

Recovery International

“Recovery International 5-minute Phone Calls and Texts” Accessibility Video Transcript

Accessibility Transcript

The following is a transcript of the audio from Recovery International 5-minute Phone Calls and Texts. This transcript is provided to improve accessibility for visitors who are deaf, hard of hearing, or prefer reading the content.

So, for those of you who don't know me, my name is Angela Sullivan. I am the Director of Strategic Initiatives. I work out of the Chicagoland office, and I am grateful to be joined today by a couple of really knowledgeable leaders. Celinda Jungheim, Billy Nevin, and I'm going to do a shout out to Linda Lindenbalm who helped us plan this session and then could not be here today for a family issue. So, I thank her for doing that and I'm going to let Celinda introduce herself and then Billy and we'll get started.

I'm Celinda Jungheim. I'm in the Los Angeles area, been in Recovery for a long time. I lead both the Caregiver and the Grief special focus groups. Billy, thank you everybody. Welcome and thank you for attending. I am out of Vancouver, British Columbia. I've been in Recovery for about seven years. I'm a leader. I'm in on the Board of Recovery Canada. I'm also involved with Chicago as a liaison and proud to be an active member of Recovery. Thank you. Thank you both.

So today we're going to cover:

- What a 5-minute phone call is and what it is not
- Resources for non-trivial issues if you find yourself in a situation where you know you need more than Recovery
- Preparing to make the call
- And we have a couple of roleplay examples of how a call can go
- And then how to find someone to call and even if you're willing to be the person who's going to accept calls or even a 5-minute text.
- And then we'll talk about some other resources that are available 24 hours a day, 7 days a week.

Okay. So, first we want to look at what's in the Group Leaders Guide that says what are 5-minute phone calls for. So, I just wonder if I have a volunteer to read that first paragraph. “Between group meetings, a member who attends regularly may call or text another member to obtain help with spotting. In order to demonstrate the simplicity of the RI method, phone calls are limited to 5 minutes, and texting should



be kept brief. The format must follow the example outline with assistance given on spotting. The member may call or text back again later in the day if additional help is needed. However, it should be stressed that frequent calls in one day are contrary to our self-help RI Method.”

Thank you, Michelle. And Jackie, could I ask you to read the next two paragraphs? “It is important to remember that one member does not call another to offer help. The person seeking help must initiate the call using his or her own self leadership. However, this does not mean that members may not call each other for other purposes such as making plans for attending meetings or general fellowship. Members, including leaders, may choose whether or not to accept mutual aid calls. No one is obligated to do so. We do not permit calling RI staff for 5-minute mutual aid calls due to their high volume of workload.”

Thank you. And just I want to point out it says regularly attending meetings. So often you hear from somebody you haven't heard from for a very long time. You're glad to hear from them, but they want help with 5-minute phone call. And if you ask, they haven't been to a meeting in months. Sometimes I'll say well I'm going to take your call today but I you know it is important that you attend meetings in order to have use of this particular option. So, when we say we're following the format of the format 5-minute phone call, we're not saying reading the all the steps because you're not going to have time. But you want to say step one, what worked you up? Step two, what are your symptoms? Three, the spotting of the temper and the spots you're using and your self-endorsement. And then just reminding them of what they would have done before Recovery.

What I do when I'm taking a 5-minute phone call is to really establish right at the very beginning a secure environment for the individual that might be worked up. I remind them that it's an explaining department, not a complaining department. It's not a 5-minute phone call is not a place to stay stuck in. And the 5-minute phone call is not for everybody but me. It's not a waste of time. It's not self-sabotage. It's not a bad idea and it's good practice. So, on the right-hand side, it talks about the RI leaders are not licensed professionals. We are there practicing the method to the best of our ability and are willing to share our experience in recovery with those that call. RI does not have a crisis line helpline. If it is a crisis, call 988 or contact your professional and more information will be coming up a little bit later on that. RI Leaders are trained for trivialities, not crises. We'll work with the person that makes that phone call, initiates the support they're looking for, and find a triviality out of a non-triviality. On the right-hand side, it talks about emergency help, suicide and crisis lifeline. Dial 988 in Canada or United States. And through the process of preparing for this session, I found that 988 was in Canada, as well. So good information for me. There's the 1-800-273-talk in the United States. The crisis text line, text home to 741741 - US only. Contact your professional or local resource. Important to remember that. And if necessary, if it's a crisis, please call 911 if necessary. You know, on the left hand side it says important resources. If you need help beyond what RARI can provide, you know, we understand in Recovery that while getting worked up may be average, taking the self-help initiative and asking for support and assistance is average. And then on the far-right other resources National Alliance on Mental Illness Helpline 1-800-950-6264. NAMI and Psychhub.

So, what to do before you make that call? We want to make sure that you know, as Billy was saying, this is this is for trivialities. We can help you find the triviality in a non-trivial situation. But you know, make sure when you're making that call you do have a triviality. What are your symptoms? Review those, right? Did you spot your temper? Did you go already and try to use some tools? And then did you endorse? And we said, you know, are you attending meetings regularly? And of course, are you willing to give the person on the other end of that call an example? And they will help focus on your inner environment to reduce those symptoms.

So, let's just review a couple of things. If you have a phone number already for someone, we want you to be thoughtful about when you're calling that person. Consider the time zone. We are such a national organization and I'm sure people on the east coast have phone numbers for people on the west coast, but your 9:00 a.m. is their 6 a.m. I generally, don't like to call anyone beyond say a regular workday time or beyond, you know, 700 p.m. in anyone's time zone. I just consider that as etiquette. Before you call or text that person, see if they are available for a call, right? Text the person. Hey, can you take a call? But make sure you put your name on that because sometimes people don't actually get phones that ring for an unknown number and it's really good to set up the possibility that they're not available and you might have to go and contact someone else. And you may need to leave a message and wait for a call back if you're willing to do that. Tell them in your message if a call back or a text back is preferred. They might not be in a situation to call you back but perhaps texting is an option for them. And then of course try doing some spotting on your own.

And I'm going to move on. So, in this day and age we could also do 5-minute texts, right? So again, text the person, see if they're available for that. The text conversation should still last in that 5-minute time frame. I know that's sometimes hard to do because it can take longer to actually type it in. Accepting a text means that you can focus on the texter for the next five minutes, right? And not just get back to them when convenient. So hopefully that is a good option. The other thing about texting, if you don't do this already, I often hit the little microphone on the bottom of my text and I'll just speak into my phone. I have to practice making sure to read that before I actually send it. So, it picked up all of my words correctly because it likes to fill in or replace things. But that's another way to speed up the texting process is by talking in it and then hitting send. So hopefully that's another possibility if you're not a fast typer.

Okay. So, if in doubt, give us a shout. In duality, call us. So, phone call leaders will help the caller to keep it brief. Sometimes somebody comes kind of worked up and our calmness can help to slow them down and get them back to realizing this is a triviality. Redirect them toward their symptoms and their symptom reductions. So, we're just there to spot on their inner environment. We're not making any judgments about what's going on in their outer environment. We offer tools and spots. We're going to help them find the muscle movement they've accomplished and we're going to offer ideas of what they can endorse for. So, we're going to take them through that 4-Step example and allow them to hopefully



get and it's hard to stick it in those five minutes. So sometimes you need to say let's move on because we're running short of time and you may run over a little bit but try to keep it within those five minutes.

So of course, you are allowed that initial startle. We always say that's gratis or free that's just comes. But phone call leaders are not going to let you go on complaining. You know, some people just get on and they're like, I got to tell you this and I got to go on and I got to...They want to go on and on and on and tell you. That's not the purpose of a 5-minute phone call. A 5-minute phone call is to help you spot on your tempers and your imagination and get back to bringing it back to where we can get us back to, you know, where we're feeling better as we get through that 5-minute phone call. So, the phone calls or leaders are not going to let you go on and on but they are going to show you some compassion. Phone leaders help you spot offering more tools you may not have thought about endorsing yourself or giving or some tool that you suddenly say, "Oh that's it. That helps a lot." And phone call leaders will show you help you to move through the four steps. I think we often get kind of stuck sometimes. We just say, "Oh, the first step is where did I work myself up?" Okay. And the second step, what are my symptoms? Third step is what's my temper? What spots can I apply? By this time, we're already getting more objective. If we walk our own ourselves through that, we're getting more objective. May not even need a 5-minute phone call. And then the phone call leaders will limit the time of the call. So, try not to make it hard for them. Most of our people are so kind that they won't say anything, and they'll let you run on and on, but they shouldn't. So, they need to step in and be mindful. I have people that will say, "I know we're running late. Let me just say one more spot." And then they'll say, "Okay, thank you." And we're gone. But others will go on as long as you will let them.

So, I'm going to call Billy and I've got a triviality and but I'm having a little trouble with my spotting. So, Billy, are you ready for my 5-minute phone call? So, ring, ring, ring, ring, ring. Thank you, Celinda. Hi, Billy. I'm having real trouble dropping some judgment. I'm wondering if you could help me. Absolutely, Celinda. Before we get started, I'd like to set the tone for calm begets calm. Before we start, let's take a couple of breaths. In and out. Isn't it kind of spending a lot of time from our 5-minute phone call when five minutes is all we have? Okay. Absolutely right. Okay. Yes, I'm willing to help you. Okay. I'm just I'm really having trouble dropping the judgment against my landlord. I was in the shower washing my hair. So, I got soap in my hair and the water goes off and you know, suddenly it's just trickling out and it's all off. And I was so mad. He needed to give us notice of that and I'm just I don't know what to do. So, I'm just having trouble spotting that. I wondered if you could help. Right. Well, I would say Celinda that we have no control out of the outer environment. That the only thing that we can control is the inner environment. So, I would suggest that maybe you look at the calm begets calm. Is there any way of you looking at replacing the insecure thought with the secure thought around this experience? Uh well, it's a little hard to do that with soap in your hair dripping down your face. Right. Right. You know, but you are helping me see. I mean, I did I actually did contact him and he said it was an emergency and he apologized. But, you know, it doesn't really help when you have all this mess on you. And I guess it's not an emergency. It's just uncomfortable. Well, is there any way to think a good thought one good thought of it might be that you will get the water back on soon enough? I'm going to get super clean, I guess. Yeah, you will. You will. It'll be good for you. Okay.

All right. So, yeah, I realize how far I've come before Recovery. I would have just been raving around. It wouldn't even occur to me to call somebody for help. I just would have really been working up all that temper and wanted to keep it going. So, this time I'm going to endorse myself and I'll thank you, Billy. And endorse for the effort, not the outcome because that's the only thing we can control is how much we work put into it. And by taking the initiative, moving the muscles to make the phone call, you worked it down. You didn't work it up. Thanks so much, Billy. You've helped me a lot. I really appreciate it. Today, I'll practice Recovery in a good way. Take care and have a good day. You as well.

Okay, so then Fran is going to call me. She's got something that's sort of non-trivial. We're going to see where we go with that one. So, ring, ring. Hi, Fran. How are you? Hi. Can you take a 5-minute call, Celinda? Sure, what's going on? I handed in my income tax forms and now I realize I made a big mistake. Okay. And so are you able to see this as a triviality? Not really. What do you think would happen? So, you got worked up when you turn this when you realized you made a mistake. Is that right? Yes. So, the second step is let's go to your angry thoughts, your fearful thoughts, some other physical symptoms. My angry thoughts are I hate that I already sent it in and damn, I could go to jail. Okay, so that doesn't sound so trivial, but I don't think the IRS is interested in putting you in jail. So, let's look for our trivial aspects here and let's maybe just do some spotting. Where did you have any physical discomfort? A lot of tenseness and agitated pacing around. Okay. So let's go to the third step. Can you spot your angry and fearful temper? My anger was resentful of the situation that it was handed in already. Okay and your fearful temper. I fear that I'm inadequate to do it right. Okay. What spots have you been able to use? Well, it's kind of embarrassing. And I know that embarrassment is just fearful temper. And I'm sure you're not the only one who's ever made a mistake on your IRS forms, on your tax forms. Yeah, everyone makes mistakes. And perfection's a hope, a dream, and an illusion. And if I drop my temper, I could be able to find a solution. Good. Because that's what you're looking for is a solution to this one. So, I think you'll be able to find that and take a secure thought that there's not really much chance of you going off to jail. Are you endorsing yourself? You know, I haven't, but I am now. Good. And would you consider what you would have done before recovery so you can see the progress you've made? Well, I would have wanted to just disappear. I hate making mistakes. Okay. So, maybe you can lower your standards for yourself and your performance might rise. We all make mistakes. We learn and we learn from our mistakes, don't we? Okay. I guess I don't have to be the only one who doesn't make mistakes. That's right. Okay. Thank you, Fran. Does that help some? It helps a lot. Thank you, Celinda.

Appreciate that. Celinda is going to walk through when someone calls you and they're maybe a not in a trivial situation. How do how do we guide and lead people a little bit? Celinda, go ahead. And a lot of you may have seen this chart of things before, but you know when somebody comes on, it's regarding their divorce.

- Divorce. Well, that's not trivial, but if it's my ex was late picking up the kids and that's when I began to work myself up because I couldn't get where I needed to go on time - that's certainly a triviality. That you could even say it wasn't my ex, it was just the babysitter. Anybody, you know, that would be trivial.

- A funeral. I couldn't find a parking place at the funeral home or I couldn't find picture I wanted a show or any of the other things that can happen around a funeral. That's when I began to work myself up. And I just I'm going to put in a little plug, we now have a grief group or a special focus grief group. And there we give examples of somebody's loss or a death or something that's going on in their lives and that part may not be trivial, but we have a lot of examples that do show how trivial they are.
- A lawsuit. The lawsuit itself is not trivial, but I was so confused by this form I couldn't make out what it was supposed to be and I began to work myself up. Much like Fran she didn't want to make a mistake and so embarrassed about having to say I don't understand this.
- Medical. When I hear about people saying I waited an hour and a half in your in doctor's office. I think, "Oh boy, would I have worked myself up over that." So, your doctor's running late and you're seeing patients and I've been here over an hour and I get worked up. That certainly has nothing to do with medical. You could be anywhere and you get hung up on time.
- And political. This one's a little tricky because you got to go in with the right attitude. So, I was watching the news, and I heard something I don't agree with, that's when I got worked up. But if somebody says something like, "I was watching the President, and I didn't agree with him." It's out of their mouth. It's pretty hard to put that back and go back to that that. So, think that one we might just say we're sorry we're not able to take that one. So, somebody coming into an example could if they can watch that they don't say what they disagree with, they're fine to give that example.

So just guiding people. need to give them a little focus to help them calm down and see where they can find that trivial aspect.

So, now we're going to talk about kind of the nuts and bolts of how you get a phone number. So, there's a few ways you can go about doing this. We took that poll at the beginning and through your meeting is usually the best way. You know people there. Leaders or other experienced members of the group may offer their number either in mutual aid or some people actually just rename themselves and put their phone number right on the screen so you know that they are open to taking a phone call. So that's an easy way to do it. Through headquarters - I'm going to talk about how we are trying to build a list. We don't have much of a list right now. So, if you were to call Jessica or Marian in the office, they might have one person they can offer, but we don't want to overburden those couple people that we have right now. So, hopefully you would be willing to be on that list and take a call. I'll talk about that in just a bit. You can ask your leader. They may not take calls themselves, but they could potentially find someone or know of someone else. And I welcome you to share other ways that you have received phone calls from people. So, I know I've got a couple things in the chat here. Fran, go ahead.

You can ask another participant that you might know if they know someone who takes calls. It's a good idea. Helpful. Thank you, Fran. Other thoughts? Celinda? I sometimes forget to rename myself if I'm coming in something may be happening. I usually put my phone number on. I'm on the West Coast. My co-leader for the caregiver group is East Coast. So, we hope we can offer that. But I think, you know, we



have a lot of people that do take calls, but they don't think about going beyond what they already know. So, we're going to cover that a little more later.

All right. So, we're going to move onto if you're willing to take a call. You might already be offering this for your group - the regular meeting you attend, that's wonderful. This is certainly a way for you to engage in group-mindedness, especially if you offer that phone number to headquarters and you're on more of a national list. So, you don't have to be a group leader in order to take a 5-minute phone call. You just need to be experienced enough to be able to help somebody through with some additional spotting. And your experience with the RI method can support somebody. So, we know that just knowing we're calling somebody who's got good secure thoughts for us, and they may be a friend or somebody we know. So that is very helpful and leading the 5-minute phone call has an additional impact on your own mental health. It's like being a leader helps you to be a better RI member because we have to pay attention. We're learning something new, a new skill. So just this is a plea for those that are willing to take a 5-minute phone call. And it's something you can say I'm willing to take a 5-minute phone call once a day, once a week. I can take them in the morning my time or in the evening my time. So set up your own parameters of what works for you, like I can only do them on Wednesday. And you can let headquarters know that but it's still helpful if you'll join us. So, we are building this nationwide. It's at headquarters. It's never going to be published somewhere where you know it's just held by them. When you've made your call, then they will move you down to the bottom of the list or they'll wait until next Wednesday when you say you're willing to take another call or another evening, but they don't just keep your name as the only one they call. So, and you can contact Hina@recoveryinternational.org and her direct line is 312-962-5998. You can let them know what time zone you're in, whether you prefer a call or a text, and the days and times you're available.

I just wanted to go through some resources that are available all the time. I'm going to start with the video that we have and the dial spot helpline. So, 312-448-9387 and you can listen to the spots or you can watch this is right on our homepage. So, recoveryinternational.org and it's right on the homepage. Just scroll down a little bit and you're going to see the video. It's the same recording but that's set to some nature images and some soft music. And you might visually find that helpful in addition to just hearing the spots. The other thing that we have, if you haven't downloaded this already, we have an app and it's free and you get 85 spots right there. Whether it's iPhone or Android, it doesn't matter. Just search for Recovery International in the App Store and download it. And it's the "find a spot" that will bring you to some questions or statements that you can choose from. And no matter which one you select, you're going to get some spots that could apply to that. And you can even click those and save those as some of your favorites. So, that's available all the time at your fingertips. Another thing you can do is to write out your example. More resources available: Grab a book. You might find it helpful to review some examples or lectures or even concepts. We have plenty of books available as you know and I'm sure you have some already. If you are a member and you belong to the Facebook private group, you can post an example. You can even help other people by spotting on that example. You do have to be a member to join that group. The newcomer welcome packet also has a list of spots. It's a page that has 35 spots. There's our cute little spot dog right there. And then lastly, but maybe not lastly, but at least



lastly on this page, you might find it helpful to review the video on sabotage to even determine why you're worked up. So, Linda and Billy, thank you so much for helping us create this. Bye, everyone. Enjoy the rest of your day.

Accessibility Note

This transcript is intended to accompany the audio recording so that all visitors have access to the same information in a text format.