

Safety Guidelines and Operation Guidelines

- The program should be advertised – community awareness – Public service announcement and disseminating information
- Before we leave the office the following should be:
- Time management – working hours
 - Report to the supervisor after or before
 - Identification
 - Leave all valuables behind, ie: jewelry, valuables, etc.
 - Phone contacts for referrals services
 - Notify the supervisor of the location you will work in.
 - Phone numbers of supervisors/coordinators.
- Relapse indicator resources and prevention
- Local authority sensitization
- Time to contact IDU's
- Conductive atmosphere
- In case one is injured – hospital to report to
- The session should have a time limited
- Should move out in pairs always
- We should be role models to motivate us to stay clean
- We should all reach out with the same information
- People should work at locations they are comfortable with
- Should not sell the products or services of the project
- After the field work, report to the supervisors
- Issues on relapse and burnout should be discussed tomorrow in the morning
- Should have laid out precautions measure on occurring incidents, ie: being robbed
- Always keep safety first
- Dress casually but appropriately

Acceptable behavior as a community outreach worker

- Look presentable, casual dress, no shorts, present as same level as they are but be professional.
- Language of target population but not vulgar language, talk at their level
- Be assertive but not aggressive
- Utilize common social behaviors but not abusive language
- Question if to allow IDU in your own home
- Maintain sobriety
- Maintain confidentiality and client privacy
- Develop rapport, have casual conversation
- Allow clients to express themselves, don't cut them off
- Know laws regarding drugs

Unacceptable behavior of community outreach worker

- Discrimination between tribes, social class, race, etc
- Sexual contact or activity with clients
- Selling project materials, services, etc.
- Being harsh with clients
- Using drugs
- Stealing
- Avoiding or not taking responsibility
- Interrogating clients
- Sexual manipulation
- Discussing client issues while client is with other people
- Talking in groups about private issues
- Having contact with clients during drug deals or referring clients to certain dealers
- Personal interaction or involvement with users

Expectation of community outreach workers

- Honesty
- Punctual
- Communicate regularly
- Respect supervisors and each other
- Be productive
- Maintain good working relations
- Come to supervisors first to resolve issues
- Daily reporting
- Informing supervisor of risky situations
- Maintain symbiotic trust with supervisor and coworkers
- Work as a team with a high spirit of cooperation with each other

Expectations of supervisors

- Good relationship
- Provide support
- Be honest and direct with worker
- Respect worker
- Understand the recovery needs of workers
- Advocate
- Keep information confidential
- Keep boundaries between work and personal life

Expectations of coordinators

- Deal with supervisory issues
- Understand the challenges
- Give support to all
- Be direct and transparent
- Available when needed
- Manage and organize
- Help to achieve the overall goal
- Mindful of workers and supervisor's welfare