

WATERVILLE PEER RECOVERY CENTER
Restorative Options

Restorative Options provides a common understanding and language with which to have conversations to address various levels of disagreement or conflict, as follows:

1. Acknowledgment Conversation: This first option serves as a quick and simple resolution to relatively minor instances of disagreement, hurt feelings, misunderstandings, reactions, etc. The goal is that the parties work out their own resolution and reconnection by acknowledging 1) something they did that affected the other, or 2) feelings or thoughts they have about something the other person did that affected them. Examples: "I want to acknowledge that when I cut you off in group today, it wasn't an OK thing for me to do." Or "I want to tell you that when you cut me off in group, I felt embarrassed and I thought my opinion must not matter to you."
2. Clearing Conversation: A clearing conversation gives the opportunity to talk in more depth to "clear the air" in a calm, safe way, without rebuttal or argument, where the listener reflects or restates what s/he hears the speaker saying. The goal of a clearing conversation is to *understand* each other's views and move towards solutions that work for both. It is *not* at all necessary to *agree*. There are five basic steps to completing a clearing conversation, which are 1) to ask permission and negotiation when and where; 2) the speaker expresses facts, feelings, and thoughts; 3) the listener reflects back what the speaker is saying until the speaker is "complete;" 4) reverse roles, if desired, and listener becomes the speaker, until "complete;" and 5) negotiate solutions, with either making concrete requests and/or expressing their intentions, as applicable, for moving forward.
3. Facilitated Clearing Conversation: Participants may request the assistance of a trained peer facilitator to help prepare for a clearing conversation, assist in simple facilitation of the *process* in a clearing conversation, or to help clarify statements and/or reflections during a clearing conversation (*if and only if* both participants agree that it would be helpful and only in particularly "stuck" moments). In keeping with the principles and tasks of Intentional Peer Support, it is always the intent to support all parties (hold multiple truths) and to do the very least amount necessary to ease participants' mutual understandings. It is never the intent to rescue Participants from discomfort or to offer direction or interpretations that steer the conversation in any way.
4. Restorative Team Conversation: There may be circumstances where the first three options do not adequately address or resolve a situation. The purpose of the team is to completely hear out all parties in order to reach clarity and offer a resolution plan. The team will consist of five trained Participants who volunteer and serve with the approval of the AC and the Participant community. The team could be utilized to resolve situations or instances such as: participant(s) are not willing or able to take part in the other options; behavior agreement(s) not kept on an ongoing basis, after engaging other options; egregious incident that involves suspending or reinstating membership; or multiple parties involved in a larger conflict.
5. Formal Complaint/Grievance Procedure: When a Participant is unable to reach resolution through the other options, particularly if the unresolved issue is with the manager, staff, or a Restorative Team decision, they may file a formal complaint with the Executive Director of NAMI Maine. The AC will work in conjunction with the Center manager and the Executive Director of NAMI Maine to fully develop the protocol and necessary forms to effectively implement this option.