Client Handbook

WELCOME!

You have taken a very important and courageous step forward in your life that will directly benefit you and your family.

This handbook was designed to help you get to know the *2nd Floor*, the staff and the programming you will be involved in during your stay.

Your handbook includes:

- *2nd Floor* Program Goals & Values
- Frequently Asked Questions
- Client Rights, Responsibilities & Expectations
- What to Bring Checklist/ What Not to Bring
- House Rules
- Sample Daily Schedule
- A few blank pages at the back for notes or phone.

Again, *WELCOME* to

2nd Floor
Women's Recovery Centre

Program Goals

At the ***2nd Floor*** we:

- Provide women with problematic substance use a safe place to recover.
- Empower women to have healthy fulfilling relationships.
- Support and encourage women to learn about themselves and their addiction so they can make healthy choices for themselves and their children.
- Connect women to community resources and supports.
- Assist women who have legal charges/orders to follow through with the court's directions.
- Create a database of information provided by Clients to learn where the women come from, what their needs are and what works for them.

Program Values

At the ***2nd Floor*** we:

- Treat everyone with respect and dignity.
- Offer a unique treatment program designed specifically for women.
- Believe that safe, stable housing and non-judgmental individualized support are essential to the recovery process.
- Believe that the sooner women get help the better it is for their children.
- Believe we are making a difference to reduce future births of children prenatally exposed to alcohol and other drugs.
- Believe that it does not matter how many times a woman has been pregnant or been in treatment, there is always hope.

Program Staff

The Staff Team is made up of the following:

2nd Floor Supervisor *(Program Team)*
Intake and Administrative Coordinator *(Program Team)*
Case Coordinator *(Program Team)*
Career and Life Readiness Programmer *(Program Team)*
Kitchen Manager
Frontline Team
Health Services

FREQUENTLY ASKED QUESTIONS (FAQ'S)

1) **What is the *2nd Floor Women's Recovery Centre*?**
   The 2nd Floor is Run by the Lakeland Centre for Fetal Alcohol Spectrum Disorder (LCFASD). We are a unique, 9-bed live-in addiction recovery program for women with problematic substance use who want to make a positive change in their lives.

2) **What are the admission requirements?**
   Women ages 15+
   Priority is given to women who are pregnant **(you do not have to be pregnant to come to 2nd Floor)**.
   Be medically and psychologically able to attend and participate in a live-in addiction recovery program.

3) **What about funding? What types of payment are accepted?**
   There is no cost to Client to attend 2nd Floor. Fees are covered by the Government of Alberta. Clients are responsible for personal spending money which may include items such as toiletries, snacks, clothing, outstanding medical expenses or paying bills while at 2nd Floor.
   Note: 2nd Floor does not cover costs associated with the Pre-Admission Medical Assessment or transportation to/from 2nd Floor for Intake/discharge.

4) **Do I need to do a detox program?**
   2nd Floor is unable to provide detox and/or withdrawal support at our facility.
   Pregnant Clients: Due to the complications in detoxification, especially during pregnancy, pregnant Clients are expected to attend a medically supervised detox typically 5-7 days long (depending on circumstances)
   Non-pregnant Clients: If you are experiencing difficulty staying sober 5-7 days prior to your admission, we recommend attending a 5-7 day medically supervised detox.

5) **What happens when my detox is complete?**
   Upon completing your detox program, you will travel immediately to the *2nd Floor* for your intake.

6) **Who handles travel arrangements?**

The *2nd Floor* does not provide transportation, however, may be able to help resolve transportation issues if advised in advance. The *2nd Floor* will pick new Clients up at the bus depot.

☞ Please do not bring your own vehicle to treatment as there is NO long term parking available.

7) **How long should I stay? What is recommended?**

All women are accepted to *2nd Floor* for a minimum of 42 days. Discharge dates are determined on an individual basis and Clients are encouraged to remain for as long as is necessary to meet their needs; however, pregnant women must be discharged one month prior to giving birth.

8) **What happens on the first day/week at the Centre?**

The first day/week on the *2nd Floor* will be an Orientation for you to get to know the centre, its programming & activities, expectations of you as Client and what you can expect from *2nd Floor* Staff. You will complete various information forms with the Intake Coordinator, overview the Program Manual with the Career and Life Readiness Programmer, and an Individual Recovery Plan (IRP) will be created with you. Your IRP will be reviewed as needed in order to meet your specific goals. Health Services will complete an Initial Medical Assessment with a follow-up appointment at the local Primary Care Network and Health Unit to complete any necessary medical testing. You will be informed of your daily responsibilities during Orientation.

9) **What is included in the programming/what do we learn?**

We are a life skills, community-based program. Our treatment philosophies are focused on harm reduction and relational theory. *2nd Floor* will support you with IRP related needs like securing stable income, identifications, applying for housing, referrals to support services, navigating the justice system or child welfare system. Your programming will consist of workshops (in-house, virtually or within the community), and individual/group counselling sessions. You will learn about your recovery from a holistic perspective. You may participate in programming related to substance use and addiction, pre/post-natal health, parenting, life skills, employment skills and alternative therapies. All of these are tools to help you in your recovery journey.

10)Do clients have free time? Can I get a pass to go out during free time?

You will have scheduled free time throughout the day. All pass requests to go off the *2nd Floor* are to be submitted, in writing, in advance of the requested date and time, and will be approved on an individual basis by the Program Team, in consultation with the Client.

11)Do I need money for extras?

You will need money for your personal care products. You will not be permitted to keep cash or bank cards in your possession. At the time of your admission, your money and cards will be given over for safe keeping. You will be able to access cash/ bank cards at any time either are required. *2nd Floor* Staff will log each time your money and cards are signed in/out for safe keeping. You are not permitted to borrow from or loan money to other clients and the *2nd Floor* cannot lend money to Clients.

12)Can I have visits?

All visits must be arranged with and approved by the Case Coordinator and/or the Program Supervisor as necessary. We reserve the right to refuse if we believe the visits will put your care/recovery, or that of other residents, at risk. You will establish your approved visitors list during the development of your Individual Recovery Plan and it will be reviewed throughout your treatment period.

If you have pre-arranged visits with your children, we will work hard to ensure those visits can be maintained (or done virtually). If you have children in care, we will work with Children and Family services to arrange visits as well.

Any visitors who are under the influence or the effects of alcohol or other drugs upon arrival will be asked to leave the premises. This is for the health, welfare and safety of all Staff and Clients. Visitors will not have access to the 2nd Floor facility. Visits will be in the LCFASD boardroom, outside picnic tables, or within the community (as approved by the *2nd Floor*).

13)Can I have a cell phone? Will I have access to a phone? Can people call me?

Cell phones must be turned in on admission and will be securely stored during your stay. Phone calls will be determined based on your IRP, and a schedule will be created with the Case Coordinator.

At intake and throughout your time at *2nd Floor* you will have an approved callers list. Staff will take phone messages for you BUT for your confidentiality, we will neither confirm nor deny if you are at the 2nd Floor.

Addictions Counsellor, and you will be provided with a smoking cessation program safe for your circumstances.

14) Can I smoke or vape?

Yes, there are 6 smoke/vape breaks per day. Smoking is permitted during scheduled break times only and there will be absolutely no smoking inside the facility. You will not be permitted to keep your cigarettes or lighter in your room. For your safety, each room is equipped with a smoke/fire detector.

Staff *cannot and will not* purchase cigarettes for clients.

- If you wish to quit smoking, speak with Heath Services and/or the Addictions Counsellor, and you will be provided with a smoking cessation program safe for your circumstances.
- You may not buy cigarettes for or give cigarettes to other Clients.

If you use other tobacco products, please advise your referral source so this information is available at the time of referral. Information regarding use of chew/snuff will be provided to you directly.

Clients are not permitted to use either medicinal or recreational marijuana at the *2nd Floor*.

15) Can I receive mail at the centre?

Yes, our address is P.O. Box 479, 4823 50th Street, Cold Lake, AB T9M 1P1

16) What can I be discharged for?

The *2nd Floor* is a very individualized program and your discharge will also be considered on an individual basis. However, you may be discharged for behaviours including intentional damage, ongoing use of alcohol and other drugs, theft, assault/sexual assault.

17) Is there disciplinary action for rule violations?

Yes, there will be individualized discipline for rule violations including the opportunity for repayment for intentional damages, by either direct payment or work in lieu. There will be a team meeting to review of your Individual Recovery Plan including privileges and other options suitable to the situation.

18)Am I required to take part in all daily activities?

Yes, unless you have been excused.

19)Will I have a private room?

Yes. There are 9 bedrooms at the *2nd Floor*. You will be assigned your own room. It has a single bed, sink, mirror, dresser, closet and 3 drawer organizer. It is important that you know there will be random searches of your room to eliminate contraband within the facility. You are not allowed in another client's room at any time.

20)Are random drug/alcohol tests performed?

Yes, a baseline alcohol/drug test will be completed on admission and we reserve the right to do random alcohol/drug testing at any time throughout your program.

21)What happens when I am discharged?

If you are from the Cold Lake, Bonnyville, Lac La Biche or St Paul area, you may be connected with our voluntary mentorship aftercare program for up to 3 years. Women from outside the area may be referred to a mentorship or other support program in the community they choose to reside in after treatment. In addition to these services, throughout your treatment period, Program Staff will work with you and your other workers to establish a support system for you, including a Aftercare Plan that will include upcoming appointments etc.

What are my Rights & Responsibilities?

As a Client, you have both rights & responsibilities during treatment at the *2nd Floor.*

You have the Right to:

- Be told about your rights and any information about any diagnosis and progress in a language you understand, as available.
- Be treated with honesty, integrity and respect.
- Privacy & Confidentiality.
- To be free of harassment and/or abuse of any nature.
- To know, by name and credential, those who are providing services.
- Receive caring, competent and effective treatment in a safe place.
- Know the possible side effects or risks of treatment.
- Look at your file.
- Participate in an Individual Recovery Plan that meets your needs.
- Give your opinion about your treatment plan or daily programming.
- Receive support in dealing with legal problems.
- To file a complaint or grievance if you are unhappy with the services provided to at the 2nd Floor. Any and all assistance required will be provided to you upon request.
- Refuse services provided by the *2nd Floor*.
    - Refusal will have no bearing on future admission.

Client Expectations

- Be respectful of other clients & staff.
- Actively participate in your program "as part of the team".
- Tell *2nd Floor* Staff if you need to cancel a treatment session or change an appointment.
- Talk to *2nd Floor* Staff if you have any complaints or you don't think our program is helping you.
- Tell *2nd Floor* Staff when you feel that you no longer want to be in treatment and why you feel that way.

What can *I* expect from the *2nd Floor*?

- We will help you develop an Individual Recovery Plan & support you to achieve your identified goals.
- We will help you prepare an aftercare plan.
- We can teach you problem-solving skills & communication skills.
- We can help you learn how to cope with your emotions.
- We will provide you with opportunities to practice new skills.
- We will help you maintain contact with your family, through visits and phone calls.
- We will be available to help you or talk with you.
- If you wish, we can provide "follow-up" support when you are discharged from the *2nd Floor* to help you stay on track:
    - Ideally, this will be to one of the Parent-Child Assistance Programs (*PCAP*) available across the province of AB.
    - *PCAP* is a *voluntary* mentoring program available in many communities across Alberta. Women are paired with a Mentor who assists the women to meet their various goals including, but not limited to, sobriety, parenting skills and attending various appointments. Participation is for a maximum of 3 years.

What to bring to Treatment

What can I bring to the 2nd Floor?

- Any reports/assessment relevant to your recovery, recommendations from Children & Family Services, or upcoming appointments (for example: upcoming court dates, probation or CFS)
- A list of names, addresses and phone numbers of those you wish to have involved in your treatment (loved ones, professionals, etc.)
- **4 weeks worth of your current prescription medication in original pharmacy bottle with information label intact** and/or refills for length of stay
- Identification cards (Birth Cert, AB Health, Gov Id, Treaty Card)
- Any tax information (if you need to complete your taxes)
- Gym bag or extra tote for carrying items
- A weeks worth of comfortable, weather appropriate clothing, including:
  - shoes: comfy shoes for everyday indoor wear; runners for activities/sports and flip flops
  - swimsuit
  - socks, undergarments, pajamas
  - **All clothing items will be washed upon arrival**
- A favorite comfort item is permitted but will be washed on intake
- Hygiene items – toothbrush/toothpaste, body wash,shampoo/conditioner, razor, sunscreen, etc

We recommend you bring:

- Cigarettes to last **2 weeks (84 cigarettes)** (if you are a smoker)
- Photos for decorating your room
- Stamps and envelopes if you wish to mail letters
- MP3 Player and headphones (unable to connect to WIFI)

If you bring any of the following, they will be placed in storage until you discharge:

- Personal pillows or bedding
- Cell phone
- Electronics like laptop, iPad/iTouch, portable TV, stereo, video games etc.
- Tobacco products with alcohol dipped flavours
- Mouthwash containing alcohol
- Highly scented toiletries
- Aerosols of any sort
- Weapons, including pocketknives
- Valuable items/jewelry

~2nd Floor House Rules~

1. Treat all residents & staff with respect:
   - To respect personal privacy, you are not permitted in other Client's rooms.
2. Participate in the development of your Individual Recovery Program & meet with counsellors on a regular basis.
3. Be on time for group & individual counselling sessions.
4. Assume responsibility for your personal health & hygiene.
5. Share responsibility in maintaining common areas of the house & assume responsibility for your personal property:
   - To prevent loss, please do not remove personal items from your room.
6. Abstain from possessing/using alcohol or illegal drugs.
7. No smoking anywhere within the building.
8. Follow "Wake-up & Lights Out" guidelines.
9. Attend support group meetings.
10. In case of fire alert staff & exit the building immediately.

2nd Floor Women's Recovery Centre
Daily Schedule

Example of a weekly (Monday-Thursday). The daily schedule is managed by the Career & Life Readiness Programmer.

Time	Activity	Location
8:00am	Wake-up	
	Shower/clean-up	
9:00am	Breakfast	Dining room
9:30am	Chores	
10:30am	Programming	
11:15am	Programming	
11:45pm	Prepare for lunch	
12:00pm	Lunch	Dining Room
1:00pm	Programming	
2:00pm	Programming	
2:30pm	Snack	Dining Room
3:00pm	Programming	
4:00pm	Programming	Living Room
5:00pm	Programming	
5:30pm	Prep for supper	
5:45pm	Supper	Dining Room
6:30pm	Programming	
7:30pm	Programming	
8:00pm	Snack	Dining Room
8:30pm	Programming	
9:30pm	Nightly Relaxation	
9:45pm	Daily Reflections	
10:45pm	Lights Out	

Programming may include:

- Counselling~ group or individual
- Educational opportunities, tutoring, courses
- Artistic/creative expression activities
- Quiet time
- Exercise: Swimming, yoga, walking [outside or the track], treadmill, outdoor activities
- Alternative therapies: massage therapy, drumming, meditation
- Prenatal classes [as appropriate]
- Community activities and volunteering
- Group activities: outings, games, puzzles, movies
- Cultural connection: smudging, attending ceremony

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2nd Floor

Women's Recovery Centre

Developed Apr 2012

Revised May 2024