



Robin's Hope Code of Conduct

Last updated 1/24/2024

Robin's Hope offers in person and virtual peer-led support groups. These groups are provided at no cost to the participant and are facilitated by clinical students, peers, peer specialists, and staff. Most of our facilitators are volunteers and in training to learn how to best facilitate groups. Please keep this in mind and be gracious. Our groups are designed to be a support in your recovery and are best used in conjunction with your own individualized treatment providers. We aim to offer you tools to further your recovery journey, but are not designed to be your only source of support. We provide individual counseling and peer support through our Inner Touch program to those that live in Virginia. We are unable to offer crisis services or support outside of our groups. We strongly encourage our participants to identify their own network of support people and utilize these as needed.

When in groups, traumatic material may be discussed. In these events, we will do our best to inform participants of potentially difficult topics. We ask that when sharing your own story, you use "I" messages and focus on the emotions of the event rather than the sensory details (ie – I felt confused and betrayed when I was assaulted, rather than I was wearing....). This will help minimize the likelihood of triggering the group.

When in groups, the designated facilitator is given the responsibility to manage the room, time boundaries, and interactions. Please respect these decisions. If you have concerns about an issue or questions about our structure, please reach out to the program lead or program manager.

As a participant/member. I understand that I am subject to a code of conduct, and I agree to the following:

1. I will follow the group guidelines that are read at the beginning of each group.
2. I will be respectful to other participants/members/facilitators/staff in groups.
3. I will not attend a group while under the influence of drugs, alcohol, or an illegal substance.
4. I will refrain from glorifying the use of substances in groups.
5. I will use "I" messages and focus discussion around emotions when discussing traumatic events and avoid using explicit sensory details.
6. I understand that traumatic events may be discussed and agree to be responsible for managing my own safety. I will utilize my treatment team, safety plan, and coping skills to manage distress as needed. I understand that Robin's Hope is limited in its ability to support me in a crisis situation.
7. I agree not to impose my personal, political, or religious beliefs on others.
8. I agree not to make derogatory, discriminating, or offensive remarks to other participants/members/facilitators/staff due to race, color, creed, gender, disability,



sexual orientation, marital status, nationality, religious or spiritual beliefs, practices or affiliations, or status regarding any public assistance.

9. I will be responsible for setting and maintaining boundaries in any relationships I choose to engage in with other participants outside of Robin's Hope groups. Please reference our boundaries policy for some assistance in this area.
10. I agree to not discuss people or people's shares outside of group, even with other folks that attend groups.
11. If I have a concern regarding another participant/member, I will utilize the following steps to address the concern:
 - A. Address directly with the person if possible
 - B. Address within the group where the issue arose
 - C. Alert the facilitator and work with the facilitator to address the issue.
 - D. If not resolved, facilitator or participant/member may reach out to program lead
 - E. Program lead will involve Program Manager or Executive Director as needed

Corrective Actions

Robin's Hope is committed to providing a safe environment for participants to grow in their own recovery. It is our goal to correct problem behaviors to restore positive connection within our community. On occasion, however, behaviors may be so disruptive as to require staff to ask a participant/member to step out of our group space for a time. This may be a time for a participant to focus on individual treatment before being able to benefit from the group space. Staff weigh each issue individually and will attempt to rectify the situation with the least amount of restrictions possible. However, any violation of Robin's Hope policies, guidelines, or volunteer agreements may be addressed in any of the following ways:

- Verbal redirection at the time of occurrence
- One on one discussion with a staff member
- Removal from current group or closing a group early
- A formal meeting with staff to identify a plan to remedy the behavior
- A removal from the group space for a length of time not to exceed 3 months

Note: Any time a behavior results in suspension from program participation, the participant/member must meet with staff and be approved to return to ensure that group participation will be a positive experience for all involved.