

1Voice Policies and Procedures

ORGANIZATIONAL POLICIES & PROCEDURES

1Voice is a registered non-profit organization under 501c3 status, specializing in community- based peer recovery support services.

Mission Statement:

1 Voice has the mission of advocating for and supporting an all-inclusive recovery community in Southeastern Indiana.

Purpose:

To provide a safe and supportive environment for anyone affected by substance use or mental health concerns. This is done through allowing everyone the autonomy of choice in all resources and services provided and equal access to cost-free peer recovery support services. 1Voice supports all pathways to recovery.

Welcome, as a Certified Recovery Community Organization 1Voice is committed to adhere to the RCO standards identified by the Division of Mental Health and Addiction. In this our organization strives to model these standards in all aspects of 1Voice and in the actions and services each of our staff provides. This is accomplished by clearly established policy and procedures and all staff being educated on these during their onboarding process and throughout their employment.

Please take your time to review the required standards of our certified recovery community organization and 1Voice Policy and Procedures. If you have any questions, please direct them to your direct supervisor for clarification.

All Recovery Pathways Policy

1Voice supports all pathways of recovery. We do not deny services to anyone practicing any of the following listed recovery pathways, but not limited to:

1. **Harm Reduction:**
2. **Moderation-Based Recovery:**
3. **Abstinence-Based Recovery:**
4. **Faith-based:**

All 1Voice staff are to provide education on all recovery pathways and be supportive of any individual's decision to practice these self-guided pathways.

Recovery Community Organization Core Principals

Recovery Vision:

- RCOs share a common vision focused on recovery as the solution to addiction.
- This vision emphasizes hope, resilience, and the possibility of sustained recovery.

Authenticity of Voice:

- RCOs prioritize the voices of individuals with lived experience of addiction and recovery.
- Encourage authentic storytelling and personal narratives to reduce stigma.

Accountability to the Recovery Community:

- RCOs are accountable to the recovery community they serve.
- Transparency, responsiveness, and alignment with community needs are essential.

Community Engagement Policy

1Voice partners with community stakeholders and actively participates in the work groups of the Community Action Recovery Effort (CARE) TI-ROSC. The partners included in this include treatment providers, government officials, judicial and legal representatives, health care practitioners and various others. Within this TI-ROSC, outreach and community-based activities and all interactions within the recovery community 1Voice implements all three core principal strategies of an RCO.

Recovery Vision:

1Voice recognizes the importance of supporting recovery vision within the community. We believe that individuals in recovery should be empowered to envision a future free from substance use and supported in the process of developing their own goals and sense of purpose.

Procedure:

- Encourage individuals in recovery to develop and articulate their personal recovery vision.
- Provide opportunities for individuals to participate in goal-setting exercises and visioning sessions. This is done through individual recovery planning sessions and open community planning meetings.
- Incorporate recovery-orientated language and messaging into all organizational communications. This is evident on our website, marketing materials, event apparel and in the language 1Voice staff utilizes in and out of their roles with our organization.
- Offer programs and services that support individuals in achieving their recovery goals and realizing their visions.

Authenticity of Voice:

1Voice is committed to maintaining and representing the authenticity of voice within the recovery community. We believe that individuals with lived experience of substance use, and mental health are the experts in their own recovery journeys and should be given a platform to share their stories and perspectives.

Procedure:

- Recruit individuals with lived experience with Substance issues and Mental Health to serve in leadership roles within the organization.
- Maintain the board of directors with a majority of 51% of that self-identify as an individual with lived experience with substance use or mental health.
- Provide appropriate training and support to help individuals develop public speaking and advocacy skills.
- Advocate and create opportunities for individuals to share their stories through public speaking engagements, written publications, and social media platforms.
- Ensure that organizational decision-making processes incorporate input from individuals with lived experiences. This is done through our open board meetings and community participation in event planning and advocacy work groups.

Accountability to the Recovery Community

1Voice understands and values the importance of accountability to the recovery community. We are committed to being transparent, responsive, and inclusive in our interactions with individuals in recovery and their allies.

Procedure:

- Practice the policy of inclusion in all policies and procedures change with 1Voice and in the transparency of open board meetings.
- Maintain professional relationships of mutual respect with individuals in recovery and the allies in our communities.
- Maintain transparency in financial processes and reporting processes.
- Provide responsive and interactive policies and programs within 1Voice to address the developing needs of the community.

Community Strengths and Needs Assessment Policies

This policy outlines the process for conducting regular community assessments to identify strengths and needs within our organization's service area.

- A community strength and/or needs assessment shall be conducted bi-annually to understand the community's assets and challenges.

This will be completed through surveys provided and scheduled discussions in accordance with the CARE TI-ROSC and during our annual events and community forums.

This will also be completed through 1Voice participation in the various work groups.

Recovery Messaging Policy

1Voice is committed to fostering a supportive and stigma-free environment through our recovery messaging. This policy ensures that our language reflects compassion, respect, and accurate understanding of substance use disorder (SUD).

This will be accomplished by:

- Using **first person language** that emphasizes the individual over their current or past conditions.
- Maintaining the use of **Neutral and Respectful Tone** by using terminology without negative connotations.

Prioritize content that supports recovery and wellbeing and refrain from utilizing any content or materials that contain the use of **Triggering Images**.

Financial Records Policy

1Voice is committed to maintaining accurate and complete financial records. These records are essential for transparency, accountability, and compliance.

- All charges, payments, and deposits must be documented into Aplos accounting software within a timely manner. The Aplos software maintains organized and accurate records allowing 1Voice to track or present financial transactions and accounting by each fund at any time.
- All financial entries are to be accurate and reflect the actual transactions.
- Upload all transaction receipts into accounting software in a timely manner.
- Regularly reconcile accounts to verify completeness and allow bookkeeper oversight.
- Oversight for all financial transactions and reports are by Executive Director, Executive Board and independent contracted account. Each party will have access to accounts.

PEER SUPPORT SERVICE ACCESS POLICY

1Voice serves as a **no-barrier point of access** to peers and other recovery support services. Our commitment is to provide services to **all community members** without imposing any commitments that might hinder access.

Inclusive Services:

- 1Voice offers a range of **cost-free** peer and recovery support services.
- This is in all cases except for when a participant is eligible for recovery works reimbursement and recovery works can be billed at no cost to participant.
- No commitments, contracts, or prerequisites are required for accessing these services.

Autonomy and Dignity:

- Community members have the right to choose their level of engagement.
- We respect individual autonomy and ensure services are accessible to all.

Reoccurrence of Use:

- We also understand that reoccurrence can happen and will be handled with a compassionate response and without barriers to the continuation of services.

1Voice will continually train staff to identify and remove these barriers to maintain an all-inclusive recovery-oriented environment.

We offer a range of **cost-free** community services, including but not limited to:

- Connection to available community resources.
- Access to SUD/Mental Health treatment services.
- Access to transportation assistance.

1Voice Peer Staff Requirements

- 1Voice executive director, supervisors and staff must meet minimum qualifications, including lived experience and relevant training and credentialing.
- 1Voice supervisors should have additional qualifications including peer supervision credentials.
- 1Voice will recruit staff directly from the recovery community in efforts to maintain authenticity of voice and direct representation of the community.
- All staff will be required to have a background check and urine screen completed prior to hire and show proof of driver's license and insurance if applicable.
- 1Voice staff will undergo comprehensive training that covers recovery principles, ethics and effective peer support practices.
- 1Voice staff will complete the credentialing process upon completion of these training courses and within 90 days of beginning employment.
- 1Voice staff will be intentional on practicing evidenced based-techniques that help foster mutually supportive and recovery-oriented relationships between participants and/or staff through peer-based interactions. All staff members will interact with each other in a supportive and respectful manner.
- 1Voice staff shall never become involved in participants' personal financial affairs. Including lending, or borrowing money, or other transactions involving property or service.
- 1Voice staff members will focus on self-care, always maintaining appropriate boundaries with participants and modeling recovery behaviors.
- 1Voice staff will refrain from dual relationships with any current or former participant and disclose any potential concerns to direct supervisor immediately.
- 1Voice staff will always maintain and adhere to each participants' autonomy of choice in any services rendered or resources provided.
- 1Voice staff will always handle participants' recurrence of substance use with compassionate responses and understand the importance of harm reduction and moderation.
- 1Voice staff will attend and participate in all supervision sessions including individual, group and daily virtual check-in unless previously approved by supervisor.
- 1Voice staff will maintain professional manners while employed with 1Voice and during all interactions with community partners, participants and other staff members.
- 1Voice staff will immediately report all ethical concerns or concerns regarding policy or procedures to their direct supervisor or through identified reporting methods.
- 1Voice staff shall not discriminate against any participant or other staff members, either verbally or in writing, based on race, creed, age, sex, sexual orientation, handicaps, or personal attributes.

1Voice Employee Substance Use and Testing policy

All 1Voice employees being required to self-identify as a person with lived experience from mental health or substance use will also have to adhere to the 1Voice policy of one year of sustained recovery prior to initiation of employment.

- All staff will be required to complete a pre-employment substance screen and agree to random and for cause testing as requested by 1Voice leadership.
- Any positive results will be reported to the Voice Board of Directors and will result in a formal ethical concern to be completed with the ethical governing body.
- Any refusal will be automatically deemed as a failed screening and treated in the same.
- 1Voice will always promote an atmosphere of self-disclosure and in these cases will develop a return-to-work plan if applicable at that time.

Staff Reoccurrence of Use Policy

1Voice staff will be treated with the same compassionate responses and understanding as a 1Voice participant in any potential re-occurrence of use.

- These instances will remain completely confidential and any information regarding this will only be disclosed through 1Voice leadership, ethical governing bodies and any potential grant or funder reporting guidelines.
- 1Voice will always provide the opportunity and support an atmosphere for self-disclosure of any recurrence of use with staff. In these instances, 1Voice leadership will work directly with staff members involved to provide ongoing support, increased supervision and the development of a return-to-work plan if applicable.

All instances will be reported to ICAADA Ethics board as a concern and staff will be supported through this process. Upon conclusion of this process, 1Voice leadership and the Board of Directors will review all reports and guidelines to decide on eligibility of employment.

Staff Training and Development Policy

1Voice staff will be required to and provided the opportunity for initial training, continuing education and development into additional roles within 1Voice organization.

- 1Voice staff will be required to have completed approved peer support training and all requirements needed for credentialing within 90 days of hire. This will be at no cost to the 1Voice staff.
- All staff will be required to participate in ongoing training opportunities provided by 1Voice staff and complete continuing education on 1Voice Relias Learning Platform.

- 1Voice will promote leadership and administration from within adding to an upward development within the organization for any staff based on merit and adherence to 1Voice policy and procedures.
- 1Voice will provide staff opportunities when available to attend conferences and training for development and education.

Supervision and Caseload Management Policy

1Voice staff will be required to participate in regular supervision with their direct supervisor or supervisor designated to complete supervision sessions. These sessions are opportunities for each staff member to learn, grow and provide the most effective services to the individuals of our community.

- Individual and group supervision is a requirement for each staff member.
- These sessions will be scheduled by the direct supervisor and must be attended.
- These are opportunities to discuss strengths, barriers or any potential ethical concerns.
- Any concerns with the ability to manage the assigned caseload must be disclosed here.
- Supervisors must complete these as required by state guidelines and 1Voice policy.
- Supervisors must document these sessions.

Confidentiality & Data Protection Policy

1Voice and all staff/volunteers are committed to maintaining the confidentiality and ethical handling of all records of current and past members/participants of our programs. This policy outlines our procedures for data collection, confidentiality, consent, and quality improvement.

- All records are to be locked in filing cabinets, drawers and in electronic record systems that are protected with password.
- All staff and volunteers will maintain strict adherence to all confidentiality requirements, consent, and release of information.
- No data or participant information may be shared with anyone that is not clearly identified on the signed ROI within the participant's profile.
- No participant information or data shall be shared or accessed on any personal accounts or equipment at any time.
- All staff and volunteers will be provided with a 1Voice Handbook and will review and sign confidentiality agreement.

1Voice stores all data collection in a two-lock security feature, and all digital records are password protected. There is limited access to authorized staff only. 1Voice also upholds all Code of Ethics per ICAADA for confidentiality.

Social Media Policy

1Voice recognizes the power of social media in promoting recovery and raising awareness. This policy ensures that all staff, participants, and community members understand their responsibilities when using social media.

- 1Voice staff must always obtain consent before posting or sharing any content related to recovery community activities. This is done to respect individuals' privacy and preferences.
- 1Voice staff will never **disclose personal information** about recoverees or staff without explicit consent and avoid sharing sensitive details or images that could compromise confidentiality.
- 1Voice staff will refrain from posting stigmatizing language or messaging in representation of a 1Voice employee.

Inclusion and Non-Discrimination Policy

1Voice is committed to providing accessible and equitable community services to all individuals. Our policy ensures that everyone, irrespective of race, sexuality, age, or recovery status, can access the support they need.

- 1Voice prohibits discrimination based on race, ethnicity, sexual orientation, age, or recovery journey.
- All services are available without bias.
- 1Voice provides access to continuing education and training on the importance of inclusivity and unbiased service delivery.

1Voice Staff PTO/Time Off Policy:

All full-time 1Voice staff will be provided for 80 hours of paid time off to be utilized at their discretion and will also be provided paid time off for 1Voice approved holiday schedules. These requests must be completed on request forms and provided to the supervisor for approval.

Please inform your direct supervisor of any delays to work or absence immediately.

Transportation Policy:

1Voice staff will assist individuals in obtaining transportation assistance resources for participant needs that are in line with the identified four dimensions of recovery.

(home, health, purpose and community)

These resources should include connection to the Lyft Program, referrals to local transportation resources, and direct peer-facilitated transportation on a limited basis. This should always be done as a short-term solution while addressing barriers to their sustainable transportation.

Staff Technology Policy:

1Voice staff will be provided with secure technology to store and access their participants' protected information. These items will include the following: phone, laptop, Microsoft Account, SharePoint, Email and log in information for recovery link the EMR that 1Voice utilizes to store information.

- Prior to staff receiving these items 1Voice Supervisor must log them into employee file and list their serial numbers.
- These items are 1Voice property and must be returned upon leaving employment.
- All passcodes, pins and changes of these must be reported to 1Voice supervisor.
- No participant information or account shall be accessed from any personal property.
- Any damage, theft or loss of these items must be reported to their supervisor immediately.

Progressive Discipline Policy

The progressive disciplinary steps are listed below. An employee discipline process may begin at any step, depending on the severity of the offense or policy and procedure that is not maintained.

- **Verbal reprimand** – Documented in writing, signed by the employee, direct supervisor and executive director and placed in the employee file.
- **Written reprimand** – Documented in writing, signed by employee, direct supervisor and executive director and placed in employee file.
- **Suspension without pay** – Documented in writing, signed by employee, direct supervisor and executive director and placed in employee file.

This level of discipline must be approved by a board of directors' vote.

- **Discharge or termination** – Documented in writing, signed by employee, direct supervisor and executive director and placed in employee file.

This level of discipline must be approved by a board of directors' vote.

In determining the level of discipline, the executive director and/or direct supervisor shall consider the following:

- The severity and totality of the policy and procedure violation.
- The employee's history of policy and procedure violations.
- The effect of present and prior violations upon the employee's job performance.
- The effect of present and prior violations upon the productivity of the employee and/or co-workers.

All actions resulting in an ethical concern or investigation must be reported to ICAADA.

Safe Work Environment Policy

The establishment and maintenance of a safe work environment is the shared responsibility of all 1Voice staff. 1Voice will take all reasonable steps to ensure a safe environment for staff and visitors and to ensure compliance with federal, state, and local safety regulations.

- 1Voice shall immediately report any unsafe workplace conditions to the executive director or direct supervisor.
- These reports and concerns about workplace safety issues may be made without fear of reprisal.
- 1Voice staff who violate safety standards, who cause hazardous or dangerous situations, or who fail to report or (where appropriate) remedy such situations may be subject to disciplinary action, up to and including termination of employment or volunteer duties.
- **No weapons shall be brought onto the 1Voice property at any time.**
- 1Voice staff will refrain from creating conflict within the workplace and utilize effective communication and reporting processes to alleviate any potential conflicts within the staff or organization. 1Voice will always maintain a safe atmosphere for all staff.

All accidents that result in injury must be reported to the executive director and/or direct supervisor, regardless of how insignificant the injury may appear. The executive director must report such accidents to the board. Such reports are necessary to comply with laws and initiate insurance and workers' compensation procedures.

Appearance of Work Areas:

1Voice expects the work areas of all staff to be well organized, clean, and attractive. These qualities promote good health, productivity, safety, good morale, and respect.

Deadly Weapons:

No person, including staff/volunteers shall possess a deadly weapon and take it into 1Voice property and/or the property immediately surrounding such building. Such deadly weapons shall include but are not limited to firearms; knives or any cutting device (except if such a device is to be used in the kitchen); and/or any explosive devices. This also includes while meeting with 1Voice participants either on 1Voice property or off.

Personal Conduct Policy

Staff Conduct and Work Rules:

1Voice staff are expected to maintain standards of personal appearance, conduct, cooperation, efficiency, and economy in their work. All staff should attempt to correct any deficiencies in their performance when it is addressed during supervision, by their supervisor, or at the direction of the board of directors and should avoid any behaviors that conflict with 1Voice policy and procedure.

Attendance and Punctuality:

It is expected of all 1Voice staff to be dependable and punctual in reporting for scheduled work. In the rare instance when a staff member cannot avoid being late or is unable to work as scheduled, that staff should notify their direct supervisor as soon as possible and preferably in advance of such absence or tardiness. Continued poor attendance and/or excessive tardiness may lead to disciplinary action being taken, up to and including termination of employment. Attendance and punctuality are in association with the paid time off policy.

(Please see PTO policies and procedures)

Outside Employment:

1Voice staff may hold a second, outside job with another company or organization in which such employment does not interfere with the work hours required at 1Voice and there is no conflict of interest between 1Voice and the second employment.

Gifts or Gratuities:

1Voice are encouraged to maintain good relations with other agencies with whom 1Voice partners. However, the practice of accepting gifts and/or gratuities may be contrary to the public interest. 1Voice shall not accept unreasonable gifts or gratuities from firms, organizations, agents, or other individuals who furnish or propose to furnish materials, goods, and/or services to 1Voice.

Dress Code:

1Voice staff shall dress in clothing that is appropriate for the workplace. Inappropriate clothing includes torn or ripped clothes, shorts, cut-off T-shirts, and shirts with offensive logos or words. Dress appropriately for an office environment. If the executive director or direct supervisor deems a staff member's clothing inappropriate, that staff will be notified and required to change into appropriate clothing before returning to work. This is done in effort to maintain a safe and professional environment for all.

Commission of a Felony or Unlawful Act:

Any 1Voice staff who participates in any unlawful activity during employment could be immediately terminated from employment or volunteer work. A staff member who accrues any misdemeanor or felony charges during employment could be suspended without pay until further investigation or ruling by a court is completed. If staff member is found guilty of said charges, staff may be terminated from employment.

(In either case these charges will be required to be reported as an ethical concern to the ICADDA Ethics Board)

Return of Property:

1Voice staff are responsible for returning all 1Voice property, materials, or written information issued to them or in their possession or control on or before their last day of work. Where permitted by law, 1Voice may withhold from an employee paycheck the cost of any items that are not returned as required. 1Voice may also take all actions deemed appropriate to recover or protect its property.

Use of Telephone:

Personal telephone calls on either 1Voice telephone lines or on personal cell phones should be limited in frequency and duration. Personal use of 1Voice telephones for long-distance and toll calls is not permitted, except for in emergencies.

To ensure effective telephone communication, 1Voice staff should always use the approved greeting and speak in a courteous and professional manner when answering 1Voice telephone.

Use of Equipment:

When using 1Voice equipment, employees/volunteers are expected to exercise reasonable care, perform required maintenance, and follow all operating instructions, safety standards, and guidelines.

All staff should promptly notify the executive director/direct supervisor of any equipment, machines, or tools that are damaged, defective, or in need of repair. Prompt reporting could prevent further deterioration and injury to the employee/volunteer or others. Improper, careless, negligent, destructive, or unsafe use or operation of equipment may result in disciplinary action, up to and including discharge from employment.

Recovery Community Organization Participant Rights & Responsibilities

RCO Member/Participant Rights

- RCO members/participants have the right to autonomy of choice for all services rendered or resources provided.
- RCO members/participants have the right to confidentiality and protection of all data and protected information.
- RCO members/participants have the right to be treated with respect, empathy and kindness in all interactions with the recovery community organization.
- RCO members/participants have the right to participate in all pathways to recovery and at the commitment level of their choosing.
- RCO members/participants have the right to choose the channel, method and frequency of engagement within 1Voice policy and procedure of provided peer support services.
- RCO members/participants have the right to set and pursue their individual recovery goals.
- RCO members/participants have the right to equal access to services and not be discriminated against by age, gender, religion, sexual preference, race, language or any other legally protected status.
- RCO members/participants have the right to participate in any discharge decisions and are made transparently and with consideration for the individual's well-being.
- RCO members/participants have the right to file grievance or ethical concerns over any staff or service provided in a confidential manner without fear of retaliation.
- RCO members/participants have the right to be provided with informative and complete information of resources provided or services connected to.
- RCO members/participants have the right to withdraw consent for services and release of information to any party at any time.

RCO Member/Participant's Responsibilities

- RCO members/participants are responsible for conducting themselves with respect, empathy, and kindness while in the recovery community organization.
- RCO members/participants are responsible to maintain a supportive and non-judgmental attitude toward fellow participants.
- RCO members/participants are responsible for maintaining confidentiality of other RCO Members/participants.

GRIEVANCE POLICY

1Voice is committed to addressing grievances in a fair, prompt and confidential process. This policy outlines the process for handling complaints from staff, volunteers, and organization participants.

- All parties involved in grievance will remain anonymous during the process. Confidentiality will be maintained to protect privacy.
- An impartial individual or team will conduct a thorough investigation in the effort to gather all relevant facts, interview potential witnesses and review any documentation if applicable.
- All parties have the right to obtain support and/or representation during this process and no retaliation will occur for utilization of this policy to any party involved.

Reporting a Grievance:

Employees, volunteers, and participants can report grievances through the following channels:

- Directly to a 1Voice Supervisor or Executive Director.
- To the designated grievance officer via email to Executive Board email.
- In writing through questions and concerns drop box located by supervisor offices.

The employee manual includes detailed grievance policies and procedures.

Staff, volunteer, and RCO member orientations cover grievance guidelines.

For 1Voice participants or staff who wish to file a grievance please talk directly to a 1Voice Supervisor, complete formal complaint in writing to 1voice Concerns Drop Box, or email the Grievance Officer at BoardofDirectors@1voicerecovery.org

All ethical concerns can be reported in the same process.

I hereby agree to:

As a condition of employment with 1Voice, I agree to abide by the following employee/volunteer guidelines. I understand that any violations of these guidelines may lead to appropriate disciplinary actions.

I further acknowledge that I have received a copy of the 1Voice employee/volunteer manual and have reviewed 1Voice policies and procedures in this manual.

Employee/volunteer signature

Date