

Client Welcome, Introduction and FAQ's

Welcome to the Bonnyville Indian Métis Rehabilitation Centre.

- Smoking is allowed only in the backyard area. Please dispose of your cigarette butts in the containers provided. Chewing tobacco is not allowed
- Rooms are considered private and unless you are sharing a room with someone you should not be in someone else's room uninvited. If you are caught stealing or are in possession of stolen goods you will be terminated from the program.
- All outside doors will be locked at 4:30 pm. The only outside door to be freely used by clients is the door to the smoking area. You can go out for a smoke anytime day or night. If smoking during the night, we ask that you promptly return to your rooms after you finish your cigarette.
- If leaving the building other than to have a cigarette, you are required to sign out and sign back in on return. Please inform staff before leaving the centre. Anytime you leave the BIMRC grounds it needs to be approved by your counselor.
- All packages brought into the centre by the visitors are required to be searched by staff before being taken to your room. Visiting is to only occur in the dining room. Visitors are asked to put away cell phones during the visit.
- If you have brought your personal vehicle, it is required that keys, be turned in to staff. If you require anything from your vehicle a staff member will accompany you. Clients are asked to park in the client parking area. Access to plug-ins is available.

Leisure activities include the following:

The TV room will only be opened after all clients have completed their assigned chore. The TV room is equipped with a DVD player but movies are only to be watched during the weekend unless given permission by a counselor. The door to the TV room must be kept open and the light must stay on. Staff can ask clients to move if they feel the seating arrangement is inappropriate. No feet up on the chairs and no sharp objects in your pockets. Please note: Clients are not permitted to bring food or drink into the TV room.

Blankets and pillows are not allowed outside of your bedroom. Music is to be played only in the gym and in your bedrooms with the use of clock radios. Staff can request that you to turn down the volume if there are complaints or if the volume is too high.

The gymnasium will be opened in the evening after all chores have been completed. Outside walks are limited to the BIMRC grounds. Private properties are out of bounds to all clients at all times. Clients found out of bounds from the centre (unless on pass), will be considered to have

self-terminated from the program. When going for a walk there must be more than two people to ensure no intimate relationships. If you are found to be involved in a relationship with another client you will be terminated. Please note both day and night staff have the authority to terminate clients from treatment.

Discharges

Discharge criteria are based upon the following:

- Successful completion of the program
- Client progress in treatment
- Results of random urine drug testing and room searches
- Client self-termination

Title: Transition Plans & Discharge Summaries

POLICY: It is the policy of BIMRC to have guidelines for the transition of clients from one level of substance abuse treatment care to another and to have discharge summaries written for all clients discharged from substance abuse and mental health services

PROCEDURE:

Transition Plan

1. When a client who is receiving substance abuse treatment services enters treatment at a residential level of care, the primary counselor will discuss transition criteria for moving to lower levels of care with the client and create a Transition Plan with the client's input as soon as possible in the treatment process.
2. The Transition Plan is updated as clinically indicated and at least every time that the client changes levels of care.
3. The Transition Plan includes information regarding progress toward recovery, gains achieved, needs for support systems, referral information, any medications prescribed, and information regarding steps to take if symptoms worsen or recur at a lower level of care.
4. A copy of the Transition Plan is scanned into the client's record.
5. When the time for discharge planning occurs, the Discharge Summary document serves as the Transition Plan and is completed electronically in the client's medical record.

Discharge Summary

6. The Counselling Supervisor must give input into the decision by the primary Counselor to discharge a client from services. Whenever possible, the primary counselor will have a discharge interview with the client before the client is discharged from the BIMRC. A treatment team decision, including Counselling Supervisor will occur whenever a discharge is contemplated.

The primary counselor will schedule a discharge interview with a client before the client is discharged, if possible. If the counselor is unable to schedule a final interview, the counselor will document in progress notes, attempts that were made to schedule such an appointment.

7. When an unplanned discharge occurs, the counseling team will be responsible for follow-up to determine with the client whether further services are needed and to offer or refer to needed services, when possible.
8. When a person is discharged or removed from a program for aggressive/assaultive behavior, referrals are sent with client so that they may be able to follow-up outside of the Centre.

TYPES OF DISCHARGE:

- a. Successful Discharge:
 - i. Evidence of adequate progress toward resolving presenting problem.
- b. Unsuccessful Discharge:
 - i. Program non-compliance
 - ii. Dropped out of treatment
- c. Discharge for Violating Agency Rules:

Some reasons a client may be immediately, involuntarily terminated are listed below. The list is not to be construed as all inclusive.

- i. Trafficking of drugs/alcohol in the facility.
- ii. Fighting in agency facility with staff.
- iii. Intimate relationship with another client
- iv. Use of drugs or alcohol while in treatment
- v. Violence of any kind

9. A discharge summary shall be prepared within thirty (30) calendar days after treatment has been terminated.

10. Discharge summaries shall include, at a minimum, the following:

- a. Client identification
- b. Date of admission
- c. Date of discharge
- d. Diagnosis/ Presenting Problem
- e. The degree of severity at admission and at discharge (Substance Abuse)
- f. Level of care upon admission and recommended upon discharge
- g. Service(s) provided during course of treatment
- h. Identifies the presenting problem
- i. Client's response to treatment and the extent to which goals and objectives were achieved
- j. Recommendations and/or referrals for additional treatment or other services
- k. Describes the status of the person at last contact
- l. Date, signature and credentials of person qualified to complete the discharge.

11. The primary counselor of any client who states they are wanting to “drop out” of treatment is responsible for making all reasonable attempts to try to contact and either re-engage the client in needed treatment services or determine that the client is receiving services elsewhere.
12. When a copy of the Transition Plan or Discharge Summary is provided to external programs, the document will include the client’s strengths, needs, abilities, and preferences.

SERVICES

BIMRC offers a variety of information sessions, which are designed to meet the individual treatment needs of its clients.

Registration/Intake- Intake is the first step for the client in accessing services. The registration process includes completion of the paperwork necessary to open the client’s case, a determination of financial resources available for payment of fees and a toxicology screen. Intake takes about 45 minutes.

- Urine / Saliva Toxicology Screening – When you arrive for treatment a staff will ask you to sign a consent form and you will be drug tested. Both Night Attendants and Counselors have the authority to randomly drug test at any time. If you refuse to be drug tested it will be taken as a positive and you will be asked to leave treatment.
- When you leave on a day pass, weekend pass or any unsupervised trips into town you will be drug tested once you return to the centre. Random drug testing can be done at any time. Should you drink, take any type of intoxicating drug or be in possession of drugs and/or drug paraphernalia you will be terminated.
- Anyone (client or visitor) under the influence of drugs or an intoxicant and/or with the odor of alcohol on their breath will not be admitted into the facility. Clients are not allowed to be in any Bars, Lounges or Liquor Stores while taking the 28-day treatment program.

These are done at the point of intake and randomly throughout the duration of your stay.

TREATMENT

Assessment – The assessment provides a comprehensive overview of the client and his/her problems. Assessment includes the alcohol and other drug history, including past treatment or efforts to abstain, functioning in the areas of family, employment, health, mental health, legal, social and other life areas. Strengths available to support the recovery process, client motivation for recovery, and ability to abstain from alcohol and other drugs. Recommendations for additional services, if appropriate, are also a part of the assessment process. The assessment usually takes about an hour. Some clients may require additional assessment time. Upon completion of the assessment, an **Individualized Treatment Plan** is developed. The plan is based on the results of the assessment and establishes the goals for treatment. The client and counselor will jointly develop the treatment goals and the treatment plan. A primary

counselor will be assigned and will be responsible for service coordination.

Residential Treatment – BIMRC is a residential program for clients with an alcohol and/or drug dependency. Generally, the client will have had prior outpatient treatment services. Self-help group attendance and abstinence are a requirement of the BIMRC program. Emphasis is on reducing denial of the alcohol or other drug problem, increasing positive coping skills, which will assist with abstinence after discharge, and the avoidance of another alcohol or other drug related relapse. Group sessions are a major part of this program. The length of this program is four weeks.

Medication

- Over-the-counter medication and vitamins **in the original packaging** are allowed to be taken during treatment. If medication is not in the original packaging it will not be dispensed. When possible, medication placed in bubble packing by your pharmacist is preferred but not a requirement.
- All medication both prescription and over the counter are required to be turned in to staff upon entering the building. At no time should you be in possession of prescription or non-prescription medication while in treatment. Staff will dispense medication at allotted times and you are required to swallow your medication in front of staff.
- All medication given to staff will be counted and documented. Each medication will be listed individually on a medication form. You will be required to initial for this medication at the time of intake. All unused medication will be returned to you at the end of treatment. It is expected you will have 28 days' worth of prescription medication filled prior to admission into the program.
- Staff will be available to dispense medication at the following times: 8:00 am, 12:00 pm, 5:00 pm and 9:00 pm. Staff is required to record the medication given, the dosage given and the time administered. You will be asked to initial the medication form to confirm the medication you have taken.
- Please note all medication both prescription and over the counter can only be administered as per the recommended daily dose listed on the bottle. Ex: Tylenol if the bottle lists a dosage of 1 every 4 to 6 hours and a maximum of 4 per day; this means staff will only give you what is listed on the bottle. Please do not harass the staff as this is a rule enforced by management.
- If you wish to change the dosage of a prescription medication a doctor's note will be required. If you decide to stop taking a prescription medication you will be required to sign a form verifying the date, time and reason for stopping. Some medications will need to have a doctor's permission to be discontinued. If your mental, physical or emotional state is negatively impacted due to the stopping of the medication and you are not fully able to participate in treatment you will be asked to leave.

Room Search

- Please note room checks can and will be randomly conducted. Staff is not required to inform clients prior to conducting a room check. Clients will only be informed once the room search is completed. Any items confiscated during the search will be recorded in the client's personal file and clients will be asked to initial verifying ownership. Any items that are found to be contrary to the rules may result in your termination.
- The above items will be recorded on a form by staff, you will be required to initial the items listed and all items will be placed in your personal bin. All client bins are located in a secure room which is only accessible to staff. When claiming belongings from your bin you will be asked to initial receipt of the items.
- At no time during your stay are you to have in your possession the following items: Cell phones and chargers; laptop computers; portable music players (iPods, etc.); Mouthwash containing alcohol or other items containing alcohol (i.e. perfume and hand sanitizer); Cameras; keys of any kind; sharps; scissors or knives; drugs or drug paraphernalia; and Creatine supplements or energy drinks. Pornography, adult magazines or posters is not permitted. For further details on what might be confiscated please speak with your counselor.
- All clients at any time can request to place any personal valuables in their bin. Valuables kept with the client will be the responsibility of the client to ensure the items are secured. The Centre takes responsibility only for items placed in your bin. Movies belonging to clients will be placed in the client's bin and will only be viewed pending the suitability of the video and if the majority of clients are in agreement to watch the video during the weekend TV time period. It is the responsibility of the client to return the video/s to staff to be placed back in your bin for safe keeping. Movies are only permitted from Friday evening to Sunday night.
- Clients can ask to have cigarettes placed in their bin for safe keeping, but please note that cigarettes and access to items in your personal bin are only available at medication times (8:00 AM, 12:00 PM, 5:00 PM, and 9:00 PM). It is your responsibility to plan ahead if you will need access to these items. The exception to this rule is smoking cessation tools that can be accessed at any time when the client is on break or free time.
- Please note any items left at the Centre by clients will only be kept for a period of two weeks. During this two-week period you are given the opportunity to arrange payment to have the items shipped or picked up. After two weeks the belongings will be discarded.
- Please be aware night staff will conduct room checks throughout the night and at no time are you allowed to lock your bedroom door.

Room Inspection

8:00 a.m. - Clients are required to have their rooms clean, this includes the following:

- Make your bed. If it is Monday morning those clients who have been in the centre for more than one week will bring your sheets to housekeeping to have them cleaned. Your floor and other surfaces are to be free of clutter. Please tuck blankets under your mattress to allow for easier cleaning by janitorial staff.

- Please note that sanitary napkins and tampons are not to be flushed down the toilets. Waste baskets are provided in bathrooms for their disposal. This is a requirement due to the facility septic system which is very different from municipal/city sewage systems.
- Clients are not to bring food to their rooms. Liquids/beverages can only be brought to your room if it has a cover/lid. Food can be stored in the client fridge located in the dining room; all we ask is that you write your name on the items placed in the fridge to avoid confusion of ownership. Please advise your counselor and/or the cook of any food allergies or dietary concerns you may have.
- Emergency exit doors located between bedrooms are not to be opened for any reason other than during a fire.
- Absolutely no defacing centre property. This includes writing on walls or damaging property. Such behaviour could result in loss of pass privileges or termination.
- All offices are out of bounds to all clients unless seeing a counselor. Counselors are not available until after 9:00 am. Administration area is out of bounds unless you have been given approval to be there by your counselor. All administrative requests such as faxing must be approved by your counselor and **your counselor will fax it for you.**
- Clients are not permitted to burn candles, incense, or sweet grass etc without permission from their counselor. Clients with their own personal smudge can or burning pan are asked to turn it in to staff and when you wish to use it staff will return it to you. No tampering with the fire alarm. Fire exit doors are to be only used for emergencies and must be kept closed at all times.
- Any plug-in appliances such as hair dryers and curling irons are to be unplugged when not in use. Please double check that you have unplugged hair straighteners and other hot hair styling items as it is a safety hazard for other clients and janitorial staff. Bedrooms are to be kept clean and you are not to eat Sunflower seeds or to use hair dye due to the mess it makes.
- Towels and washcloths, as well as any other personal clothing, are not to be left in any of the bathroom/shower areas. Items left behind could be removed and/or thrown away by staff if this problem persists. Please be considerate and leave the bathroom/shower area clean for the next person to use. If you forgot to bring your own towel and facecloth you can ask staff to lend you a set to use during your stay.
- Any items containing alcohol or strong scents will be taken from you during admission and also during random room searches. Items include: perfumes, colognes, after-shave, body sprays and scented lotions.

Atmosphere: As a client at BIMRC we encourage you to contribute to a positive atmosphere by respecting yourself, respecting other clients, and respecting staff members.

What not to wear!

- Clients are not to wear hoods covering their head while inside the facility.
- Sunglasses are not to be worn inside the building. Staff is required at all times to monitor clients and to be able to see your eyes and face.
- T-shirts with offensive slogans or that promote alcohol or drugs are not to be worn. If you do not have any other clothing to wear you can look in the clothing bins located next to the washer and dryer to find more appropriate items.
- Excessively revealing clothing (this includes tank tops worn by both men and women)
- Men and women are required to be fully dressed at all times. Men are required to wear a t-shirt at all times when outside of your room, this includes working out in the gym (same for women).
- Two-piece bathing suits are not to be worn.
- Staff at any time can ask you to adjust your clothing or ask you to change if they feel what you are wearing is inappropriate.
- It is mandatory for all clients to wear undergarments i.e.: bras and underwear. If you do not have any please speak with staff.
- Shoes or socks must be worn at all times while outside your bedroom. Do not wear black bottom shoes in the gym as they leave hard to remove black marks on the gym floor. If you are given a kitchen chore you are required to wear closed-toe shoes to protect your feet from injury. Staff will check to ensure no sandals or flip flops are worn in the kitchen.
- You are required to wash your own clothing while in treatment and at no time are you to touch clothing belonging to another client. If there is clothing in the washer or dryer which needs to be removed, please ask staff to move it for you.
- Clothing worn throughout the night is not to be worn during the day. Clean clothing is to be worn each day. Staff is available to assist you with operating the washer and dryer and the center provides laundry soap free of charge. Laundry is to be completed during the posted times of 8:00 am – 10:30 pm. Laundry may not be left in the washer or dryer overnight.
- Female clients wishing to participate in the Sweat Ceremony can borrow gowns from the staffroom and wear the gown in the Sweat Lodge. Place dirty gowns next to the door to the housekeeping office.

Phone Calls

- The payphone is available from 5:00 pm until 10:00 PM on Monday-Friday. Saturday and Sunday 10:00 am to 10:00 pm. You are not permitted to use the phone after 10:00 pm.
- All calls must be approved by your counselor and will be recorded in a telephone log book located in the staff room. You are required to ask staff for permission before using the payphone and staff will check the log book to confirm whether or not you have a phone call.
You must ask before using any phone.
- Please pay attention to the duration of your call as it is time limited to either a 5 minute or 10-minute call period. Phone cards / calling cards will be needed to make phone calls.
- You may not make phone calls back-to-back if there is another resident waiting to use the phone. Any deviation from these rules will result in loss of phone privileges. A calling card will be required in order to use the payphone.
- Messages will be taken for all clients at all times and staff will ensure you get your messages in a timely manner. Please note that staff is not able to confirm to the caller if you are here or

not. The staff member will only say to the caller “if the individual is here, I will ensure he or she gets the message”.

- Business calls that need to be done between the hours of 8:30 am - 4:30 pm Monday-Friday will need to be done with your counsellor in their office. These are at your counsellor’s discretion and may be restricted as you are here for treatment.

Mail

You will be allowed to send mail and receive mail.

Please ask the sender to write BIMRC and your name in the address. Packages will be opened only in the presence of a staff member.

BIMRC P. O. Box 8148, Bonnyville Alberta T9N 2J4 Ph:780-826-3328 / Fax: 780-826-4166

AA & NA Attendance

1. Residents are not to leave any 12-step meeting unless they are required to by staff or for medical reasons, and at no time should a resident leave a meeting to talk to someone or for food and/or beverages, or to use the washroom.
2. There is to be no passing of notes and/or talking to anyone else during a meeting unless it your turn to share.

Wake up Calls: Monday to Friday - Wakeup call #1 at 7:00 am / Wakeup call #2 at 7:15 am.

Medical Appointments

- Doctor and/or Dentist appointments will be made on an emergency basis only. You are here for treatment and if you are unable to participate fully in the program due to medical reasons you may be asked to leave. You can reschedule when you are fit. Please inform the attending doctor of your attendance in treatment to prevent restricted medication from being prescribed or administered to you which could result in your termination from the program. You are required to either have or know your current Alberta Health Care card and/or current month Social Services Card.

Visitors are not permitted while in treatment

Inappropriate Behaviour

Verbal, emotional and/or physical abuse towards staff and/or clients will not be tolerated. The following behaviour will also not be tolerated: Harassment, causing bad feelings, slander, lying and unfounded accusations against staff and/or clients will not be tolerated. The atmosphere of the facility deteriorates when your verbal or physical behaviour is controlling, complaining, angry or insulting. If negative behaviour becomes an issue and continues to be an issue it is possible that you will be discharged from the program. Physical violence of any kind is taken very seriously and will result in all individuals involved being immediately terminated from the program.

ANTI-HARASSMENT NOTICE TO CLIENTS

It is the intent of BIMRC to provide a treatment setting where each client is treated with

consideration and respect in a safe and comfortable environment. It is the policy of BIMRC to forbid all forms of harassment in connection with our programs. As a client, we expect that you will conduct yourself appropriately while here, and respect the rights of those around you. Similarly, you have the right to an environment that is free from harassment, whether by word or action, from staff, volunteers, or other clients. We pledge to investigate and take appropriate action should any complaint or allegation of harassment be received. Harassment can be any words or actions that disturb you and seem to be targeted at you on the basis of race, color, sex, national origin, religion, age, sexual orientation or disability.

Examples of harassment include:

- ❖ Use of put-downs, slang words or names that degrade or insult a person or group.
- ❖ Sexual jokes, innuendoes and gestures.
- ❖ Graphic or degrading comments about an individual's appearance, dress, hygiene or body.
- ❖ Unsolicited and unwelcome flirtations, advances, propositions or touching of any kind.

Any client who believes they are being subjected to harassment, whether from a staff member, volunteer or a fellow client must follow the procedures below:

- ❖ Report the behavior immediately to a staff member

Steps will be immediately taken to investigate and to promptly stop any inappropriate, harassing behavior. Remember that, as a client, we count on you to help us to maintain a place for healing, not hassles. Respect the individuality and dignity of fellow clients, avoid harassing others, and report any harassment you experience or witness. CLIENT COMPLAINT AND GRIEVANCE PROCEDURES

If you believe your client rights have been violated and would like to file a grievance or have a complaint about any services you have received, please let us know. We will do everything we can to make it right.

- A. To begin the process, advise any staff at BIMRC that you would like to discuss a complaint about the agency's treatment of you. Client Comment Cards are also available and can be obtained from any staff person and are located in the reception area.
- B. All grievances must be filed in writing; however, a peer may put the grievance in writing on your behalf. Within three working days of receiving the grievance, program staff will provide written acknowledgement that includes the date the grievance was received, a summary of the grievance, an overview of the grievance investigation process, a timetable for completing the investigation, assurance of notification of the resolution.
- C. Within 21 calendar days of receiving the grievance, the program will make a resolution decision on the grievance. Any extenuating circumstances indicating that this time period would need to be extended must be documented in the

grievance file and written notification given to the client and persons filing grievances on the client's behalf.

- D. If you or your representative is dissatisfied with the results of the resolution, you may file another grievance.
- E. A grievance may be filed at any time during this process if you feel your rights have been violated with respect to confidentiality of your personally identifiable health information. There will be no retaliatory actions taken against any person exercising his/her right to file a complaint.

Chores

- Every Saturday a new chore list will be posted. Please check to see what your chore is.
Everyone must do their OWN assigned chore.
- If you are assigned to a kitchen chore please adhere to the following requirements:
It is required by all clients assigned to a kitchen chore to wear a hair net and rubber gloves at all times, please ask staff to provide you with these items. You will also be required to wear an apron if on dishes.
- Please ask staff for directions on how to complete your assigned chore.
- 8:00 am: Take morning medication. Please have a glass of water with you when coming to take medication. If you do not have a glass of water staff will ask you to go get one and move to the back of the line.
- 9:00 am – 4:30 pm Treatment programming Monday to Friday. It is the responsibility of the client to be on time for each session. There is no napping during the day.
- 5:00 pm – 5:30 pm Dinner will be served.
- 5:00 pm - Dinner time meds will be dispensed.
- 5:30 pm - Evening chores will start.
- 6:00 pm – 9:00 pm free time except for meeting nights on Monday, Wednesday and Saturday. Attendance at in-house AA and NA meetings are mandatory for all clients. Clients are asked to place coffee, tea, juice, ect on the dining room tables during the meeting to prevent spills on the carpet. The meeting space is very important to the centre and ceremonies take place in this space. Please be respectful and help us ensure this space is kept clean.
- 9:00 pm – 9:30 pm Snack is served and during this time night time medication will be dispensed. Please note the TV room will be closed each night from 9:00 pm until after the completion of night chores by all clients.
- 9:30 pm night chores start.
- 10:00 pm - All access to the payphone is restricted.
- 11:00 pm - All clients will be required to return to their assigned room. Clients are allowed to get up during the night to have a cigarette.

Saturday, Sunday & Holidays

- 7:00 a.m. - 7:30 am – Cold cereal served and the use of the toaster will be allowed.

- Please note on weekends and holidays 8:00 am morning medication and 12:00 pm medication will not be announced. If you require morning medications, please ask a staff member for assistance.
- Brunch will be served between 10:30 am and 11:00 am.
- The TV room will be closed from 10:30 am until after chores are done.
- Chores will be called at 11:00 am.
- 11:30 am – 5:00pm free time.
- 5:00 pm Dinner is served and medication is called.
- TV room will be closed until after chores are done.
- 5:30 pm Chores are called.
- 9:00 pm snack time and night medication.
- TV room is closed from 9:00 pm until chores are completed.
- 9:30 pm Chores are called.
- Friday and Saturday night bedtime is 1:00 am.
- Sunday night bedtime is 11:00 pm.
- Please note that clients are not permitted to be outside their rooms without being properly dressed. Clients are not to be outside their rooms while wearing pajamas, pajama pants (both men and women), nightdresses, house coats, or bathrobes. Footwear must be worn at all times while outside of your assigned room (no exception!!).

What you can expect from Night Attendant staff:

Night Attendants are not counselors. Night Attendants are only able to listen if you are emotionally upset and a counselor is unavailable. Night Attendants are unable to provide advice or treatment related assistance. You are expected to cooperate with Night Attendants and to treat them with respect. Night Attendants are given the responsibility to ensure that the rules and regulations are followed accordingly. Lack of cooperation to the above rules and regulations can either result in a demerit, loss of pass privileges or termination from the program.