# **2021 POLICIES:**

*POLICY is what the organization's views , actions and intentions*

 *are, in regard to a specific situation or area of concern.*

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| **CONFIDENTIALITY Policy:**It is the policy of CONTACT not to discuss ourselves or any other phone worker. Rev. 6/14/21**ALIAS PHONE NAME Policy:**It is the policy of CONTACT that ALL Crisis Helpline Specialists approved for the Helpline *from 2018 forward* are to choose an alias “phone name” which is to be used consistently on our phone lines. Once this name has been selected, approved and recorded with our Executive Director, this name cannot be changed.Rev. 6/14/21**FACILITATOR Policy:**It is the policy of CONTACT, that to be considered for Facilitator Training, a candidate must be *actively* involved as a telephone worker. Their name must be presented to the Training Team for final approval. Rev. 6/14/21**FACILITATOR SHIFT Policy:** It is a recommended policy of CONTACT that a Facilitator will serve a minimum of one shift each month on the phone while actively involved in a training class. Rev. 6/14/21**NEW CRISIS HelpLINE SPECIALIST Policy:**It is the policy of CONTACT that Candidates who successfully complete training, including apprenticeship, are eligible to become telephone workers upon final review by the executive director after reviewing the recommendations of the training team. If the apprenticeship is interrupted and The Apprentice wishes to become a telephone worker at a later date, there will be a (3) month period to resume training. After the (3) month period, the apprenticeship must be started from the beginning. All requirements must be satisfactorily completed. If the performance during apprenticeship is not satisfactory, the apprentice may be dismissed or be required to retake training. Rev. 6/14/21**TRANSFER Policy:** It is the policy of CONTACT that any Crisis Helpline Specialist who transfers from *another* Center must serve the current standard apprenticeship and observation practices as mandated by the Training Team.The observations must be done by a CONTACT of Ocean and Monmouth Counties Training Facilitator. Rev. 6/14/21**SEXUAL CALLER Policy:**It is the policy of CONTACT not to participate in any sexual call. Rev. 6/14/21**CHILD ABUSE Policy:** It is the policy of CONTACT, that *if a Helpline Specialist has been able to ascertain: an address/location and/or names,* ALL Specialists are required to report any instances of Child Abuse to the CONTACT Backup Mental Health Worker for further action to be taken. Rev. 6/14/21**ELDER ABUSE Policy:** It is the policy of CONTACT, that *if a Helpline Specialist has been able to ascertain: an address/location and/or names,* ALL Specialists are required to report any instances of ELDER Abuse to our CONTACT Backup Worker for further immediate action to be taken. Rev. 6/14/21**DOMESTIC VIOLENCE Policy:**It is the policy of CONTACT, that if a Helpline Specialist receives a call concerning Domestic Violence, they are to inquire of callers safety and advise caller to call 9-1-1 directly if they feel threatened or in immediate danger. Rev. 6/14/21**SEXUAL ABUSE/RAPE Policy:** It is the policy of CONTACT, that *if requested by the caller.* a Helpiline Specialist report any after-hours incoming Rape calls to the St. Francis Backup Worker. Rev. 6/14/21**DUTY TO WARN Policy:**In the event of threat or harm to others, such as a Caller stating that he or she is going to harm or kill another person, the Helpline Specialist shall use ALL means possible, to ascertain pertinent information.  **VOLUNTEER PERSONAL SAFETY Policy:****I**t is the policy of CONTACT that all Helpline Specialists, Volunteers and Staff members are in a safe environment at all times and that their own personal safety is CONTACTS primary, paramount concern in ALL situations. Rev. 6/14/21**NEW CRISIS HelpLINE SPECIALIST Policy:**It is the policy of CONTACT that Candidates who successfully complete training, including apprenticeship, are eligible to become telephone workers upon final review by the executive director after reviewing the recommendations of the training team. If the apprenticeship is interrupted and The Apprentice wishes to become a telephone worker at a later date, there will be a (3) month period to resume training. After the (3) month period, the apprenticeship must be started from the beginning. All requirements must be satisfactorily completed. If the performance during apprenticeship is not satisfactory, the apprentice may be dismissed or be required to retake training. Rev. 6/14/21**TRANSFER Policy:** It is the policy of CONTACT that any Crisis Helpline Specialist who transfers from *another* Center must serve the current standard apprenticeship and observation practices as mandated by the Training Team.The observations must be done by a CONTACT of Ocean and Monmouth Counties Training Facilitator. Rev. 6/14/21**VOLUNTEER PERSONAL SAFETY Policy:**It is the policy of CONTACT that all Helpline Specialists, Volunteers and Staff members are in a safe environment at all times and that their own personal safety is CONTACTS primary, paramount concern in ALL situations. Rev. 6/14/21**COMPUTER USAGE Policy:**All computers in the CONTACT phone room are to be used exclusively for providing referrals to our callers. They are NOT to be used for personal reasons. Rev. 6/14/21**CALLER IDENTIFICATION (Caller ID)** **IN REGARD TO SUICIDE Policy:**It is the policy of CONTACT that a caller's identity is to always remain anonymous and protected.HOWEVER, in the event of an Imminent Risk Situation such as: * SUICIDE *ACTIVE RESCUE effort*
* *HOMICIDE*
* *ACTIVE Child or ELDER ABUSE Intervention:*

*The CONTACT Helpline Specialist is COMPELLED to* ***BREACH ALL CONFIDENTIALITY*** *and PROVIDE the Caller Id Phone Number to the CONTACT BACK UP WORKER when required.* |
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