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 numbers.

Again, WELCOME to
**Program Goals**

At the 2nd Floor we:

- Provide pregnant women and women of child bearing age with alcohol and drug problems 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 issues 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-judgemental 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 & other drugs;
- Believe that it does not matter how many times a woman has been pregnant or been in treatment, there is always hope.
The Staff Team is made up of the following:

**Program Staff**
- Residential Program Supervisor
- Addictions Counsellor
- Case Manager
- Programmer

**Support Staff**
- Residential Nurse
- Front Line Staff
- Kitchen Manager

**Community Support Services**
- Alternative Therapies
- Doula/Midwife
- Cultural Support Person
- Pastor/Minister
- Schools
- Dental Hygienist
FREQUENTLY ASKED QUESTIONS (FAQ’S)

1) **What is the 2nd Floor Women’s Recovery Centre?**

Run by the Lakeland Centre for Fetal Alcohol Spectrum Disorder (LCFASD), the 2nd Floor was created specifically because of the need for a treatment centre that meets the needs of pregnant women addicted to alcohol &/or other substances.

2) **What are the admission requirements?**

Women 15 years of age and older, pregnant and currently using alcohol &/or other drugs will be eligible for priority admission. Women of child bearing age who are addicted to alcohol &/or other drugs may be admitted based on the availability of bed space.

3) **What about funding? What types of payment are accepted?**

You &/or your referral source are responsible to obtain funding for your treatment. The 2nd Floor Women’s Recovery Centre does not provide funding. All fees [$40/day] are payable in full on admission or specific funders can be invoiced on a monthly basis. Fees are payable by cash, certified cheque, money order, Visa or MasterCard.

    *Any direct paid fees are non-refundable.*

4) **Do I need to do a detox program?**

Yes, women will be required, due to pregnancy, to participate in a *medically supervised* detox program: typically 5-7 days long but may vary depending on individual circumstances.

5) **What happens when my detox is complete?**

Upon completing your detox program, you will travel immediately to the 2nd Floor where you will be admitted, undergo an orientation to the 2nd Floor & assessment to help you and your counsellor create a treatment plan.

6) **Who handles travel arrangements?**

If travel assistance is required from detox to the 2nd Floor, advise 2nd Floor staff prior to the completion of your detox program.

☞ 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?**

A minimum of 28 days is required to a maximum of 6-7 months, determined on an individual basis.

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.

You will complete various information forms with the intake counsellor, undergo an assessment and an Individual Recovery Program will be created with you. Your IRP will be reviewed as needed in order to meet your specific goals. A full medical exam will be conducted by our consulting Physician following intake.

You will be informed of your daily responsibilities during Orientation and before the end of the first week you will be assigned a weekly chore.

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

Unlike other programs, at the 2nd Floor we provide extensive daily prenatal monitoring and information on pre/post natal health. We have an in-house Nurse, a consulting Physician and you will have access to specialists if required. You will learn and practice life skills, related to self and parenting, and we offer a variety of self-help programs including a women-centered program called *Women for Sobriety*. We focus on building self-esteem and learning that we are competent women that have much to give life.

Your programming will consist of workshops, and individual/group counseling sessions. You will learn about addictions, pre/post natal health, parenting, life skills and employment opportunities.

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

All pass requests are to be submitted in writing one week prior to the outing. Passes will be permitted on an individual basis.

11) **Do I need money for extras?**

You will need money for personal care items like toothbrushes, toothpaste etc. and, if you smoke, cigarettes. 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 they are required. You are not permitted to borrow from or loan money to other clients and the 2nd Floor will not lend money to Clients.
12) Can I have visits?

All Visits must be arranged with and approved by the Case Manager and/or the Residential 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 Program and it will be reviewed throughout your treatment period.

Visitors are reminded that the visits will take place within a Treatment Facility; therefore, any visitors who are under the influence or the effects of alcohol or other drugs 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 2\textsuperscript{nd} Floor facility.

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

Cell phones are allowed, but must be turned in upon admission. You will have access to a phone so you will need to purchase a calling card: personal calls are limited to twice weekly for a maximum of 15 minutes/call. You will establish your approved calling list during the development of your Individual Recovery Program and it will be reviewed throughout your treatment period.

Staff will take phone messages for you BUT for your confidentiality, we will neither confirm nor deny if you are at the 2\textsuperscript{nd} Floor.

14) Can I smoke? Use other tobacco products?

Yes, 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 the Nurse and/or the Addictions Services Coordinator, 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.
15) Can I receive mail at the centre?
   Yes, the address will be provided to you on admission.

16) What can I be discharged for?
   The 2nd Floor is a very individualized program and client discharge will also be considered on an individual basis. However, you may be discharged for intentional damage, ongoing use of alcohol and other drugs, theft, assault/sexual assault or behaviour that endangers other clients and/or staff.

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 your Individual Recovery Program 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 in the treatment facility. You will be assigned your own room. 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 leave the Centre?
   If you are from the Cold Lake, Bonnyville, Lac La Biche or St Paul area, you will be connected with our voluntary mentorship aftercare program for up to 3 years. Women from outside the area will be referred to a mentorship or other support program in the community they choose to reside in after treatment. You will participate in the development of a detailed After Care Plan to assist you in your transition back to your home community or community of your choice.
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, any information about any diagnosis and progress in a language you understand, as available;
- Be treated with honesty, integrity & respect;
- Privacy & Confidentiality;
- To be free of harassment &/or abuse of any nature;
- To know, by name & credential, those who are providing services;
- Receive caring, competent & effective treatment in a safe place;
- Know the possible side effects or risks of treatment;
- Look at your file;
- Participate in an Individual Recovery Program that meets your needs;
- Give your opinion about your treatment Program 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 & 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 the Case Manager if you need to cancel a treatment session or change an appointment;
- Tell the Case Manager if you have any complaints or you don’t think our program is helping you;
- Tell the Case Manager if you feel that you no longer want to be in treatment & why you feel that way.

What can I expect from the 2nd Floor?

- We will help you develop an Individual Recovery Program & support you to achieve your identified goals;
- We will help you prepare an Addictions Recovery Plan, a Transition Plan, a Safety Plan and 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, even if they live a great distance away;
- We will always 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 do I bring when I come to the 2nd Floor?

Personal belongings will be searched on intake. Please, do not bring alcohol, drugs, paraphernalia or weapons to the 2nd Floor.

Required Clothing List (please use this as a packing checklist)

- Jeans/pants/shorts
- Shirts
- Underwear, bras & socks
- Sweatshirts or sweaters
- Coat/jacket-
- Seasonally appropriate outer wear including boots, coat, hat for winter
- Shoes
- Sneakers
- Pajamas & Bathrobe
  - You will be required to wear pajamas to bed
- Slippers
  - You will be required to wear something on your feet at all times
- Bathing suit
  - Suitable for fitness
- Personal hygiene products
  - Soaps, lotions, & shampoos you bring must be scent free
  - Razors will be provided by the 2nd Floor

Limited storage space is available for personals including extra clothing & 1 suitcase.

Please be sure to bring:

- Provincial Health Care Card or your current number
- ID
- Bank cards you may need
- Emergency contact numbers
- Calling Card
- Postage Stamps
Prescription medications you are currently taking under Dr.’s supervision:

- All medications **must** be turned over to 2nd Floor staff on admission;
- Prescription drugs brought to treatment must be in the original pharmacy container with the your name on the prescription label;
- Any medications that do not have your name on the bottle will be disposed of;
- Any over the counter medications, if they are ones you need, must be approved by a Consulting Physician.

**We recommend you bring:**

- alarm clock, stationary, your address book, stamps, phone card, recovery based books, photos, a journal, mp3 (with no internet access), CD player (with earphones)
- Music with excessive profanity will not be permitted

**Please DO NOT Bring:**

- Personal pillows or bedding:
  - A favorite comfort item is permitted but will be washed on intake;
- Clothing suggestive of alcohol, drugs, gambling, sexually suggestive or revealing;
- Candy/food/dietary supplements:
  - Gum, lozenges & hard candy are permitted;
- 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;
- No aerosols of any sort;
- Weapons, including pocket knives;
- Valuable items/jewelry.

We cannot accept responsibility for any personal property lost, mislaid, stolen or damaged, which you have not given over for safekeeping.
~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.


9. Attend support group meetings.

10. In case of fire alert staff & exit the building immediately.
# 2nd Floor Women's Recovery Centre Daily Schedule

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:45am</td>
<td>Wake-up</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Shower/clean-up</td>
<td></td>
</tr>
<tr>
<td>9:30am</td>
<td>Breakfast</td>
<td>Dining room</td>
</tr>
<tr>
<td>10:00am</td>
<td>Programming</td>
<td></td>
</tr>
<tr>
<td>10:30am</td>
<td>Programming</td>
<td></td>
</tr>
<tr>
<td>11:15am</td>
<td>Programming</td>
<td></td>
</tr>
<tr>
<td>11:45pm</td>
<td>Prepare for lunch</td>
<td></td>
</tr>
<tr>
<td>12:00pm</td>
<td>Lunch</td>
<td>Dining Room</td>
</tr>
<tr>
<td>1:00pm</td>
<td>Programming</td>
<td></td>
</tr>
<tr>
<td>2:00pm</td>
<td>Programming</td>
<td></td>
</tr>
<tr>
<td>2:30pm</td>
<td>Programming</td>
<td></td>
</tr>
<tr>
<td>3:00pm</td>
<td>Snack</td>
<td>Dining Room</td>
</tr>
<tr>
<td>4:00pm</td>
<td>Programming</td>
<td></td>
</tr>
<tr>
<td>5:00pm</td>
<td>Supper</td>
<td>Dining Room</td>
</tr>
<tr>
<td>5:30pm</td>
<td>Clean up</td>
<td></td>
</tr>
<tr>
<td>5:45pm</td>
<td>Programming</td>
<td></td>
</tr>
<tr>
<td>6:30pm</td>
<td>Programming</td>
<td></td>
</tr>
<tr>
<td>7:30pm</td>
<td>Programming</td>
<td></td>
</tr>
<tr>
<td>8:00pm</td>
<td>Snack</td>
<td>Dining Room</td>
</tr>
<tr>
<td>8:30pm</td>
<td>Programming</td>
<td></td>
</tr>
<tr>
<td>9:45pm</td>
<td>Get ready for bed</td>
<td></td>
</tr>
<tr>
<td>10:00pm</td>
<td>Lights out</td>
<td></td>
</tr>
</tbody>
</table>

Programming may include:

- Counselling - group or individual
- Educational opportunities, tutoring, courses
- Artistic/creative expression activities
- Quite time
- Exercise: prenatal yoga, walking, treadmill, outdoor activities
- Prenatal classes
- Community integration activities, volunteering
- Group activities: games, puzzles, movies