



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 confidentiality.
- 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)