



*Lenape Valley Foundation is now offering...*

## Peer Recovery WarmLine

215-896-9717

*Lenape Valley Foundation (LVF) is a nonprofit organization providing services to the community for more than 55 years. The mission of Lenape Valley Foundation is to partner with members of our community encountering mental health, substance use, intellectual or developmental challenges as they pursue their personal aspirations and an enhanced quality of life.*

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The Peer Recovery WarmLine is a telephone line for Bucks County mental health consumers and their family members to call for non-emergency peer support and/or community resource information. The Peer Recovery WarmLine is not a crisis line. It is answered by mental health consumers who bring their own lived experience to each call. The Peer Staff of the WarmLine are trained, supportive mental health consumers. High standards of confidentiality and trust are always maintained. The goal of this service is to provide peer support, information, resources and referrals in a confidential, caring manner.

The WarmLine uses the Intentional Peer Support Model, which stresses mutual support of each person's recovery. Callers have the opportunity to discuss his/her own "story" in a way that helps the recovery process for both parties on the call. If needed, the WarmLine representative will also provide behavioral health-related information and referral. Peer Recovery WarmLine staff use the concepts of WRAP and Intentional Peer Support in their daily lives in order to encourage recovery and the development and sustainment of supportive interpersonal relationships.

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### What does the WarmLine provide?

- Understanding, respectful, supportive conversation to each caller and assistance with problem solving when needed
  - Information in response to requests from consumers or their family members
  - Follow-up contact will be made to callers when appropriate to assure that callers have received the desired information and services
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### When can I call?

The hours of operation for the Peer Recovery WarmLine are 1:00 pm – 5:00 pm, Monday through Friday, except major holidays.

The WarmLine phone # is 215-896-9717