

FACIT Warmline OBSERVATIONS

2.3.1 Physical Environment

Responders answer calls on-site or service provided from off-site location (home, mobile phone).

There is a warmline office separate from other program activities and from on-site responder calls.

Equipment is technologically satisfactory.

The furniture and equipment looks comfortable.

There is sufficient room for privacy among responders.

2.3.2 Social Environment

Staff/Responders appear relaxed and at ease with each other.

Responders are on the phone interacting with Callers.

One might not be able to distinguish Responder from Callers by tone of voice, attitude, content of conversation.

Everyone is on a first name basis.

2.3.3 Sense of Community

Responders and Callers know each other by name.

Staff/Responders have opportunities to come together to make decisions about the Warmline.

There are retreats such as overnights and camping trips for Staff/Responders.

There is a website or printed materials (flyer, brochure, newsletter) that updates Callers to Warmline and other peer community events.

3.6 Acceptance & Respect for Diversity

There is an acceptance of differences among responders and callers and a willingness to learn about differences among Responders.

There is minimal usage of clinical labels and stigmatizing language in Staff/Responder conversations and in written materials about the Warmline.

3.7 Spiritual Growth

Responders and Callers are able to talk about spiritual growth and be accepted and not considered to have religious delusions.

4.1. Peer Support

There are products of telling of stories, i.e. written stories, poetry, or artwork from callers at the Warmline office. Responders discuss a variety of avenues for them and for Callers to tell stories. There is evidence that the Caller has control over when and to whom to tell his/her story.

There is evidence that the Program encourages Responders and Callers to look beyond themselves to the peer community. Callers are encouraged to offer peer support to other people (if appropriate) and move the movement forward.

There is an availability of materials from other sources at the Warmline such as documents, newsletters, position papers and written testimony from other peers in the consumer movement.

4.5 Peer Mentoring and Teaching

There is evidence of informal matching between Responders to an identified Caller.

There is an established leadership of Staff/Responders who lead peer support groups and training classes.

5.1.1 Self Management Problem-Solving Strategies

There is evidence of formal training programs for problem-solving for responders.

There is evidence of informal exchange of personal experience to enhance individual problem-solving abilities.

5.2.1 Formal Skills Practice

There is evidence Responders are providing formal or informal teaching and practice of daily living skills, vocational skills, job readiness, communication skills, goal setting and assertiveness skills to Callers.