

## Experiencing Challenges? Support is Just a Phone Call Away.

### Warm Line:

**877-552-8247**

Select Prompts 1, 1 & 1

Para español, seleccione el numero 2 & 2  
Or 711 for Relay Services

Can connect you with someone who speaks your language.

**Monday – Friday 9 a.m. – 5 p.m.**

### Who We Are

The Warm Line offers staff who provide self-directed, empowering support, along with education and resources for people facing life challenges.

#### Warm Line Staff

The Warm Line is staffed by people who identify as individuals in recovery. Each team member also has lived experience with loved ones who have struggled with substance use and mental health challenges. Staff receive professional training in:

- Certification as a Recovery Support Specialist through Advocacy Unlimited (AU)
- Completion of Recovery Coach Academy through the Connecticut Community for Addiction Recovery (CCAR)
- Wellness Recovery Action Plan (WRAP®)
- Mental Health First Aid
- Intentional Peer Support Model

### What We Do

First and foremost, we are here. We are here to listen and support you during these challenging times. That means helping callers manage their anxiety, sadness, and concerns. We provide:

- Emotional Support
- Wellness Education
- Mental Health Recovery Support
- Substance Use Recovery Support
- Community Resource Referral as Needed



Sometimes what is needed most in difficult times is someone to talk to who has had similar experiences.

### Why We Do It

Research indicates that recovery support enhances overall wellness. It has been proven to be a tremendously important part of helping people navigate through difficult situations. We are pleased to offer this support during these uncertain times.

#### The Warm Line:

- Values empathic and genuine relationships
- Embraces trauma-informed approaches
- Provides strength-based support
- Encourages shared-decision making
- Conveys respect and dignity

Talking with individuals in recovery instills hope that people can and do recover; and as a community we will get through these unsettled times.

