



Words Matter: Stigma & Language

August 19, 2025

Housekeeping

- Lines will be muted. Use the raise hand feature if you would like to come off mute.



- Use the chat to submit questions for speakers, panelists, and our TTA team



- We are recording today's session

Session Reminders



Turn your camera on (if you can!)



Make sure your Zoom name is correct



Mute yourself when you are not speaking



Complete our feedback form!



Email us at: otptta-ma@jsi.com



It's not too late to join our contact list! (link in chat)

Check out our Website! A resource hub for all things OTP TTA

<https://massotptraining.org/>

Today we are joined by representatives from MA DPH Bureaus of Substance Addiction Services (BSAS)



Mark Your Calendars!

Registration is Open!

Monthly Webinars

Third Tuesday, 1-2pm

September 16 & 18, 2025

1:00 - 2:00 pm

[Naloxone Distribution](#)

Dates for 2025

September 16 | October 21 | November 18 | December 16

1-hour webinars that will include a combination of

- Presentations from local and national subject matter experts
- Spotlight local OTP innovative policies and practices
- Audience engagement via chat, polls and breakout rooms

Upcoming Topics

Language, transportation, motivational interviewing, harm reduction, vicarious trauma, family systems, vulnerable populations, drug trends


Agenda

1. Learning Objectives
2. Panel Discussion
3. Activity
4. Wrap up



Learning Objectives

By the end of this webinar, participants will be able to:

- 1 Describe the impact of language in framing what the public thinks about substance use and recovery
 - 2 Give examples of alternatives to stigmatizing language
 - 3 Get answers to questions about how to discuss substance use with your community using an affirming and strengths-based approach
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Key Updates

- A quick disclaimer about language and bias
- NEW! BSAS Waiver
- NEW! Patient Flyer

A New Day in OTPs!

New federal rules can improve your patient experience

BSAS wants you to know there are NEW federal rules for opioid treatment programs (OTPs) that are designed to improve your experience as a patient.

Important Things to Know

New Take-Home Dosing Schedule — You May Be Eligible For:



- Up to 7 take-home doses if you've been in treatment 0–14 days
 - Up to 14 take-home doses if you've been in treatment 15–30 days
 - Up to 28 take-home doses if you've been in treatment 31+ days
- All take-home decisions are made by your OTP treatment team under medical leadership, considering current substance use, attendance, safe storage, and other relevant criteria.
 - BSAS encourages you to meet with OTP staff at admission and monthly to learn if you qualify—and what you need to do to get them.

How Take-Home Decisions are Made:

- Current substance use
- Attendance at the OTP
- Safe medication storage
- Other factors as determined by the OTP



Telehealth

Your OTP may offer some services through telehealth. Check with them to learn more.



Counseling

Requirements have changed. Your OTP must still offer counseling, which may benefit you. Talk with your care team about what they recommend for your treatment plan.

To report concerns or learn more, call the BSAS Complaint Line: (617) 624-5171



More information
from SAMHSA



More information
from BSAS





Michael Jellison

Recovery Coach Supervisor, Substance Use and Addiction Services, MGH

Mike Jellison, CARC, LADII, CPS, NCTTP, is a United States Navy veteran and a graduate of University of Massachusetts Amherst. A person with lived-experience of homelessness and addiction, and in addition to his lived-experience, he has 24 years of experience working in various settings related to homelessness and addiction. He speaks internationally and locally on both of those issues. Provides mentorship and supervision to a cohort of recovery coaches and works as a recovery coach for the Boston Healthcare for the Homeless Programs street team. Serves as a project advisor to veterans' administration on research concerning homelessness among veterans. He also serves on the Massachusetts General Hospitals Program in Substance and Addiction Services Patient and Family Advisory Council.



Andrea Macone

Director of Community Health and Equity, MA DPH BSAS

Prior to this role she worked at UMass Boston, most recently as Special Assistant for Diversity, Equity, and Inclusion, and in the nonprofit sector at The Phoenix where she managed community engagement and youth/young adult program development for the New England region. Andi also participates in research focusing on the intersection of substance use and community engagement, and has been published in the journal Progress in Community Health Partnerships. Andi received her BA in Communications from Boston University, her MA in American Studies from UMass Boston, and completed UMass Boston's Emerging Leaders Fellowship in the College of Management. Centering equity in all initiatives, she leads explicitly but not exclusively with race. As a woman in recovery and a member of the Harm Reduction movement, her professional and lived experiences inform her efforts to effect meaningful systems change and to further elevate the most marginalized voices of those impacted by substance use.

Panel Discussion





Poll:

In your workplace, have you observed colleagues using verbal language that could be considered inappropriate or stigmatizing toward patients/clients or other colleagues?



Word Cloud:

What's one aspect of your identity/experience that influences your language choice

Join at menti.com | use code **3513 2694**



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Resources

[Recovery Research Institute's "Addictionary"](#)

[Words Matter: Stigmatizing language in medical records of individuals electing medication for opioid use disorder](#)

[BSAS Words Matter Pledge](#)



Thank you!

Share your thoughts

Your feedback on this session will help us improve our content based on your needs.

