

# Peace4Crawford

REDUCING ACES, HEALING TRAUMA, & PROMOTING RESILIENCE

## *Hopeline*

**Connecting our Communities  
With Local Support & Services  
During the COVID-19 Pandemic**

### **VOLUNTEER TOOL KIT**

**April 1, 2020**



## Table of Contents

<b>P4C AND SAMHSA DISCLAIMER .....</b>	<b>3</b>
<b>OVERVIEW .....</b>	<b>4</b>
<b>Peace4Crawford Hope Line Volunteer Information.....</b>	<b>6</b>
<b>OPERATIONS .....</b>	<b>6</b>
<b>PROTOCOL .....</b>	<b>6</b>
<b>EMERGENCIES/SAFETY CONCERNS .....</b>	<b>6</b>
<b>CHILD SAFETY CONCERNS.....</b>	<b>7</b>
<b>RESOURCES .....</b>	<b>7</b>
<b>FUTURE .....</b>	<b>7</b>
<b>FAQ’s Peace4Crawford Hope Line .....</b>	<b>8</b>
<b>SHELTER IN PLACE GUIDELINES.....</b>	<b>10</b>
<b>PRESS RELEASE.....</b>	<b>11</b>

## P4C AND SAMHSA DISCLAIMER

### **PLEASE NOTE**

This Tool Kit was developed by a small team from Peace4Crawford who worked together quickly to launch this “warmline” in order to be in place before COVID-19 became a severe crisis in our county. We are learning as we proceed and field our first calls. We hope this is helpful to others, and would be deeply grateful for any learning that you discover as you move forward to address the crisis in your community. We plan to update this regularly as we move into the coming days and weeks.

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## OVERVIEW

Peace4Crawford is a trauma informed initiative, based in the Crawford County System of Care (SOC) Partnership, promoting social change in Crawford County, heading toward a trauma informed community. (<http://peace4crawford.org/>)

The SOC is a framework involving collaboration across the community for the purpose of creating a seamless, integrated, and coordinated system of supports for children, youth, and families that is family and youth-driven, strength-based, and trauma informed. The SOC helps children, youth, and families function better at home, in school, in the community, and throughout life. It is comprised of professional agencies involved in the health and wellbeing of the community, family partners, and youth partners.

### **Peace4Crawford's HOPE Line**

#### **Connecting Each Other with Support and Services in the COVID-19 Crisis**

On April 1, 2020, Peace4Crawford (<http://peace4crawford.org/>) launched a Crawford County, Pennsylvania telephone "warm line" to assist county residents throughout the duration of the current COVID-19 crisis.

The goal is to provide telephonic access to compassionate and informed volunteers to help individuals with important, non-emergency challenges as a result of the spread and impact of the COVID-19 virus. Related objectives are 1) to reduce the burden on other established emergency and informational services so as not to overload these resources; 2) to assist individuals and families with problem solving and access to available services, and; 3) to reduce toxic stress in our community.

People in need of assistance can call Peace4Crawford's HOPE Line, a dedicated phone line housed and answered at Women's Services, Inc. (WSI) from 9:00 a.m. – 9:00 p.m. seven days a week. Calls are triaged by WSI Hotline staff for their appropriateness to forward on to volunteers. Calls that are of an emergency nature, or that relate to domestic violence or sexual violence and assault, will be handled directly or referred to the appropriate emergency first-responder by WSI. Other calls of a non-emergent nature will be forwarded to a volunteer who will return the call as soon as possible.

Trained peer-support volunteers provide the following types of services:

- Listening to individuals and providing virtual “companioning” as they express and navigate their concerns about the current crisis, and to provide non-judgmental emotional support and assistance.
- Assisting callers with information about how they can work with local community resources to access essential services, including special services they may be eligible for during this period. Note that these resources will be continuously updated as needed throughout the period that the Hope Line is operational.
- Providing accurate sources of information that people can go to for the most up-to-date status of the virus, the risks, and the advice for public health measures to stay safe.

Volunteers have access to a comprehensive set of information and contacts for local resources such as food banks, delivery services, lunch programs, mental health services, other health services, and more that are available through local services providers and other volunteers (e.g. churches, ministers, and others). Volunteers are NOT being asked by Peace4Crawford to provide direct services of any kind, including therapeutic mental health support.

Volunteers commit to a 4 hour on-call shift once every week to two weeks depending on the total number of volunteers available. Two volunteers are scheduled for each shift. One supervisor is also provided for each day for back-up.

***All volunteer scheduling and questions will be handled by Victoria (Tory) Hough who can be reached at 814-547-1441.***

## Peace4Crawford Hope Line Volunteer Information

Welcome and thank you for volunteering to collaborate with Peace4Crawford's Hope Line. We thank you for your willingness to serve your community. Your volunteer coordinator is Tory Hough, [though@bethany.org](mailto:though@bethany.org), 814-547-1441. Here are some logistics of how the Hope Line will work.

### OPERATIONS

The Hope Line opened to the public on April 1<sup>st</sup> at 9:00 am.

The hours of the Hope Line are 9:00 am -9:00 pm

Two volunteers are assigned to each shift.

There is one supervisor scheduled per day. If you need any help, please call the appropriate supervisor.

- a. Monday – Joe Barnhart (814-853-6845)
- b. Tuesday – Tory Hough (814-547-1441)
- c. Wednesday – Angela Morton (814-573-2222)
- d. Thursday – Marcia Metcalfe (814-573-2666)
- e. Friday – Lee Scandinaro (724-757-2440)
- f. Saturday – Bruce Harlan
- g. Sunday – 1<sup>st</sup> – Bruce Harlan (814-853-8103)
  - i. 2<sup>nd</sup> – Marcia Metcalfe (814-573-2666)
  - ii. 3<sup>rd</sup> – Tory Hough (814-547-1441)
  - iii. 4<sup>th</sup> – Joe Barnhart (814-853-6845)
  - iv. 5<sup>th</sup> – Lee Scandinaro (724-757-2440)

### PROTOCOL

The Hope Line number goes directly to the office of Women's Services. They will screen the call.

- h. If this is a Hope Line call, the WSI worker will call you and give you the number of the caller.
- i. You will then call the caller back and provide support to the caller. DON'T FORGET TO DIAL \*67 WHEN YOU CALL THE CALLER BACK. This will keep your phone number private.

### EMERGENCIES/SAFETY CONCERNS

As part of our process, WSI will always triage the call for its appropriateness for referring to a warm line volunteer. Callers in crisis will be directly handled by WSI and will not be referred to a volunteer. However, if at any time during a call the volunteer feels that the caller is dangerously escalating and is at risk of immediate harm to themselves or others take the following action:

- Ask the caller if they are able to call 9-1-1 themselves. If they are unable to do so, attempt to obtain the caller's name and address, advise the caller you are calling 9-1-1 for assistance, and call 9-1-1 with the report.

If you are concerned that a caller might be in a mental health crisis but not at immediate risk of harm to self or others, see if the caller will agree to provide their address and allow you to call Mobile Crisis for assistance. If the caller refuses, still attempt to get an address and advise them that you are going to ask Mobile Crisis to call them to make sure they are ok. Mobile Crisis; 814-724-2732 or 888-275-7009 (press option 2 for Crawford County).

## CHILD SAFETY CONCERNS

If you are a mandated reporter by virtue of your employment or other volunteer activities, and you suspect child abuse, make the required report to Childline. 1-800-932-0313

If you are not a mandated reporter and a call suggests a concern for child safety or welfare, call the Hope supervisor on duty to review for further action. In either case, please try to obtain a name and address of the caller.

## RESOURCES

A link to community resources guide is here:

[https://docs.google.com/document/d/1XxrM9wJmHGa6V7HnuXx8hHA0mpBF3\\_1k88b\\_2hY4684/edit](https://docs.google.com/document/d/1XxrM9wJmHGa6V7HnuXx8hHA0mpBF3_1k88b_2hY4684/edit)

If you have additions to this, please notify Julie Hunter [jhunter@womensservicesinc.org](mailto:jhunter@womensservicesinc.org). Other volunteer resources include: a Volunteer Agreement; Hope Line Overview; Press Release and Frequently Asked Questions (FAQ). Please know these documents will be fluid and we will notify you of changes as we make them. All of these will soon be put together in a tool kit that you can more easily access.

A recording of our volunteer training session held on 3/27/20 is here:

[https://drive.google.com/file/d/1feXN4G8gBy-t4rzXH1R2EDIGQ\\_AtPj4D/view?usp=sharing](https://drive.google.com/file/d/1feXN4G8gBy-t4rzXH1R2EDIGQ_AtPj4D/view?usp=sharing)

## FUTURE

If the need to continue the Hope Line goes beyond April, we will request that you sign up for shifts during the last full week of the month for the next month. For example, the week of April 20<sup>th</sup> we will begin the sign-ups for May. A link for a calendar will be sent to you so that you can sign up for the shifts you would like to volunteer. At the end of that week sign-ups will close. If you must change your Hope Line schedule, please contact the volunteer coordinator, Tory Hough, at 814-547-1441.

***Any other questions: Tory Hough 814-547-1441***

## FAQ's Peace4Crawford Hope Line

(Version 4.1.20)

*The following are expected questions that may come in often. This will change as we proceed. Please make sure that you have the most current FAQ set. Please help us keep this relevant by sharing other frequent questions that you hear as you talk to callers. (Marcia Metcalfe mallenmetcalfe@gmail.com)*

To access current information on local resources and services, consult the Peace4Crawford Resource file: [https://docs.google.com/document/d/1XxrM9wJmHGa6V7HnuXx8hHA0mpBF3\\_1k88b\\_2hY4684/edit](https://docs.google.com/document/d/1XxrM9wJmHGa6V7HnuXx8hHA0mpBF3_1k88b_2hY4684/edit)

### **1. I am confused and not sure what the health guidelines are for me. What should I do?**

Find out if the person has internet access (phone or computer). If they do work with them to understand their situation and possible risk factors and then assist as necessary with going to one of the following sites, which both address risk factors and protective measures for different groups of people. They also have good FAQs for addressing other questions. If they do not have access, provide phone numbers, however be aware that these lines may have long hold times. Consult with one of these sites to do your best to address specific questions using this information.

PA Department of Health - 1-877-724-3258

<https://www.health.pa.gov/topics/disease/coronavirus/Pages/Coronavirus.aspx>

CDC

<https://www.cdc.gov/coronavirus/2019-ncov/index.html> - 800-232-4636

### **2. I am worried that I may be getting sick, what should I do?**

Ask if the person has a regular doctor or other health care professional. If they do, advise that they contact that office to get advice and instructions. If they do not (usually go to ER, etc.) advise that they call the Meadville Medical Center Flu and Virus Center at (814) 547-6325.

### **3. I am really worried that I will get sick or someone I love will get sick.**

**I miss seeing my kids/grandkids and don't know if I will ever see them again.**

**I live alone and feel really lonely.**

Please review and refer to the Companionship Guide to prepare for and support callers who are suffering anxiety and fear related to the crisis.

### **4. I am running out of food.**

Listen and gather information about circumstances. Provide assurance that there is food available for everyone. Explore options, e.g. is there a family member or friend who could pick something up for them? Who do they know who they could call and ask for help?

Local options:

- Inform about delivery services (Aldi InstaCart); pickup at Giant Eagle and Walmart;
- Inform about local food pantries and other sites providing food (CHAPs, Soup Kitchen, free school lunches, etc. See volunteer packet.)



**5. I have been laid off where can I get help covering my expenses?**

If they have internet access refer them to this site that outlines eligibility for unemployment insurance and a FAQ set: <https://www.uc.pa.gov/Pages/covid19.aspx> or they can call statewide phone line: 1-888-313-7284. Call volumes are very heavy so if they can handle this on-line it will likely be quicker. Individuals eligible as a result of layoff or closure of businesses are likely exempt from one week waiting period and from the requirement to prove that they are searching for work.

**6. I am worried about being evicted from our apartment/home because I can't pay rent or mortgage.**

Pennsylvania and the US Government have taken several actions to halt foreclosures and evictions during this crisis. If you have a concern that is immediate, contact your landlord and lender and discuss your situation. Try to reassure that for the moment they don't have to worry about this.

**7. I am afraid to go to work because I take care of someone who is in a high-risk category.**

Refer them to PA Health Dept and CDC Guidelines (see above). Encourage them to discuss their concerns with their employer.

**If your caller seems to be in danger or is reporting danger to someone else.**

Ask the caller if they are able to call 9-1-1 themselves. If they are unable to do so, attempt to obtain the caller's name and address, advise the caller you are calling 9-1-1 for assistance, and call 9-1-1 with the report.

If you are concerned that a caller might be in a mental health crisis but not at immediate risk of harm to self or others, see if the caller will agree to provide their address and allow you to call Mobile Crisis for assistance. If the caller refuses, still attempt to get an address and advise them that you are going to ask Mobile Crisis to call them to make sure they are ok. Mobile Crisis; 814-724-2732 or 888-275-7009 (select option 2).

**If you receive a call that leads you to be concerned for the safety of a child:**

If you are a mandated reporter by virtue of your employment or other volunteer activities, and you suspect child abuse, make the required report to Childline. 1-800-932-0313

If you are not a mandated reporter and a call suggests a concern for child safety or welfare, call the Hope Line supervisor on duty to review for further action. In either case, please try to obtain a name and address of the caller.

## **SHELTER IN PLACE GUIDELINES**

Stay-At-Home Order Crawford County

In effect through April 30

### **Pennsylvania Stay-At-Home Order Crawford County – In effect through April 30**

Individuals may leave their residence only to perform any of the following allowable individual activities and allowable essential travel:

- Tasks essential to maintain health and safety, or the health and safety of their family or household members (including pets), such as obtaining medicine or medical supplies, visiting a health care professional, or obtaining supplies they need to work from home
- Getting necessary services or supplies for themselves, for their family or household members, or as part of volunteer efforts, or to deliver those services or supplies to others to maintain the safety, sanitation, and essential operation of residences
- Engaging in outdoor activity, such as walking, hiking or running if they maintain social distancing
- To perform work providing essential products and services at a life-sustaining business
- To care for a family member or pet in another household
- Any travel related to the provision of or access to the above-mentioned individual activities or life-sustaining business activities
- Travel to care for elderly, minors, dependents, people with disabilities, or other vulnerable persons
- Travel to or from educational institutions for purposes of receiving materials for distance learning, for receiving meals, and any other related services
- Travel to return to a place of residence from an outside jurisdiction
- Travel required by law enforcement or court order
- Travel required for non-residents to return to their place of residence outside the commonwealth
- Anyone performing life-sustaining travel does not need paperwork to prove the reason for travel.

The following operations are exempt:

- Life-sustaining business activities
- Health care or medical services providers
- Access to life-sustaining services for low-income residents, including food banks
- Access to child care services for employees of life-sustaining businesses that remain open as follows: child care facilities operating under the Department of Human Services, Office of Child Development and Early Learning waiver process; group and family child care operating in a residence; and part-day school age programs operating under an exemption from the March 19 business closure orders
- News media
- Law enforcement, emergency medical services personnel, firefighters
- The federal government
- Religious institutions



## PRESS RELEASE

FOR IMMEDIATE RELEASE – APRIL 1, 2020

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PHONE: 814-853-6845

EMAIL: [jbarnhart@co.crawford.pa.us](mailto:jbarnhart@co.crawford.pa.us)

**Peace4Crawford's Hope Line  
Connecting Each Other with Support and Services  
814-724-1116  
833-491-4673 (toll free)**

Crawford County's trauma informed initiative, Peace4Crawford, is launching a county-wide telephone "warm line" to assist local residents and families throughout the duration of the current COVID-19/Coronavirus crisis. The phone number to call is 814-724-1116 or 833-491-4673 (toll free).

People in need of assistance may call the Hope Line from 9:00 a.m. – 9:00 p.m. seven days a week. Calls will be triaged by Women's Services Hotline staff and referred to one of a group of over 40 trained local volunteers willing to help individuals work through non-emergency challenges as a result of the spread and impact of COVID-19.

The Hope Line is not for emergencies. However, the Hope Line may help alleviate some of the additional burden expected on local emergency lines and first responders, keeping those open for true emergencies. The Hope Line also adds another point of contact to help people identify and access local services and accurate information to keep themselves and their families safe during this difficult time.

Bruce Harlan, Executive Director of Women's Services Inc., commented that "Women's Services is providing access to the dedicated phone lines as part of a collaborative effort initiated by Peace4Crawford with its mission of preventing and alleviating toxic stress for individuals and communities. This is a very difficult and stressful time for everyone, and our goal is to lend a compassionate presence to those who may need help right now. We have been humbled by the number of people who have stepped forward to help."

