who voluntarily request assistance in dealing with a personal alcohol or drug problem may participate in counseling or employee assistance programs, though reassignment or leave of absence may be required and the Board of Directors advised. An employee's decision to seek voluntary help for a personal alcohol or drug problem is not to be used as a sole basis for disciplinary action against the employee.
7. Recovery Coach and Volunteers must be free of alcohol or drug use at the time of agreeing to volunteer and subsequently during the time of volunteer commitment. Any Recovery Coach or volunteers thought to be under the influence of alcohol or illegal drugs will be asked to leave the premises and in order to return must meet with the Executive Director (or designee).
8. All staff and Recovery Coach will be subject to random drug testing and a check for criminal activity. Any finding of alcohol, drug use or distributing and criminal arrest may be cause for termination.
9. All of these policies will be reviewed and potentially modified on at least an annual basis.

Title: Abstinence from Alcohol and Drugs: Relapse Policy

Policy Statement:

- A. Upon being hired, MRC employees, Recovery Coach and volunteers must continue to present a positive face and voice of recovery to the public. MRC is a Recovery Community Organization, and if an employee or volunteer has represented themselves as being in recovery from alcoholism or drug addiction, then the organization expects them to remain faithful to the representation made.
- B. If an employee or volunteer of MRC experiences a relapse or relinquishes their recovery program they are required to come forth and notify the Executive Director within 24 hours of substance use. In the case of volunteers, the Volunteer Training Coordinator should be notified of any relapse that occurs.
- C. If an employee or volunteer of MRC relinquishes their recovery program then MRC will, at its discretion, reassign to an entry position or in some cases, terminate the employee or volunteer.

Practice/Procedure:

- 1. Employees, Recovery Coach and Volunteers are expected to adhere to this policy. All questions should be directed to the manager/supervisor.
- 2. Managers/supervisors are responsible for ensuring that all direct reports and volunteers are cognizant of these rules and guidelines for addressing relapse.

Title: Code of Ethics and Conduct (Whistleblower Policy)

Policy Statement:

- A. MRC's Code of Ethics and Conduct ("Code") requires directors, officers, employees, Recovery Coach and volunteers to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. MRC employees and representatives must practice honesty and integrity in fulfilling responsibilities and comply with all applicable laws and regulations.
- B. MRC directors, officers, employees, Recovery Coach and volunteers must comply with the Code and report violations or suspected violations in accordance with this Whistleblower Policy
- C. No MRC Director, officer, employee, Recovery Coach or volunteer who in good faith reports a violation of the Code shall suffer harassment, retaliation, or adverse employee consequence. An employee, Recovery Coach or volunteer who retaliated against someone who has reported a violation in good faith is subject to discipline up to and including termination. This Policy is intended to encourage and enable employees and others to raise serious concerns within MRC prior to seeking resolution outside MRC
- D. Anyone filing a complaint concerning a violation or suspected violation of the Code must be acting in good faith and have reasonable grounds for believing the information disclosed indicated a violation of the Code. Any allegations that prove not to be substantiated and which prove to have been made maliciously or knowingly to be false will be viewed as a serious disciplinary offense
- E. Violations or suspected violations may be submitted on a confidential basis or submitted anonymously
- F. MRC will acknowledge receipt of a reported violation or suspected violation within five (5) business days
- G. MRC will promptly investigate all reports of Code Violation.

Practice/Procedure:

1. In following MRC's open door policy, employees, Recovery Coach and volunteers can share their questions, concerns, suggestions or complaints with their supervisor who in most cases is in the best position to address an area of concern
2. When not comfortable speaking with a manager/supervisor or not satisfied with their response, the employee, Recovery Coach or volunteer may speak with anyone in management with whom they are comfortable approaching
3. Managers and supervisors are required to report suspected violations of the Code to MRC's Executive Director and/or Board of Directors, who has specific and exclusive responsibility to investigate all reported violations
4. For suspected fraud, or when not satisfied or uncomfortable with following MRC's open door policy, employees, Recovery Coach or volunteers should contact MRC's Executive Director or Board of Directors directly
5. Violations or suspected violations may be submitted on a confidential basis by the complainant or may be submitted anonymously. Reports of violation or suspected violations will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation
6. The Executive Director and/or Board of Directors will investigate and resolve all reported complaints and allegations concerning violations of the Code
7. The Finance Committee of the Board shall address all reported concerns or complaints regarding MRC's accounting practices, internal controls or auditing. The Finance Committee shall be immediately notified of any such complaint and shall work on such complaint until the matter is resolved
8. The Executive Director and/or Board of Directors will notify the complainant and acknowledge receipt of the reported violation or suspected violation within five (5) business days
9. The Executive Director and/or Board of Directors will promptly investigate all reports and appropriate corrective action will be taken if warranted by the investigation
10. The Executive Director and/or Board of Directors will take appropriate disciplinary action if any allegations have been made falsely or maliciously
11. The Executive Director and/or Board of Directors will report to the Finance Committee at least annually on compliance activity