

Recovery Vermont

Recovery Coach Supervisor Handbook

This handbook is a reference guide for Vermont Recovery Coach Supervisors. It contains required information for Recovery Coach Supervisors as well as template suggestions to support the work of Recovery Coach Supervisors new to supervision. Please reach out to Lisa Lord at lisa@recoveryvermont.org with any questions.

****This version of the handbook was created in January 2022****

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Recovery Coaching Supervisor Responsibilities and Boundaries

Recovery Coaches and Certified Recovery Coaches in Vermont have all agreed to uphold the Recovery Coach Code of Professional Ethics and to maintain professional boundaries. The title and position of Recovery Coach Supervisor elevates the level of responsibility in practicing professional boundaries. Primarily, as a Recovery Coach or Certified Recovery Coach shifts into a supervisory role, any of the professional boundaries identified in the Code of Professional Ethics that apply to the coach/client relationship, now apply to the supervisor and their supervisee.

Individual Recovery Coach Supervision

What is Individual Recovery Coach Supervision?

Individual Recovery Coach Supervision is provided by a Recognized Recovery Coach Supervisor to an individual Recovery Coach. This mentorship is provided to support the Recovery Coach's knowledge in the scope of practice--Motivational Interviewing and Resource Provision--as well as to deepen their understanding of the Recovery Coach Code of Professional Ethics.

All Certified Recovery Coaches (CRCs) are required to have 20 hours of Recovery Coach Supervision--either individual, group, or a combination-- by a recognized Recovery Coach Supervisor every two years for renewal of their Recovery Coach Certification.

What are the main goals of Individual Recovery Coach Supervision?

- Provide an empathetic environment for Recovery Coaches to process challenging experiences related to Recovery Coaching
- To discuss and review the Recovery Coach Code of Professional Ethics
- To maintain an ethical standard in the field of Recovery Coaching
- To explore strategies in handling difficult situations
- Increase professional skills of Motivational Interviewing and Resource Provision
- Review and discuss case studies
- To protect the field of Recovery Coaching as a whole

What are the benefits of Individual Recovery Coach Supervision?

- Increased self-awareness and sense of professional identity
- Increased awareness for the necessity of boundaries in Recovery Coaching
- Increased safety for the Recovery Coaching field
- Improved Motivational Interviewing skills and Resource Provision skills

Roles and responsibilities of an Individual Recovery Coach Supervisor:

- To uphold strict confidentiality
- Prepare an agenda to send out prior to meeting
- Uphold boundaries around time: start and end session on time
- Review and discuss case studies
- Focus on Motivational Interviewing skill development, Resource Provision, and the Recovery Coach Code of Professional Ethics
- Abide by the agenda to remain on task
- Be present, avoid distractions and listen actively
- Maintain the spirit of Motivational Interviewing
- Create and maintain the parameters of individual supervision (space, expectations, time, and confidentiality)
- Check in regularly for understanding
- Model professionalism
- Determining areas for professional growth
- Maintain accurate record keeping (date, time, content discussed, follow up, etc.)

Roles and responsibilities of Recovery Coach:

- To uphold strict confidentiality
- Arrive prepared and on time
- Advocate for areas where the Coach needs additional support, guidance, and/or mentoring
- Listen actively
- Share openly
- Maintain the spirit of Motivational Interviewing
- Contribute consciously
- Be present and avoid distractions
- Abide by the agenda
- Maintain confidentiality
- Keep record of supervision hours

Recovery Coach Group Supervision

What is Recovery Coach Group Supervision?

Recovery Coach Group Supervision is a facilitator-led, formal, professional development process that is agreed upon and engaged in by a Recognized Recovery Coach Supervisor and a group of Certified Recovery Coaches and/or Recovery Coaches for the purpose of supporting and developing a Recovery Coach's scope of practice - Motivational Interviewing and Resource Provision - as well as, to deepen their understanding of the Recovery Coach Code of Professional Ethics.

Recovery Coach Supervision - either individual, group, or a combination – is a requirement for Recovery Coaches seeking certification, and for Certified Recovery Coaches pursuing certification renewal. Recovery Coach Supervision is highly recommended, even for Recovery Coaches who choose not to pursue the certification credential.

All Certified Recovery Coaches (CRCs) are required to have twenty (20) hours of Recovery Coach Supervision (either individual, group, or a combination) by a Recognized Recovery Coach Supervisor every two years for renewal of their recovery coach certification.

Recovery Coaches pursuing Recovery Coach certification are required to have twenty-five (25) hours of Recovery Coach Supervision to be eligible for the Certified Recovery Coach credential (CRC).

What are the main goals of Recovery Coach Group Supervision?

- Provide an empathetic environment for Recovery Coaches to process challenging experiences related to Recovery Coaching
- Discuss and review the Recovery Coach Code of Professional Ethics
- Maintain an ethical standard in the field of Recovery Coaching
- Learn techniques in handling stress related to being a Recovery Coach
- Explore strategies in handling difficult situations
- Deepen the professional skills of Motivational Interviewing and Resource Provision
- Review and discuss case studies
- Protect the field of Recovery Coaching

What are the benefits of Recovery Coach Group Supervision?

- Increased self-awareness and sense of professional identity
- Increased awareness for the necessity of boundaries in Recovery Coaching
- Increased safety for the Recovery Coaching field
- Increased Motivational Interviewing skills and Resource Provision abilities
- Increased confidence in Recovery Coaching abilities
- Increased communication, peer feedback, and problem-solving abilities
- Increased sense of connection and support with other Recovery Coaches

Roles and responsibilities of a Recovery Coaching Group Supervisor:

- To uphold strict confidentiality
- Prepare an agenda and distribute prior to supervision meeting
- Start and end supervision meetings on time
- Abide by the agenda to remain on task
- Be present with the group, avoid unnecessary discussion and distractions (phone, computer), and listen actively
- Maintain the spirit of Motivational Interviewing
- Focus on Motivational Interviewing skill development, Resource Provision, and the Recovery Coach Code of Professional Ethics
- Create and maintain the parameters of the group (space, expectations, time, and confidentiality)
- Review and discuss case studies
- Check in regularly with the group for understanding
- Model professionalism
- Determine areas for group members' professional growth
- Maintain accurate record-keeping (date, time, content discussed, follow up, etc.)
 - Each meeting's notes should include the agenda, attendance, and general notes
- Support Recovery Coaches in their professional growth as future supervisors (if supervisory roles are desired by the Recovery Coach) by offering opportunities to facilitate parts of the group supervision meetings as appropriate

Roles and responsibilities of supervisees:

- To uphold strict confidentiality
- Arrive prepared and on-time

- Listen actively
- Share openly
- Maintain the spirit of Motivational Interviewing
- Contribute consciously
- Advocate for areas where additional support, guidance, and/or mentoring are needed
- Be present and avoid distractions
- Abide by the agenda
- Maintain confidentiality
- Keep records of supervision hours
- Be mindful of allowing members equal time to speak

Recovery Coach Supervision Note Taking

It is imperative that Recovery Coach Supervisors maintain appropriate and accurate notes of all supervision meetings, whether group or individual. Records should be detailed enough that another supervisor could interpret and recount the contents of the meeting, while also maintaining confidentiality consistent with the Recovery Coach Code of Professional Ethics. Recovery Coach Supervisors may use their own method of notetaking or use one of the sample templates provided in this handbook.

Recovery Coach Code of Professional Ethics Violation Claim Process

The Vermont Recovery Coach Certification Committee is in place to assure that the Recovery Coaching professional standards are maintained, and to support our peers. If a Certified Recovery Coach violates the Code of Professional Ethics, supervisors are required to submit a violation claim to the Vermont Recovery Coach Certification Committee. Violation claims are submitted via [this link](#), or found on the Recovery Vermont website. Anonymous and trivial claims will not be accepted. Investigating a violation claim is a complex and time-consuming process for The Vermont Recovery Coach Certification Committee. Filing a claim should not be entered into lightly. Claims are not about simple personnel or personal issues, but instead reflect a serious violation of the Vermont Recovery Coach Code of Professional Ethics. Violation investigations may result in preventing the respondent coach from volunteering or working as a Recovery Coach in the future. More information can be found in the Code of Ethics, section XIII. Procedure for Enforcement and Appeals.

Sample Documents

Supervision Hours Tracker Template for Supervisors

Recovery Coaches must have twenty-five (25) hours of documented Recovery Coach Supervision to be eligible for certification and Certified Recovery Coaches are required twenty (20) hours of Recovery Coach Supervision to be eligible for certification renewal every two years.

Supervisors may create and use their own tracking methods or utilize the sample supervision tracker for supervisors below. It can be [downloaded](#) and printed or filled in [digitally](#) (A copy must be made before using the spreadsheet as the file is 'view only').

Organization: _____

Supervisor Name: _____

Number of Supervisees: _____

Supervisee Name:					Supervisee Name:				
Recovery Coach or Certified Recovery Coach					Recovery Coach or Certified Recovery Coach				
Date and Individual (I) or Group (G) Supervision					Date and Individual (I) or Group (G) Supervision				
Supervisee Name:					Supervisee Name:				
Recovery Coach or Certified Recovery Coach					Recovery Coach or Certified Recovery Coach				
Date and Individual (I) or Group (G) Supervision					Date and Individual (I) or Group (G) Supervision				
Supervisee Name:					Supervisee Name:				
Recovery Coach or Certified Recovery Coach					Recovery Coach or Certified Recovery Coach				
Date and Individual (I) or Group (G) Supervision					Date and Individual (I) or Group (G) Supervision				

Supervision Hours Tracker Template for Supervisors (filled out example)

A couple of details to note in the example below:

- Each Recovery Coach is identified as a Recovery Coach or a Certified Recovery Coach so that the number of supervision hours required for each coach is visible at-a-glance. Recovery Coaches are required to obtain 25 hours of Recovery Coach Supervision to be eligible for certification, and Certified Recovery Coaches (CRCs) are required to obtain 20 hours of Recovery Coach Supervision to be eligible for certification renewal.
- Each Recovery Coach Supervision meeting is identified by date and labeled as either individual (I) or group (G). Both individual and group supervision count towards Recovery Coach Supervision requirements.

Organization: XYZ

Supervisor Name: Pat Doe

Number of Supervisees: 5

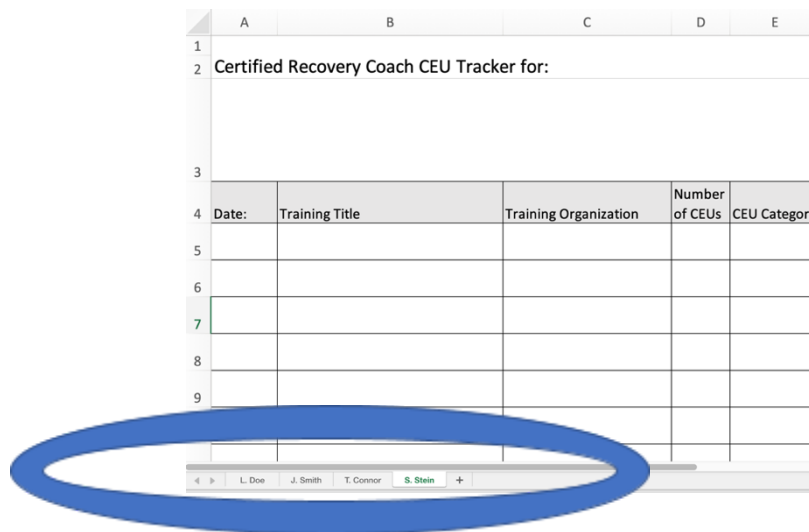
Supervisee Name: Jamie Doe I					Supervisee Name: Jamie Doe IV				
Certified Recovery Coach					Certified Recovery Coach				
Date and Individual (I) or Group (G) Supervision					Date and Individual (I) or Group (G) Supervision				
1/10/22 - G	5/15/22 - G				1/10/22 - G	5/15/22 - G			
2/14/22 - G	6/21/22 - G				2/14/22 - G	6/21/22 - G			
3/18/22 - G	7/09/22 - I				3/18/22 - G				
4/17/22 - G					4/17/22 - G				
4/25/22 - I					4/28/22 - I				
Supervisee Name: Jamie Doe II					Supervisee Name: Jamie Doe V				
Recovery Coach					Certified Recovery Coach				
Date and Individual (I) or Group (G) Supervision					Date and Individual (I) or Group (G) Supervision				
1/10/22 - G	5/15/22 - G				1/10/22 - G	5/15/22 - G			
2/14/22 - G	6/21/22 - G				2/14/22 - G	6/21/22 - G			
3/18/22 - G	7/10/22 - I				3/18/22 - G				
4/17/22 - G					4/17/22 - G				
4/26/22 - I					4/29/22 - I				
Supervisee Name: Jamie Doe III					Supervisee Name:				
Recovery Coach					Recovery Coach or Certified Recovery Coach				
Date and Individual (I) or Group (G) Supervision					Date and Individual (I) or Group (G) Supervision				
1/10/22 - G	5/15/22 - G								
2/14/22 - G	6/21/22 - G								
3/18/22 - G	7/10/22 - I								
4/17/22 - G									
4/27/22 - I									

CEU Tracker

Certified Recovery Coaches (CRCs) are required to obtain twenty (20) Continuing Education Units (CEUs) every two years to maintain their certification. It is each individual Certified Recovery Coaches' responsibility to track their CEUs - good tracking simplifies the renewal process for coaches. Many supervisors like to track their supervisees' CEUs as well. Below is a CEU tracker that can be [downloaded for printing](#) or filled in digitally by making and saving a copy of [this file](#).

Date:	Training Title	Training Organization	Number of CEUs	CEU Category

For supervisors tracking the CEUs of multiple coaches, one spreadsheet can be used for all coaches with a new sheet created for each coach.



	A	B	C	D	E
1					
2	Certified Recovery Coach CEU Tracker for:				
3					
4	Date:	Training Title	Training Organization	Number of CEUs	CEU Category
5					
6					
7					
8					
9					

Recovery Coach Supervisor Agreement

I, _____, agree to serve as the Recovery Coach Supervisor for _____, Certified Recovery Coach (or Recovery Coach pursuing Recovery Coach Certification), employed or volunteering at _____

_____ (name and address of organization) to mentor them in their scope of practice. The scope of practice for a Recovery Coach is narrowly focused, adheres to firm boundaries, and operates strictly within the Recovery Coach Code of Professional Ethics. It consists solely of Motivational Interviewing and Resource Provision.

- Certified Recovery Coaches must have twenty (20) hours of direct Recovery Coach Supervision every two years, and that Recovery Coaches pursuing Certification must have twenty-five (25) hours of Recovery Coach Supervision to be eligible for Certification.
- All Vermont Certified Recovery Coaches or Recovery Coaches pursuing Recovery Coach Certification must have a professional mentor in the practice of Recovery Coaching known by the term "Recovery Coach Supervisor." Recovery Coach Supervisors are well-versed in the scope of practice of Recovery Coaching: Motivational Interviewing and Resource Provision.
- Recovery Coach Supervision shall be conducted individually or in groups, in person or by videoconference, and performed in a formal setting such as an office, clinic, or institution.

Recovery Coach Supervisor Eligibility Section

I hold one of these formal job titles:

- ☐ Recovery Center Director
- ☐ Recovery Center Recovery Coach Supervisor
- ☐ Recovery Center Recovery Coaches in the Emergency Department Supervisor
- ☐ Recovery Vermont's Standing Group Supervision Session Supervisor
- ☐ Supervisory staff at ADAP recognized Hub and Spoke facilities
- ☐ Working Fields Recovery Coach Supervisor
- ☐ Certified Recovery Residence Manager

☐ Recovery Vermont Staff

OR*

☐ I am well-trained and well-versed in Motivational Interviewing AND I am well-trained and well-versed in Resource Provision

My professional job title is: _____

*We support the Department of Health and HRSA's goal of growing the Recovery Coach movement, therefore, we are delighted to grant Recovery Coach Supervisor status to other well-qualified individuals. These Recovery Coach Supervisors shall be approved at the discretion of the President of Recovery Vermont, and they must meet the terms of the Recovery Coach Supervisor agreement. Please email the President of Recovery Vermont, Peter Espenshade, at peter@recoveryvermont.org to request Recovery Coach Supervisor status.

Checking the boxes below acknowledges that you have completed the following:

I have read and agree to the [Recovery Coach Code of Professional Ethics](#).

I have read the Recovery Coach Supervisor Handbook.

I am familiar with the [Recovery Coach Code of Professional Ethics Violation Claim](#) process and agree to submit Code of Ethics violations accordingly.

Signature: _____ Date: _____

Place of employment: _____

Email address: _____

Phone number: (____) _____

Supervisor Agreements can be found on the Recovery Vermont website and either [printed](#) and submitted to lisa@recoveryvermont.org or submitted via [this digital form](#).

Recovery Coach Group Supervision Sample Agenda

Having a consistent flow or structure for supervision meetings is key to hosting a successful Recovery Coach Supervision group. A structure supports adaptability by creating space to adjust an agenda's content, in real-time, based on the emergence of time-sensitive case studies and challenging professional situations. Please see the [Recovery Coach Group Supervision](#) section for detailed information on the benefits and goals of Group Supervision as well as the roles and responsibilities of both Recovery Coaches (supervisees) and Recovery Coach Supervisors. Recovery Coach Supervisors adapt their agendas to best fit their Supervision group's unique make-up and professional needs, however, the following topics must be part of Recovery Coaching Group Supervision meetings:

1. Opportunities to share and get support for challenging professional experiences and situations, professional development, coaching questions, and personal wellness.
2. Case study review
3. Motivational Interviewing practice and Resource Provision updates
4. Review of the Recovery Coach Code of Professional Ethics (this can be done in tandem with case study reviews)

Below is an example of a 1-hour Recovery Coach Group Supervision agenda. Depending on group size or meeting frequency, some Recovery Coach Supervisors may choose to increase the length of the meeting to 1.5 or 2 hours.

Date:	
1:00 - 1:10	Check-ins: Any pressing matters to address?
1:10 – 1:30	Case Study/Studies: Presentation and discussion of case study Review of Recovery Coach Code of Professional Ethics
1:30 – 1:45	Motivational Interviewing Development
1:45 – 1:55	Wellness and/or Professional Development support
1:55 – 2:00	Recap and Plan for Next Meeting

Group Supervision Note Taking Template

Supervisor Name: _____ Date: _____

Start and End Time: _____ Duration: _____

Attendees:

Summary of Content

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Comments

--

Actions / Follow-up

--

Individual Supervision Note Taking Template

Supervisor Name: _____ Date: _____

Start and End Time: _____ Duration: _____

Coach: _____

Summary of Content

Comments

Actions / Follow-up

Addendum 1 - Glossary

Recovery Coach: A graduate of the Vermont Recovery Coach Academy, either pursuing Recovery Coaching Certification or not. Must work under supervision.

Recovery Coach pursuing Recovery Coach Certification: A graduate of the Vermont Recovery Coach Academy. Must work under supervision AND Recovery Coach Supervision (these may be the same supervisor).

Certified Recovery Coach (CRC): A graduate of the Vermont Recovery Coach Academy who has successfully met all eligibility requirements for the Vermont Recovery Coach Certification. Must work under supervision AND engage in ongoing Recovery Coach Supervision. Certification renewal is required every two years and a minimum of twenty (20) hours of Recovery Coaching Supervision must be completed prior to Certification renewal (in addition to other requirements).

Supervisor: a supervisor at a workplace or volunteer site who oversees the general ethical and professional practices of that workplace.

Recognized Recovery Coach Supervisor: A Recovery Coach Supervisor is formally recognized by Recovery Vermont as proficient in mentoring Recovery Coaches in their Scope of Practice: Motivational Interviewing and Resource Provision, and well-versed in the Recovery Coach Code of Professional Ethics.

Addendum II - Recovery Coaching Code of Professional Ethics

Preamble: This is the formal code of ethics for Vermont Recovery Coaches. It has been approved by Recovery Vermont and by IC&RC for those seeking Recovery Coach Certification. Adoption of these ethics is just one of the requirements for national certification. However, it applies to all Vermont Recovery Coaches at all times – whether certified or not.

I. The Vermont Recovery Coach Professional Oath

I will do no harm. I will celebrate and support all paths to recovery. I will abide by the ethical codes of recovery coaching. I will listen, motivate, and support others in their recovery and their plans. My work as a recovery coach is about developing the strengths of those whom I am lucky enough to serve.

II. Certification

A Vermont Certified Recovery Coach's certification may be revoked by a decision of The Vermont Recovery Coach Certification Committee if such a decision is made after a review of alleged violations of these ethical codes of conduct per Section XII of this document.

III. Fundamental Ethics and Boundaries

A. The primary responsibility of recovery coaches is to safely help individuals achieve their own needs, wants, and goals. Vermont Recovery Coaches will be guided by the principle of self-determination for all. Vermont Recovery Coaches only exercise evidence-based practices.

B. Vermont Recovery Coaches must operate under supervision at a recognized recovery resource. No recovery coach shall be allowed to work as an individual or an independent contractor.

C. Vermont Recovery Coaches will maintain the highest standards of personal conduct.

D. Vermont Recovery Coaches practice motivational interviewing and will likewise be able to identify and describe the supports that promote recovery.

E. Vermont Recovery Coaches are not included explicitly in statute to serve as mandated reporters. However, any questions about specific instances of concern should always be shared with one's supervisor. Many coaches may be working in contexts that make them mandated reporters. The onus is on the coach and their employer to determine their status and accept that the law(s) supersede any guidelines here.

- F. Do not continue working with a participant who consistently crosses boundaries or exhibits any sexual or other harassment behaviors.
- G. Bring all serious issues in question to supervisor before taking any action.
- H. Recovery resource employers must have policies in place to protect coaches and participants to avoid future confusion or complications.
- I. Vermont Recovery Coaches will, at all times, respect the rights and dignity of those they serve.
- J. Vermont Recovery Coaches will, at all times, maintain strict professional boundaries between themselves and their clients.

IV. Standards

- A. A Vermont Recovery Coach shall not perform services for clients outside of recovery coaching.
- B. A Vermont Recovery Coach shall maintain a strictly boundaried, professional relationship with their clients.
- C. A Vermont Recovery Coach should not in any way participate in discrimination on the basis of race, color, sex, gender, sexual orientation, age, religion, national origin, socio-economic status, political belief or affiliation, psychiatric or psychological impairment, height, weight or physical ability.
- D. A Vermont Recovery Coach will never intimidate, threaten, harass, use undue influence, physical force or verbal abuse, or make unwarranted promises of benefits to the individuals they serve.
- E. A Vermont Recovery Coach should comply with all terms and conditions and limitations of any certification, training, or certificate they hold.
- F. A Vermont Recovery Coach should not engage in conduct that does not meet generally accepted standards of practice.
- G. A Vermont Recovery Coach shall not reveal confidential information obtained as a result of the coaching relationship without prior written consent from the recipient of services, except as authorized or required by law.
- H. A Vermont Recovery Coach shall not permit publications of photographs, disclosure of participants' names or any records, or the nature of services being provided without securing all releases from the participant (and/or parent or legal guardian if participant is under the age of 18) unless required by law.
- I. A Vermont Recovery Coach shall not discontinue service to a participant, nor shall he or she abandon the participant, without facilitating an appropriate closure of services for the participant or facilitating an appropriate referral to another coach or professional for future services.
- J. A Vermont Recovery Coach shall not enter into dual relationships or commitments that conflict with the interests of those they serve.
- K. A Vermont Recovery Coach shall not serve in their capacity as a recovery coach for a family member, intimate partner, or professional colleague. Nor for

any other individuals who fall into a close circle of acquaintance. The term close “circle of acquaintance” is used here as a commonsensical term to provide the Coach, the Coach’s supervisor, and The Vermont Recovery Coach Certification Committee with general guidance.

V. Unlawful Conduct

After beginning this work, a Vermont Recovery Coach shall not be convicted of any crime relating to the individual’s ability to provide the service as determined by The Vermont Recovery Coach Certification Committee. Individuals with previous involvement with the correctional system are welcome and encouraged to pursue recovery coach certification.

VI. Sexual Misconduct

A. Vermont Recovery Coaches under no circumstances shall engage in sexual activities or sexual conduct or sexual talk with participants, whether such contact is consensual or forced.

B. Vermont Recovery Coaches shall not engage in sexual activities or sexual talk or contact with participant’s relatives or other individuals with whom the participant maintains a close personal relationship as there is a risk of exploitation or potential harm to the participant or coach.

C. Vermont Recovery Coaches shall not engage in sexual activities or sexual talk or contact with former recipients.

D. Vermont Recovery Coaches shall not provide services to individuals with whom they have had a prior sexual or romantic relationship.

VII. Fraud Related Conduct

A. Vermont Recovery Coaches shall not use misrepresentation in professional qualifications, education, certification, accreditation, affiliations, employment experience or the falsification of references.

B. Vermont Recovery Coaches shall not use a title or document which states a qualification that does not exist and to which they are not entitled.

C. Vermont Recovery Coaches shall not provide the service under a false name.

D. Vermont Recovery Coaches shall not partake in the creation of any false, fraudulent, deceptive or misleading advertisement of service.

VIII. Exploitation of Clients

A. Vermont Recovery Coaches shall not develop, implement, condone, or maintain exploitative relationships with individuals and/or family members.

B. Vermont Recovery Coaches shall not misappropriate property from participants and/or family members.

- C. Vermont Recovery Coaches shall not enter into a relationship with an individual that involves financial gain to the coach or to a third party resulting from the promotion of sale of services outside of the service relationship.
- D. Vermont Recovery Coaches shall not promote to a participant, for the coach's personal gain, any treatment, procedure, product or service.
- E. Vermont Recovery Coaches shall not accept any gifts/favors/free services of substantial (as determined by a reasonable person test) monetary value, or gifts that impair the integrity or efficacy of the service relationship.
- F. Vermont Recovery Coaches shall not accept fees or gratuities for services from a person who is entitled to such services through an institution and/or organization by which the coach is employed.

IX. Assisting Unqualified/Unlicensed Practice

Vermont Recovery Coaches shall not recommend resources to a person or service that he or she knows or should have known is not qualified by training, experience, certification or license to perform the delegated professional responsibility.

X. Confidentiality

Vermont Recovery Coaches will make every effort to protect the confidentiality of each participant.

XI. Impairment

- A. Vermont Recovery Coaches shall not engage in recovery coaching if an impairment, (such as relapse) interferes with their ability to appropriately and ethically perform their recovery coaching duties. Disciplinary action ranging from temporary suspension of certification to permanent revocation of certification may be taken by The Vermont Recovery Coach Certification Committee.
- B. Should an impairment (such as relapse) which interferes with a Vermont Recovery Coach's ability to appropriately and ethically perform their recovery coaching duties occur, the coach is encouraged to address this through rapid self-reporting to The Vermont Recovery Coach Certification Committee. Temporary suspension of certification is probable, and revocation is possible. The Vermont Recovery Coach Certification Committee will take the speed, transparency, and accountability of self-reporting into account when making certification suspension or revocation decisions. The Vermont Recovery Coach Certification Committee will help develop a course of action for the coach to get back to recovery coaching in cases of certification suspension. Self-reporting should be made through the official "Vermont Certified Recovery Coach, Code of Ethics Violation Claim Form."

C. Vermont Recovery Coaches should seek timely assistance for themselves from their supervisor for any minor health-related condition or adversity that interferes with his or her own professional functioning.

XII. Cooperation with Investigation/Reporting Violations

A. Vermont Recovery Coaches should cooperate in any investigation related to The Vermont Recovery Coach Code of Ethics.

B. Vermont Recovery Coaches shall report violations of conduct of their own or other Vermont Recovery Coaches to The Vermont Recovery Coach Certification Committee per the procedures outlined in this document.

XIII. Procedure for Enforcement and Appeals

The Vermont Recovery Coach Certification Committee uses a formal process customary to most credentialing bodies. The process includes notice, an opportunity to respond, the committee's review, and an opportunity to appeal if sanctions are rendered. The Vermont Recovery Coach Certification Committee's determination could include sanctions to the credential status, such as revocation or suspension of the credential.

Note: The Vermont Recovery Coach Certification Committee cannot provide legal advice under any circumstances.

The Vermont Recovery Coach Certification Committee shall consider alleged violations at their regularly scheduled meetings (or in extraordinary circumstances in special meetings). Alleged violations must be in writing submitted to The Vermont Recovery Coach Certification Committee for disciplinary review. "In writing" is defined as filing a **Vermont Certified Recovery Coach, Code of Ethics Violation Claim Form** to The Vermont Recovery Coach Certification Committee. When a claim of alleged violation is thus received, The Vermont Recovery Coach Certification Committee evaluates the claim to ensure it:

- Was submitted within six (6) months of the alleged violation. (The Vermont Recovery Coach Certification Committee has the discretion to extend the deadline if doing so would not impede the ability of the subject of the notice to respond),
- Could be a violation of The Vermont Recovery Coach Code of Ethics, and
- Has sufficient evidence to support the violation(s).
- Is from a clearly attributed author. Anonymous complaints shall not be considered except under extreme and extenuating circumstances involving personal safety—these cases must contain serious, substantial, and attributable additional evidence and substantiation.

- As a reminder, all parties in ethical complaints shall remain confidential while the investigation is ongoing.

If the claim does not meet these criteria (or is otherwise not actionable as determined by the The Vermont Recovery Coach Certification Committee), then no action will be taken and the person filing the Notice will be informed.

If the Notice does meet the above criteria, the certificant or candidate will receive a copy of the Notice typically within 30 days of The Vermont Recovery Coach Certification Committee receiving the Notice. The certificant or candidate will have the opportunity to send a written response to the Notice within 15 days of receiving the Notice. The case documents are then sent to The Vermont Recovery Coach Certification Committee for Disciplinary Review.

Please note, if a complaint has been submitted to another agency (e.g., a governmental agency, or law-enforcement), The Vermont Recovery Coach Certification Committee may (but is not required to) postpone processing of the Notice until the final determinations have been issued.

Subjects who are issued consequences as a part of Disciplinary Review have thirty days to submit a written request for appeal. Subjects must submit a written appeal. Below are some guidelines to consider when submitting an appeal:

- Include a clear description of why you think the underlying decision was in error;
- Include a clear description of what you believe should have been the appropriate determination based on all facts presented;
- Include a clear description of additional relevant evidence you are submitting that you believe might impact the underlying decision. Only new information should be submitted as part of the appeal documentation; the appeal committee will already have access to all of the evidence underlying the original Disciplinary Review decision;
- If your written appeal was prepared by someone else (e.g., an attorney), please clearly indicate the individual's full name, title, and affiliation.
- Stick to the facts of the case that are documented and avoid appealing to emotion.
- The Vermont Recovery Coach Certification Committee encourages you to limit your appeal documentation to only evidence that is relevant to the underlying case. Great weight is given to appeal evidence that clarifies and illuminates underlying facts of the case or that demonstrates corrective actions you have taken to mitigate the matter.
- Compile all the documents into one PDF with page numbers.

Timeline for Disciplinary Process

Due to the nature of a Vermont Certified Recovery Coach Code of Ethics Violation Claim, and the potential for sanctions, the claim review process by The

Vermont Recovery Coach Certification Committee typically takes between four months and one year to reach a resolution. The timeline is increased in cases involving legal representation of the certificant or candidate, third party determinations, evidence and disclosure issues, appeals, and translation.