



Ipswich Police Department Operation HOPE 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 confidence.
- 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 etc.)

Opiate Withdrawal Symptoms

Early symptoms typically begin in the first 24 hours after a person stops using the drug and include:

- Muscle aches
- Restlessness

- Anxiety
- Lacrimation (eyes tearing up)
- Runny nose
- Excessive sweating
- Inability to sleep
- Yawning very often

Later symptoms begin after the first day or so, and can be more intense:

- Diarrhea
- Abdominal cramping
- Goose bumps on the skin
- Nausea and vomiting
- Dilated pupils and possibly blurry vision
- Rapid heartbeat
- High blood pressure

Although very unpleasant and painful, symptoms usually begin to improve within 72 hours, and within a week they should be almost back to normal.