



Northwest (HHS Region 10)

**ATTC**

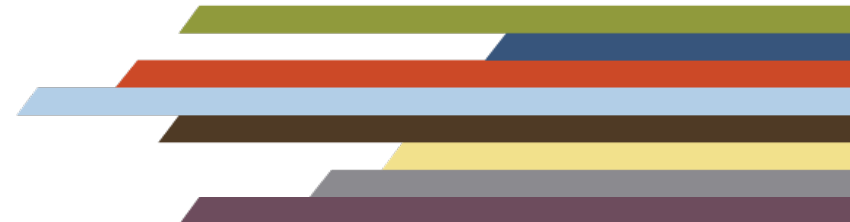
Addiction Technology Transfer Center Network  
Funded by Substance Abuse and Mental Health Services Administration

Northwest ATTC presents:

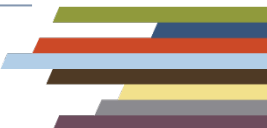
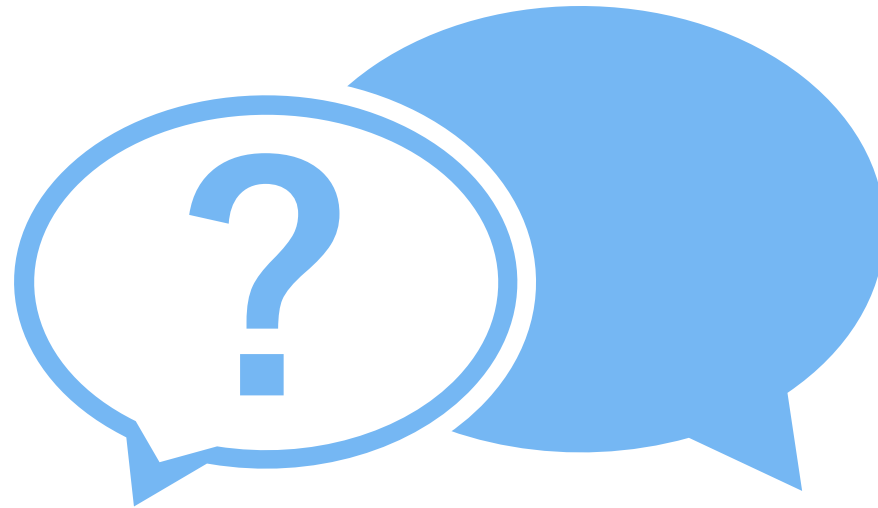
## Third Space Toolkit: Building Space for Telehealth in Libraries and the Community

# Thank you for joining us! The webinar will begin shortly.

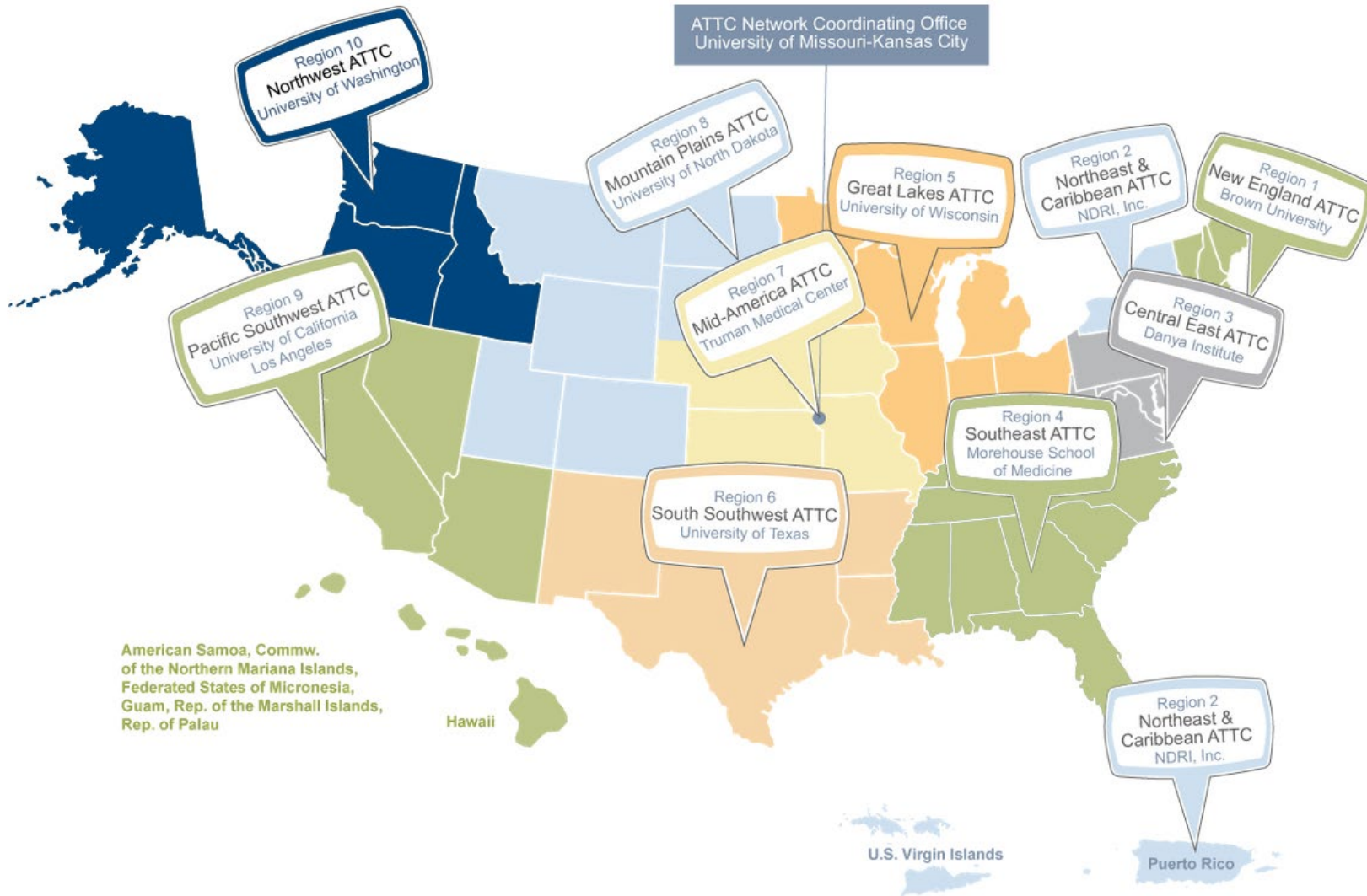
- **Participants are automatically muted during this presentation**
- **Got questions?** Type them into the chat box at any time and they will be answered at the end of the presentation.
- An ADA-compliant recording of this presentation will be made available on our website at:  
<http://attcnetwork.org/northwest>



**Questions? Please type them in  
the chat box!**



# ATTC Network



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# Surveys

**Look for our surveys in your inbox!**

**We greatly appreciate your feedback!**

Every survey we receive helps us improve and continue offering our programs.

It only takes **1 minute** to complete!



## Certificates of Attendance are available for live viewers!



### Viewing Groups:

Please send each individual's name and email address to [northwest@attcnetwork.org](mailto:northwest@attcnetwork.org) within 1 business day.

Your certificate will be emailed within a week to the address you registered with.



# Tribal Land Acknowledgement

In applying a lens of cultural humility to issues of diversity, equity, and inclusion, Northwest ATTC offers this land acknowledgement for today's event.

Our work intends to reach the addiction workforce in HHS Region 10: Alaska, Idaho, Oregon, and Washington. This area rests on traditional territories of many indigenous nations, including tribal groups with whom the United States signed treaties prior to the granting of statehoods.

Please join us in support of efforts to affirm tribal sovereignty and in displaying respect and gratitude for our indigenous neighbors.



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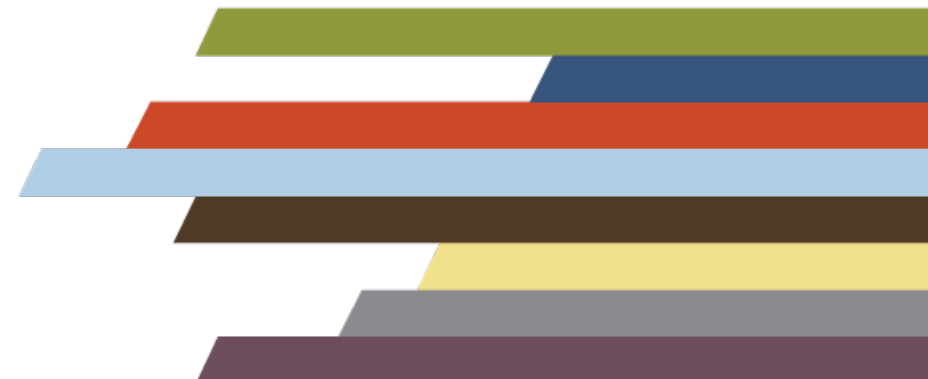
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# Third Space

*Building Space for Telehealth in Libraries and the Community*

***SAMHSA***

Substance Abuse and Mental Health  
Services Administration

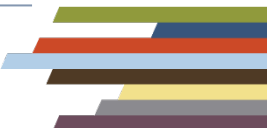




*"An oak tree is a daily reminder that great things often have small beginnings."*

Matshona Dhliwayo

***Spanning a science-to-service continuum, the Center for Advancing Addiction Health Services (CAAHS) accelerates the adoption and implementation of useful treatment and recovery practices by health organizations that serve persons with substance use disorders.***







Those who attend this webinar can expect to:

- Learn about the history of the efforts in Idaho to implement telehealth pods in public spaces to support access to telehealth.
- Learn about the key components of the Third Space toolkit, decision decisions, and key considerations identified by the CAAHS team.
- Learn how to navigate, access, and utilize the toolkit for in internal needs or to support advocacy efforts in building partnerships with non-healthcare entities.



# IDAHO TELEHEALTH THIRD SPACE PROJECT

Idaho Commission for Libraries Idaho  
Department of Health and Welfare





# THE GOAL

- Enhance access to behavioral healthcare by utilizing telehealth services, thereby expanding availability to rural residents of Idaho by providing:
  - Technology
  - Support
  - Privacy



# LIBRARY AMENITIES

- Digital literacy education
- Information resource availability
- Existing confidentiality, privacy policies and compliance with state laws
- Software available to purge all patron data and browser cache after ever use
- Most Idaho libraries have stable and reliable broadband access
- (American Library Association, 2023), (Idaho Commission for Libraries, 2017)

# TARGETED LIBRARIES

- Rural communities
- Adequate space for a privacy area
- Approved by the local fire inspector
- Willing to manage a scheduling system for the space



# The Third Space

- Scheduling
- HIPAA
- Client Consent
- Policies
- Library Staff  
Emotional and  
Physical Safety
- Provider Engagement
- Marketing
- Equipment Vendor





# LIBRARY PRIVACY SPACES

- There are currently three types of spaces:
  - A Privacy Pod or Modular Room - A semi-permanent structure which is fully enclosed with a ventilation system, privacy glass and is ADA compliant.
  - Room Dividers or Partitions - Large movable walls that can be removed to create an open flex space. Movable walls will be placed in existing private spaces to provide a visual and sound barrier.
  - Existing Space Repurposed

# LIBRARIES WITH TELEHEALTH ACCESS



**20 libraries are active**



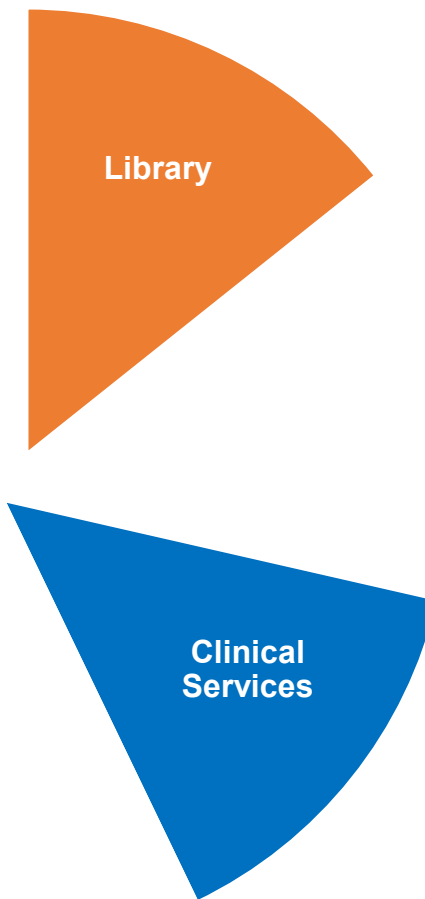
**20 libraries expected to  
be available by August  
2024**



**Smallest population  
Served: 143**



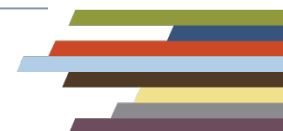
# Pieces to the puzzle...



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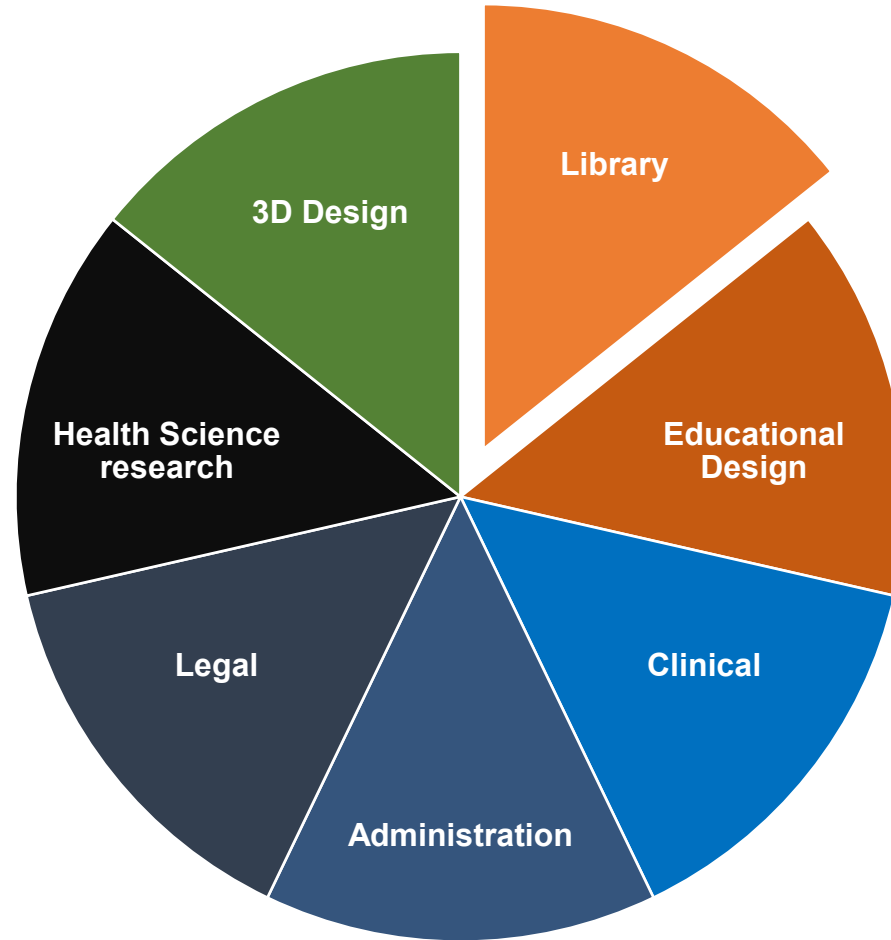
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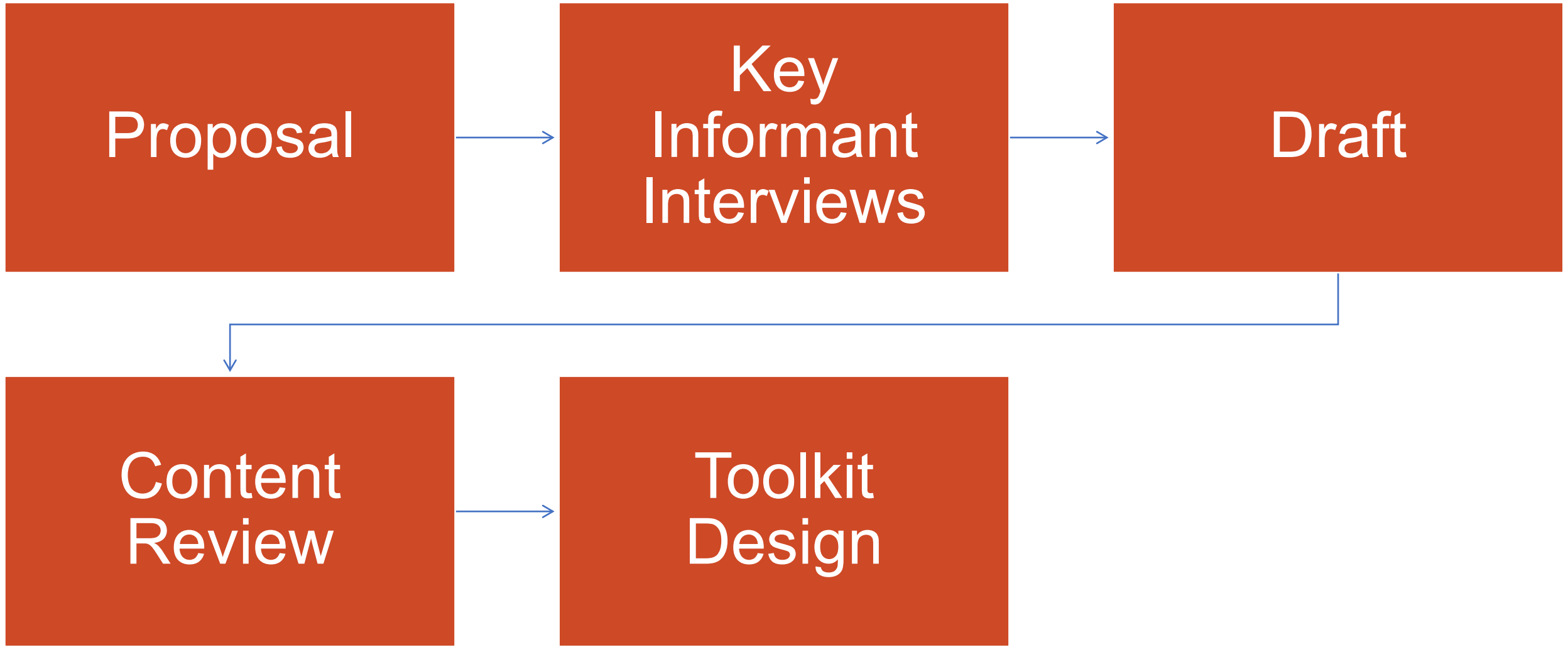




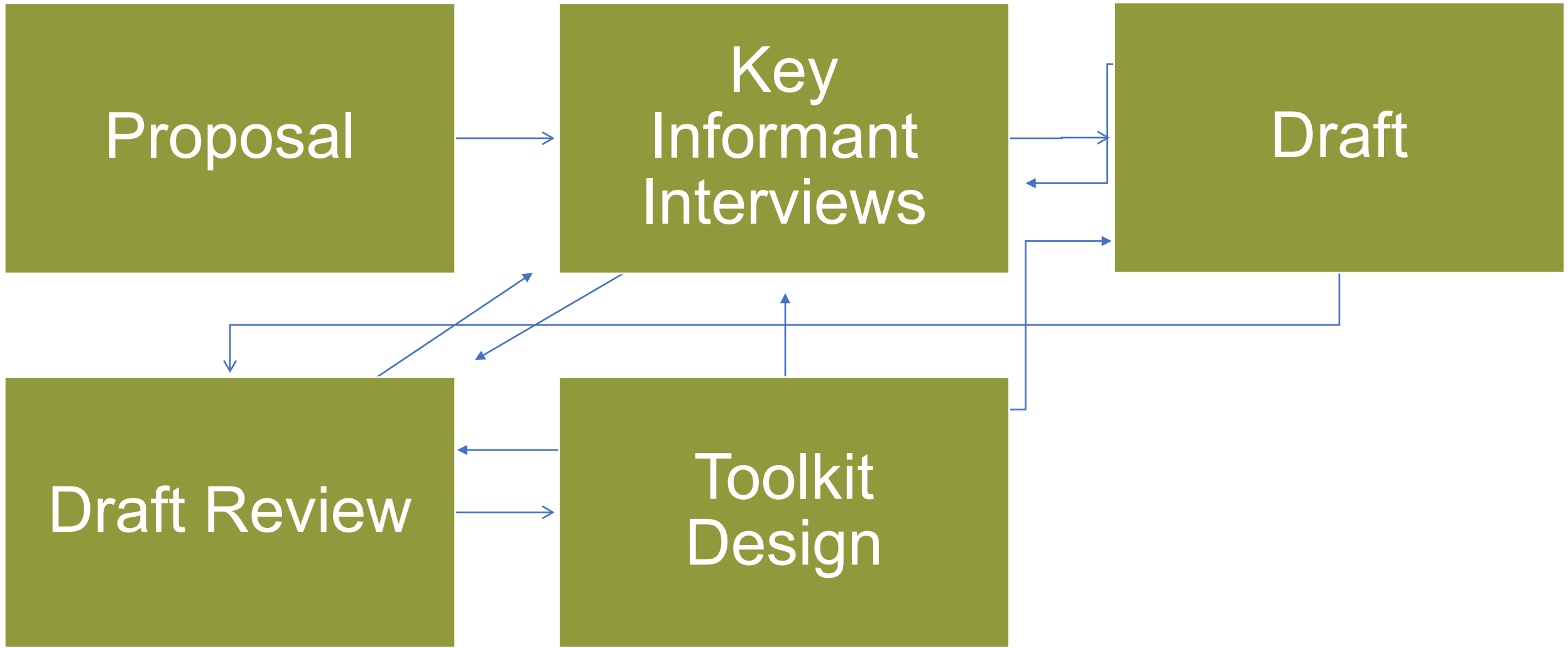
# It takes a village...



# Process



# Process





# Framing

- What information is familiar to non-healthcare entities, such as those working in a library setting?
- What information or topic is of most concern to those in these settings?
- From the perspective of a clinician, what information feels crucial for these settings to know?
- From the perspective of a community member, what information feels most important to be sure is known and can be shared?
- What risks are involved?
- What opportunities exist?
- How is this information best presented and maintained over time?



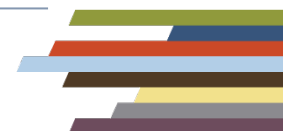
# Guiding Principles



# Some Challenges:



- Not all sites have the same resources (financial, space, equipment etc...)
- Differing perspectives on related factors (e.g. stigma exists, views on telehealth may)
- Differing expertise may be involved
- Some models for this already exist but may not fit all locations



# Some Challenges... are opportunities!

- Flexible design and options depending on resources.
- Opportunity to normalize SUD conditions, receiving care, and using public spaces
- Librarians are natural helpers and skilled at acquiring, maintaining knowledge
- Some models for success have been demonstrated already!





**Telehealth and the Need for a “Third Space”**

**Trauma Informed Practice in Library Services**

**Understanding Confidentiality**

**Stigma & Substance Use Disorder/ Mental Health**

**Evaluating Your Space**

**Putting it Together: Building your Telehealth Space**

**Resources**



# Third Space Toolkit: Building Space for Telehealth in Libraries and the Community

A woman with glasses and a pink sweater is smiling on a laptop screen. The screen shows a video call interface with four icons at the bottom: a blue microphone icon, a blue camera icon, a blue speech bubble icon, and a red 'X' icon. The background of the image is a blurred bookshelf.

[OPEN TOOLKIT](#)

# Toolkit Tour: Overview

## Third Space Toolkit: Building Space for Telehealth in Libraries and the Community

RESUME

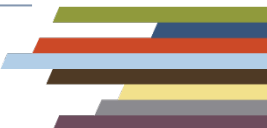
- Interactive & online
- Designed for engagement & learning
- Go at your own pace
- Revisit any chapter at any time



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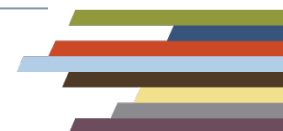
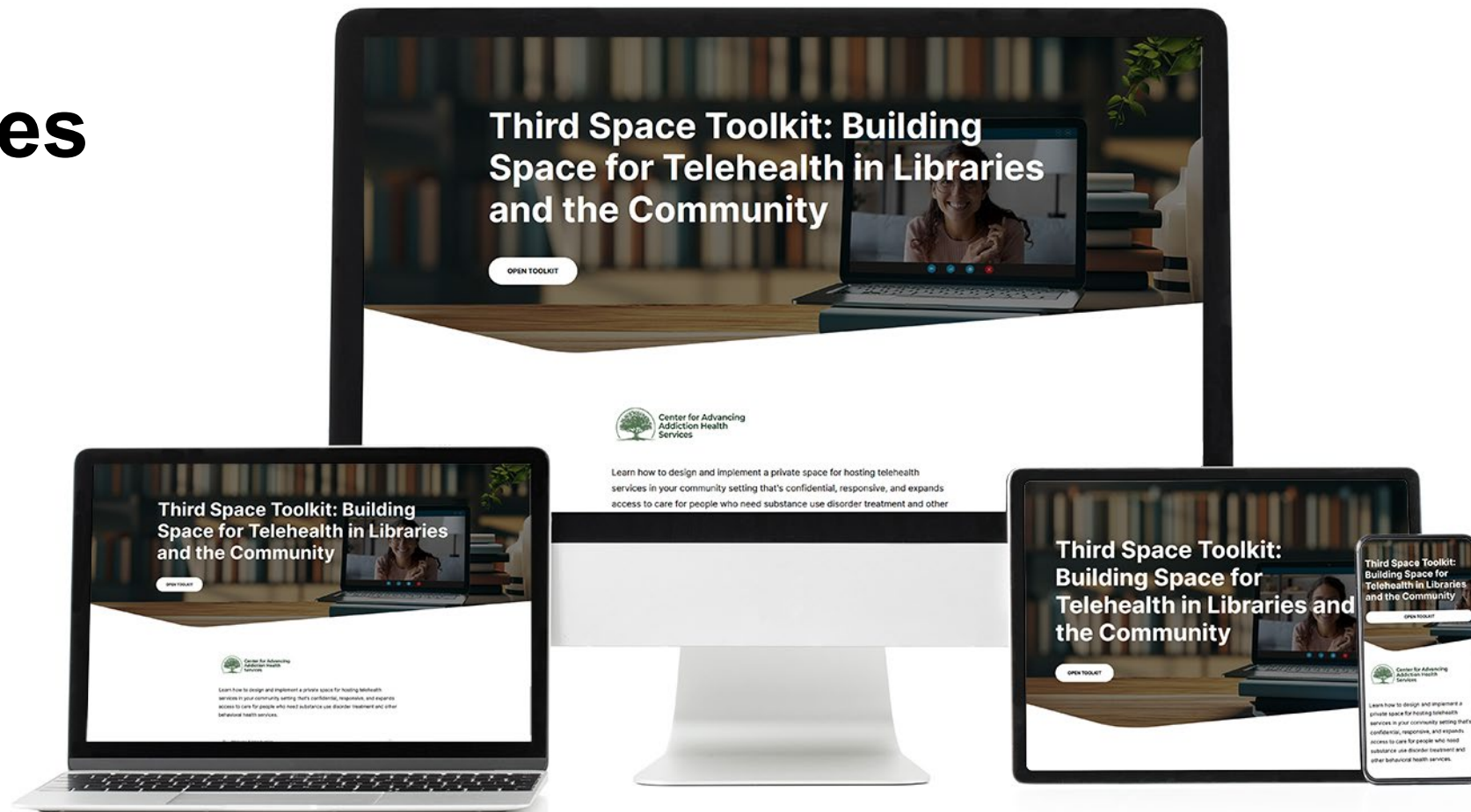
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# Toolkit Tour: Overview

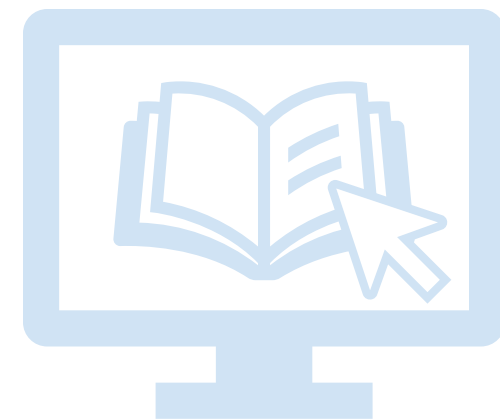
## Works on different devices

- PCs
- Laptops
- Tablets
- Mobile





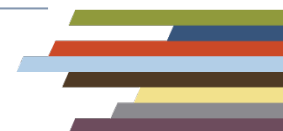
**<https://adai.uw.edu/third-space-toolkit>**



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# Toolkit Tour: Navigation Menu

## Third Space Toolkit: Building Space for Telehealth in Libraries and the Community

0% COMPLETE

Welcome & Introduction

TELEHEALTH & IMPROVING ACCESS  
THROUGH THIRD SPACES

Telehealth & Improving Access  
Through Third Spaces:  
Introduction & Overview

A Brief History of Telehealth

Barriers to Accessing  
Telehealth

Public Libraries and Other Third  
Spaces

Telehealth & Improving Access  
Through Third Spaces:

## Welcome & Introduction

CHAPTER 1 OF 37

**The goal of this toolkit is to help you design and implement a private space to host telehealth services in your community setting.** With the information and resources here, you can create a space that is confidential and responsive to a variety of people and expand their access to substance use disorder treatment and other behavioral health care services.

In this online toolkit, you will find information on:

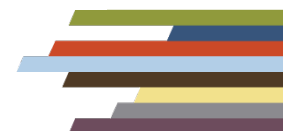
- 1 The history and role of telehealth and Third Spaces
- 2 Trauma-informed practices
- 3 Reducing stigma for substance use disorders and mental health conditions
- 4 Evaluating your telehealth space
- 5 Confidentiality law and privacy protection
- 6 Creating your customized telehealth space



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# Toolkit Tour: Search Function

Q Trauma X

Welcome & Introduction

1 result

Trauma-Informed Practice in Library Services: Introduction & Overview

18 results

Realize the Impact and Prevalence of Trauma

29 results

Recognize the Signs and Symptoms of Trauma

11 results

Respond with a Trauma-Informed Approach

9 results

Resist Re-Traumatization: Effective De-Escalation Strategies

9 results

## Trauma-Informed Practice in Library Services: Introduction & Overview

CHAPTER 7 OF 37

### In this Section:

- The "Four R's" of a **trauma**-informed response
- Understand the impact of **trauma** and how to recognize the signs and symptoms
- How to respond with a **trauma**-informed approach that uses de-escalation to avoid re-**traumatization**
- Case scenarios to see **trauma**-informed principles in practice

Libraries are increasingly helping patrons access social services and community resources. While library staff are not directly involved in the care of people with **trauma** histories,



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# Toolkit Tour: Additional Resources

Third Space Toolkit:  
Building Space for  
Telehealth in Libraries and  
the Community

32% COMPLETE

Library Services: Introduction & Overview

Realize the Impact and Prevalence of Trauma

Recognize the Signs and Symptoms of Trauma

Respond with a Trauma-Informed Approach

Resist Re-Traumatization: Effective De-Escalation Strategies

Case Scenarios: Trauma-informed Principles in Practice

Trauma-Informed Practice in Library Services: Additional Resources & References

The first step in promoting psychological safety is creating a welcoming environment where patrons feel seen, heard, respected, and valued. Creating a sense of connection is important to making healing and safe spaces. Greeting patrons by their name (once you know them) and answering any questions they have about how to use the telehealth space will go a long way towards this goal.<sup>8</sup> We want to set patrons up for success and do what we can to limit barriers or frustrations with procedures, technology, and setting.



Conducting a staff walkthrough of the available services can be useful in determining what the process looks and feels like to a potential telehealth user. A walkthrough involves having library staff literally go through the process of using the telehealth services and making notes about what works well (e.g., there is good signage, the library staff provided clear directions) and what did not work so well (e.g., written directions for logging into the computer are unclear, the mouse at the computer station isn't working).

## Learn More: Conducting a Staff Walkthrough

[NIATx Walkthrough Template](#)

Handouts. NIATx, University of Wisconsin-Madison.



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# Toolkit Tour: Extra Handouts

Third Space Toolkit:  
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the Community

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Creating an Anti-Stigmatizing  
Space

Stigma & Substance Use  
Disorders/Mental Health:  
References

EVALUATING YOUR SPACE

Evaluating Your Space:  
Introduction & Overview

Evaluation 101

Steps to Evaluating Your  
Program

Considerations for Evaluating  
Telehealth Spaces in Libraries

1

## Create a handout describing the telehealth space.

Create a brief, easy-to-understand handout for library patrons that describes the plan and purpose of the telehealth space. Be sure that this document avoids stigmatizing terms and that it uses "person-first" language. Similarly, review (and revise as needed) language used in other documents or communication tools (websites, social media posts, e.g.) in your library or Third Space environment.

Learn more about how to use person-first language in our handout, "**Words Matter: Guide to Non-Stigmatizing Language.**"

VIEW PDF

2

## Post welcoming and inclusive signage.

Strategically display "welcoming space indicators" in your library or Third Space environment, whether that's inside the telehealth space, in common areas, or both.<sup>10</sup>

**Examples include:** educational materials designed to appeal to telehealth patrons; visible displays of community support for telehealth services (i.e., posters, flyers); visible displays promoting key events for telehealth patrons (i.e., September is Recovery Month); and prominently posting the setting's written nondiscrimination policy.

### Words Matter: Guide to Non-Stigmatizing Language

Instead of	Use	Because
Addict / User / Drug abuser	Person with substance use disorder	Person-first language stresses that a person has a problem rather than that they are the problem.
Junkie	Person with opioid use disorder/ OUD	Using stigmatizing language like the terms in the first column feeds into ideas that people who use drugs are dangerous, incapable of caring for themselves, or at fault for their condition.
Alcoholic / Drunk	Person with alcohol use disorder	
Former addict	Person in recovery	
Drug habit / Drug abuse	Substance use disorder Drug addiction Risky, unhealthy, or heavy use	The term "habit," which is also used to describe more mundane behaviors, may undermine the seriousness of someone's condition. SUD/addiction is a treatable, chronic medical disease involving complex interactions among brain circuits, genetics, the environment, and an individual's life experiences.
Abuse / Misuse (of a substance)	For illicit drugs: "Use" For prescription medications: "Non-medical use"	The term "abuse" is highly stigmatizing and has been found to have a high association with negative judgments and punishment. "Misuse" is often used to describe prescription medications taken other than prescribed but can also imply negative judgment.
Opioid substitution replacement therapy Medication-assisted treatment (MAT)	Addiction medication Medication for a substance use disorder Medication for opioid use disorder (MOUD)	It's a myth that treatment medications like methadone or buprenorphine merely "substitute" one drug or "one addiction" for another. The term "MAT" implies that medication should have a supplemental or temporary role in treatment. Using "MOUD" aligns with the way other psychiatric medications are understood (e.g., antidepressants, antipsychotics): as critical tools that are central to a patient's treatment plan.
Relapse	Recurrence of use (or say someone has "resumed" use)	Use of the term "relapse" can imply a moral failing for some people.
Addicted baby	Baby born to mother who used drugs while pregnant Newborn exposed to substances Baby born with an opioid dependency	Babies cannot be born with addiction because addiction is a behavioral disorder—they are simply born manifesting a withdrawal syndrome. Using person-first language can reduce stigma.

Adapted from *Words Matter: Terms to Use and Avoid When Talking About Addiction (NIDA) and Reducing Stigma (Boston Medical) and the Addictions Recovery Research Institute.*

Third Space Toolkit: Building Space for Telehealth in Libraries and the Community  
<https://dat.uw.edu/third-space-toolkit>



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# Toolkit Tour: Case Scenarios

Third Space Toolkit:  
Building Space for  
Telehealth in Libraries and  
the Community

35% COMPLETE

Recognize the Signs and  
Symptoms of Trauma

Respond with a Trauma-  
Informed Approach

Resist Re-Traumatization:  
Effective De-Escalation  
Strategies

Case Scenarios: Trauma-  
informed Principles in Practice

Trauma-Informed Practice in  
Library Services: Additional  
Resources & References

STIGMA & SUBSTANCE USE DISORDERS/  
MENTAL HEALTH

Stigma & Substance Use  
Disorders/Mental Health:  
Introduction & Overview



Jennifer is a 32 year-old mother with two children who is using telehealth services for substance use disorder treatment. The Department of Child Protective Services (CPS) is requiring her to attend treatment. There are no local providers, though, so she is using the telehealth services at your library.

Jennifer arrives for her telehealth session, but the provider does not show up for the appointment. Jennifer approaches the library staff visibly upset and is talking loudly. She says, "What am I going to do now? I'm going to be in trouble for not attending treatment this week and CPS won't believe me when I tell them the counselor didn't show up. I need you to tell them I was here and that it isn't my fault!"

Connect

+

Reflect

+

Respect

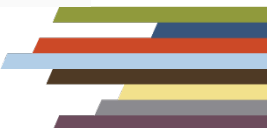
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# Toolkit Tour: Guides & Tips

Third Space Toolkit:  
Building Space for  
Telehealth in Libraries and  
the Community

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EVALUATING YOUR SPACE

Evaluating Your Space:  
Introduction & Overview

Evaluation 101

Steps to Evaluating Your  
Program

Considerations for Evaluating  
Telehealth Spaces in Libraries

Evaluating Your Space:  
Additional Resources

UNDERSTANDING CONFIDENTIALITY

Understanding Confidentiality:  
Introduction & Overview

## Steps to Evaluating Your Program

CHAPTER 24 OF 37

1

### Engage stakeholders.

Conduct a stakeholder analysis to figure out who is involved in implementing the program, who receives the services, who would want and need to see the results of any evaluation, and who would be responsible for implementing changes after the evaluation concludes.

After stakeholders are identified, consider how they should be prioritized. Ask a few questions like:

- Which voices do you want to center?
- Who will have power?
- Who do you want to partner with?
- Who do you want to inform?



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# Toolkit Tour: Virtual Sample Space

Third Space Toolkit:  
Building Space for  
Telehealth in Libraries and  
the Community

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Framing Responsibility for  
Protecting Confidentiality

Confidentiality Considerations  
for Your Space

Understanding Confidentiality:  
References

PUTTING IT TOGETHER: BUILDING YOUR  
TELEHEALTH SPACE

Putting It Together: Building  
Your Telehealth Space:  
Introduction & Overview

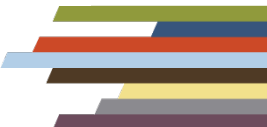
Telehealth Space 3D Model &  
Inventory

Creating Policies & Procedures  
for Your Space

- Cloth-covered furniture
- White noise machines placed near the door (inside or outside the space) to mask sound



An outside view of what the sample telehealth space might look like in a library. Signage showing inclusion and a sound sensitivity reminder can help others feel safe while using the space.





gracias cảm ơn bạn धन्यवाद 고맙습니다  
شكرا جزيلًا salamat благодарю вас 谢谢  
Dziękuję Ci **Thank** ευχαριστώ  
quyana tack **you!** አመሰግናለሁ  
धन्यवाद danke asante grazie  
hík'wu? merci תודה obrigado ขอบคุณ  
ありがとうございました спасиби mahalo

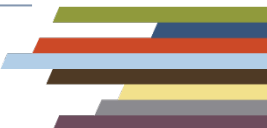
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