Volunteer ANGEL “Tips”

➢ To increase the comfort of the program participant, give a brief, general overview of what the placement process will entail: Intake processing at the police department and exploration and discussion of treatment options.

➢ Point out bathroom locations and reinforce your supportive role and intent to be with the participant throughout the process -- which may take some time.

➢ Reassure the program participant that an Angel will be with him/her for the duration of their intake and will ensure that he/she will not be alone for any reason.

➢ Express that you respect and support the program participant’s decision to seek help and will treat your interaction with them with discretion and will maintain confidential.

➢ Encourage the program participant to stay motivated; clarify that you are not a therapist; and that you are with him/her to keep them company and give comfort.

➢ Listen; use a calm tone of voice; be okay with silence; relaxed body language is important; empathize.

➢ Highlight the courage the program participant is demonstrating in asking for help.

➢ Distract with casual conversation (sports, music, films, hobbies, mutual interests etc.).

➢ If needed, reinforce in a gentle manner the reason they gave for seeking help -- in short, why they want to be sober and what caused them to come to the police station.

➢ Request assistance from police and EMS if the following occurs:

   • Significant emotional escalation
   • Vomiting
   • Onset of withdrawal symptoms
   • Participant needs comfort items (water, snacks)

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