



# CLIENT HANDBOOK

## THE GRACE CENTRE



Eastern Health  
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## Welcome to the Grace Centre

Congratulations on making the decision to attend residential addictions treatment at The Grace Centre! We at The Grace Centre are committed to creating an open and supportive atmosphere where you can heal physically, spiritually, emotionally, socially, and psychologically. Our interdisciplinary team representing nursing, pharmacy, social work, occupational therapy, psychology, recreation therapy and peer support, look forward to working with you and supporting you on your recovery journey.

### Our Vision

Our vision is to share hope and healing with individuals who are working on recovery from addiction.

### Our Mission

Our aim is to create a safe and caring environment to support individuals in their journey from active addiction to active recovery; by instilling hope and confidence in creating behavioural and lifestyle changes.

### Our Values

*Willingness to meet people where they are in their recovery journey*

*Instilling hope in healing and recovery from addiction*

*Fostering the creation of positive social support in recovery*

*Supporting the development of insight and self-awareness in healing*

*Respecting the right to self-determination*

*Respecting the worth and dignity of each person who visits the Grace Centre*

*Offering an array of group approaches, to support individual recovery*

*Respecting the physical, psychological, emotional, social and spiritual, well-being of individuals.*

*Ethical decision-making.*

*Practices which are grounded in research and experience.*

### Clients Rights and Responsibilities

The Grace Centre has a number of guidelines and expectations to support your care. Quality care, safety, privacy, confidentiality, informed consent to treatment, and substitute decision-making are just a few of the considerations taken into account during your stay at the Grace



Centre. The following section outlines your rights and responsibilities as our client. Please review them with care.

**As our client you have the right to:**

- Non-judgmental, considerate care, and understanding.
- A safe, and secure environment to engage in services.
- Be free from discrimination based on race, creed, color, age, religion, gender, sexual orientation, disability, or national origin.
- Know the names, and qualifications of all those involved in your care.
- Know that all health care providers involved in your care are bound by the professional ethics, and standards of their discipline and the standards and policies of the organization.
- Be informed of the policies and procedures that affect your care, and to ask questions regarding them. This includes information about how your health information is recorded, stored and how you can access your information (as described in, *Protecting Your Privacy* pamphlet, available upon request).
- Know the purpose, benefits and possible risks, of any testing, screening or assessment tools prior to their use, and to have the results presented in a way you can understand.
- Personal health information to be kept confidential to Eastern Health and those involved in your care. Personal information will only be released with your consent, or when required by law as outlined in the “*Limits of Confidentiality*”.
- Know that service providers within Eastern Health will work as team, and share information relevant to your care, sometimes with other care providers outside of Eastern Health, and with your consent, in order to provide a coordinated quality service.
- Be informed in advance of the presence, and identity of any persons observing individual or group sessions for the purpose of supervision or training.
- Consent, or refuse to participate in any research or evaluation regarding the health care you receive - your decision will not affect the services you receive.
- Bring concerns about your care forward and have access to Client Relations contact information in the event you are unable to have concerns resolved by staff of The Grace Centre.
- You may self-discharge from the program at any time; without judgement, and with an invitation to reapply when you are ready to engage group based treatment.



**As our client you have a responsibility to:**

- Be an active participant in decision-making matters that affect your care.
- Be aware of program guidelines and how your experience at The Grace Centre may be impacted if not followed.
- Work with your health care providers to identify goals, and work toward these goals.
- Work with your health care providers in a respectful manner.
- Work with and live with other program participants in a respectful manner
- Provide any knowledge important to your care, to your health care providers.
- Let your health care providers know if you have questions or concerns.
- Honor any uninsured financial obligations.
- Consider carefully the consequences of consenting to, or refusing treatment.
- Call to cancel/reschedule your admission time if you cannot make it.

## **Confidentiality and Limits**

You have a right to privacy, and to have your personal health information treated with respect. Every effort will be made to ensure the confidentiality of information you have shared. However, when required to do so by law, information you provide will be released without your consent. These conditions are called the “*Limits of Confidentiality*” and include the following:

- If you threaten, or are assessed as being, a risk to harm yourself, someone else, or cause damage to property;
- If there are reasonable grounds to suspect that a child ( under the age of 16) or youth (between the ages of 16- 18) is being abused, neglected, or other circumstances where a child or youth may be in need of protective intervention as outlined in the Children, Youth, and Families Act (CYFA) (2018);
- Where an adult is, or may be, in need of protective intervention as outlined in the Adult Protection Act (APA) (2014);
- In the event of a medical emergency where the release of certain health information would be beneficial to your medical care;
- Upon receipt of court subpoena, or warrant.

**Families Please Note:** To protect your loved one’s rights to confidentiality, we are unable to release any information on your loved ones’ progress, or status, without their prior written consent.



## **Admission Expectations**

As per the Criteria for Admission policy, it is expected that you will be alcohol/drug free for a minimum of five days prior to admission. Support for withdrawal is available at the Recovery Centre. We encourage you to make a plan for withdrawal prior to admission in order to prepare to enter fully into the program upon arrival. Individuals who arrive at the Centre under the influence, or exhibit signs of withdrawal, may be admitted to a withdrawal management bed, and remain there until well enough to begin the treatment program.

In some situations, individuals may be required to begin the tapering process off some medications and/or where necessary discontinue them prior to entering treatment (i.e. benzodiazepine/opiates). Our staff will work with prescribers to develop the best treatment option.

As per the Criteria for Admission policy, we encourage you to have housing needs taken care of prior to admission so you are better able to focus on your recovery.

## **The Grace Centre**

The Grace Centre is an 18 bed facility designed to support individuals on their journey from active addiction to active recovery. The treatment program is open to male and female residents of Newfoundland and Labrador who are 18 years of age and older. The program at the Grace Centre is typically delivered over a 4 week period.

Our staff at the Grace Centre believe that you have a right to considerate, non-judgemental and respectful care. All staff are trained in the area of addictions. All staff are registered with their professional bodies, and adhere to Codes of Ethics governing their conduct.

Staff at the Grace Centre work as an interdisciplinary team; representing different professions, who work together to provide you with the best care possible. Our nursing staff are comprised of registered nurses (RNs), licensed practical nurses (LPNs), and a nurse practitioner (NP). Our NP is a registered nurse with additional education who can independently diagnose, order and interpret diagnostic tests, prescribe pharmaceuticals, and perform clinical procedures. Other team members include a psychologist, clinical pharmacist, social worker, addiction counsellor, recreation therapy specialist, and an occupational therapist.

Our interdisciplinary team works together to provide group based treatment which is based on best practice guidelines and is evidence. Details on the treatment program, and program expectations are included in the sections to follow.



## Our Treatment Program

When you first arrive at the Grace Centre, you will be asked to participate in an **intake and medical assessment** with nursing staff, clinical pharmacist, and nurse practitioner. This assessment will involve gathering information related to medical history substance use history, mental illness or other diagnoses. During this assessment, medications are reviewed and necessary changes made. Changes may include increasing, holding or discontinuing medications. Medications which aid sleep (e.g., Zopiclone), benzodiazepines (e.g., ativan, clonazepam, valium, temazepam, etc.) can negatively impact chances for a successful recovery. As per the best practice benzodiazepine withdrawal guidelines, these medications will be tapered, and where possible, discontinued. Our NP works closely with you to safely taper and discontinue these medications. Our team may also consult with other service providers, such as family doctors and psychiatrists as part of the assessment and treatment process. In addition, medication education is provided, in both group format and individually where required.

After admission to the Grace Centre, you are assigned a navigator who will meet with you at least twice during your stay. These meetings are not counselling sessions. The purpose of these meetings is to support your program adjustment and progress, to refer you internally to other members of the interdisciplinary team when needed, and to facilitate your transfer of care to community out-patient services.

At the Grace Centre we provide group based programming to support you on your recovery journey. A variety of groups are offered including: group therapy; psychoeducational groups; self-help groups; skill building groups. All of these groups, with the exception of our self-help groups, are offered by our interdisciplinary team. The purpose of all of the groups is to offer you skills and strategies to integrate into your life and recovery. The self-help groups offer peer support from people who have lived experience with addiction and with recovery from addiction.

## Family Education Session

Our program offers support and education to family members, people who will support your recovery, or significant others. These sessions offer an opportunity to learn more about the addiction and recovery process; and to discuss the impact of their loved one's addiction on them.

## Therapeutic Passes

You are required to **remain in the Centre throughout the first week of programming** to



support your adjustment to the treatment environment, and to minimize outside distractions. During the second and third week of programming, you may be eligible to apply for therapeutic passes away from the facility (pass times are listed below). The purpose of therapeutic passes is to provide you with an opportunity to practice skills taught in the program and to help resolve challenges encountered in transferring coping skills from residential setting.

Request for therapeutic passes are assessed by the inter-disciplinary team. If you are assessed to be at risk of relapse as evidenced through a pattern of missed groups, consistently late for groups, continued focus on others despite staff support for you to refocus on your recovery, or high emotional states, you may be asked to remain at the Grace Centre. Additional support may be offered in lieu of a therapeutic pass to help you increase insight and strength in developing relapse prevention skills before availing of time away from the Grace Centre.

**Pass times:**

**Week Two and Three** - Thursday (6-8pm) & Saturday or Sunday (4 hours)

**Week Four** - Thursday (6-8pm)

**Visitors**

Visiting is only permitted outside of group programming hours. The interdisciplinary team must be informed in advance of visitors. Staff will note the names of visitors expected and those names will be placed on an approved list. These measures are to ensure confidentiality and safety are maintained. Visits will only take place in a designated room, monitored by our security system. Length of visit, and number of visitors are based on the visit applications submitted. Drop in visits, and visiting on the parking lot are not permitted. Visitors are not permitted during an individual's first week of programming.

**Visiting hours:**

Thursday and Friday (4:30 – 6:30 pm)

Saturday and Sunday (1:00 – 4:30pm & 6:00–6:30pm)

Visits are scheduled within these hours in 30 minute intervals.

**Guidelines to Support Recovery**

We have guidelines and expectations we invite you to follow so we can balance supporting your recovery with maintaining an inviting and a safe group atmosphere. Please review guidelines with care.



- **Alcohol, non-prescribed, or illicit drugs** – Such items are not allowed in the Grace Centre. The consequence of bringing these items on site may be discharge from the program. This includes the use of cannabis and cannabis related products.
- **Energy Drinks & Supplements** – Energy drinks, such as Red Bull, are not permitted at the Centre. Dietary supplements such as protein powders, protein bars, and meal supplements (e.g., Boost, Ensure, etc.), are also not permitted at the Grace Centre.
- **Gambling** - All forms of gambling behavior and materials, such as Lotto Tickets and television shows involving gambling, are not permitted.
- **Medication** - All prescription and non-prescription drugs must be passed over during admitting procedures. Arrangements will be made with nursing staff in consultation with a physician/nurse practitioner for issuing of necessary medication. Please bring in any medications you are currently taking. Please note:
  1. some medications may be changed by the Nurse Practitioner based on the best evidence available to support your recovery.
  2. Medication may be crushed and/or put in applesauce.
  3. In the case of Methadone or Suboxone, it is your responsibility to ensure a prescription is faxed to our vendor pharmacy prior to admission. Arrangements for the continuation of prescription(s) is also your responsibility when being discharged from the program, including early discharge from the program.
- **Permission to Leave** – For safety reasons, you are asked to sign-in and sign-out upon leaving/returning to the residential floor (white board by nursing station). You are also asked to sign-in and sign-out at the security office each time they leave the building. If you need to leave the premises at any time, please check with staff so we can support your safety leaving the property and returning to the Grace Centre.
- **Bedding & Towels** - Only bedding and towels supplied by the Centre are permitted for use. Please do not bring pillows, blankets, quilts, mattress covers, stuffed animals etc., into the Centre, as they will not be permitted. Clean sheets, pillowcases, towels, and facecloths are available anytime. You are asked to change your bed linens at least once a week.
- **Laundry** -Laundry detergent and dryer sheets are provided. Laundry can only be done during designated times. Please note the laundry room will be closed Fridays from 9am – 4pm.
- **Bedroom & Common Areas** You are assigned your own bedroom and bathroom that we ask you to keep clean and tidy. Visiting each other's rooms is not encouraged at the Grace





Centre. You are expected to help keep common areas clean. In addition, there are dedicated chore times each Sunday.

- **Wake Up & Lights Out** - Wake-up is at 7:00am on weekdays, and 8:00am on weekends. Early risers are asked to remain in their rooms until 6:00am. Lights out on weekdays are at 11:00pm and 12:00am on weekends.
- **Television** - The television in the client lounge is only permitted for use after the treatment program day ends. Televisions are not allowed in the bedrooms. Programs with content that may be offensive, or disturbing, are not permitted; this includes behaviors that may be considered triggers to others (e.g., drug use).
- **DVDs/Movies** – Only DVDs supplied by the Centre are permitted. Some movies may be limited due to their content of violence, sexuality, drug use, etc.
- **Electronic Devices** - Cell phones, tablets, smart watches (that are able to send and receive messages, etc), DVD players, computers, electronic games, and cameras must be turned over to security upon admission. These devices will be returned on Thursday from 6-8 pm; Fridays at 4pm, and must be passed back in on Sundays by 9pm. MP3 players or I-Pods without internet capability are permitted for use outside of program time.
- **Computer Room** - A computer room is available for use at the Grace Centre. This is accessible from 7:30 am – 9:00 am and at the end of the program day until 9 pm.
- **Meals** – We invite you to eat all meals in the dining room. Since nutrition is an important part of the program, skipping meals is not encouraged. Attendance during meal times will be monitored by staff. Please advise staff of dietary concerns/allergies.
- **Telephone** – A phone is available for use outside of group programming hours. It is noteworthy however, that phone access is limited. Individuals must sign-up for phone time, and calls must be limited to fifteen minutes. Pre-paid phone cards for long distance calls are required. If there is an emergency, please have supports call the nursing station 945-4520.
- **Medical Attention** - If medical attention is needed, please inform the Nurse Practitioner or a member of the staff at the Grace Centre. When assessed as necessary, a referral to the nearby hospital for further assessment may be made by medical staff.
- **Alcohol & Drug Screening** – Random observation urine testing for substance use will be required throughout the program. All testing will be administered by nursing staff. You may not leave the floor once a urine is requested. When requested, a sample must be provided within one hour. Failure to provide a sample after 3 attempts is considered a positive result.



- **Room Searches** – For safety reasons, random room searches are completed at the Grace Centre. Your room will not be searched unless you are present.
- **Participation** – You are expected to be on time and attend all sessions offered.
- **Respect** - Verbal or physical abuse, aggression, and sexual harassment of staff or clients will not be tolerated. Such behavior will result in immediate discharge from the program. Respect also includes respect for others space, and personal belongings. Defacing, or vandalizing any of the Grace Centre property (i.e., walls and furniture), may result in discharge from the program.
- **Relationships** – Exclusive, or sexual relationships with any other individual at the Grace Centre are not permitted, and may result in discharge from the program.
- **Money** – Large amounts of money are discouraged and small amounts of money, for personal needs, are encouraged. The Centre is not responsible for paying transportation costs to medical appointments, hospital visits, etc. Borrowing and loaning money is not encouraged.
- **Establishments Offering Substances** – We ask that during time at the Grace Centre that you avoid establishments that serve alcohol and other substances as they may present as a relapse risk in early recovery.
- **Pornography** - The use of pornography is not permitted at the Grace Centre in any form.
- **Prohibited items** - Certain items are not permitted at the Grace Centre. The following are examples of prohibited items: products containing alcohol, glass items, mirrors, cords, blankets, pillows, towels, vaporizers, fresh foods, any open food/drink, coffee makers, sharps, etc. For more information about prohibited items, please contact 945-4500.

## Volunteer Program

During your stay at the Grace Centre, there may be program approved volunteers available to help you with your homework, and provide peer support, or other programming (e.g., music therapy, pet therapy, physical activity, yoga, 12-step groups, etc.). Volunteers may be at the Centre outside of the basic program hours (i.e., on the evenings and weekends). Our program volunteers follow the same privacy rules, and limits of confidentiality as our staff.



## Scent Free Policy

The Grace Centre is a scent-free environment (i.e., perfume, colognes, body sprays). This policy serves to protect those individuals who suffer adverse reactions from scented products. We ask that you do not bring scented products to the Centre. Scented products will be held at Security and returned to you upon program completion.

## Immunizations & Influenza Vaccination

Immunizations are recommended for those with chronic illnesses, such as substance dependency. As such, immunizations will be available to you at the Grace Centre; this will be discussed on admission. Given that the Centre is a communal setting, it is highly recommended that you have a flu shot at least two weeks prior to your admission date. Individuals diagnosed with influenza during their stay may be asked to leave, and return when they are no longer symptomatic.

## Smoking Guidelines

The Grace Centre is a **smoke-free environment**. Smoking is permitted at designated times, outside of group programming hours, before 9:00am, during lunch break and after 4:00pm daily. An area at the edge of our parking lot, monitored by our security cameras, is used for smoking.

Upon admission cigarettes will be stored at security with the exception of one open pack for current use which will be stored at the nursing station.

Vapour devices are not permitted. Smoking cessation resources, including nicotine replacement treatment (NRTs), such as the patch, gum, and lozenges, will be provided for all clients, as needed. Smoking is not permitted while on any community outing with staff from the Centre.

## Parking

Parking is available for those who bring their cars to the Centre. We invite you to turn car keys over to staff upon admission. For safety reasons, we ask that you do not transport other clients in your vehicle. Again for safety reasons and to support your recovery, vehicles on the property may be searched by staff if we suspect that drugs or alcohol may be stored there.

## Dress Code Guidelines

The following guidelines are intended to encourage a respectful, safe environment for all clients:



- Clothing must be clean and presentable
- Clothing must not be provocative, revealing, or inappropriate (e.g. muscle-style shirts, clothes that are too tight or short, spaghetti strap tops, etc.)
- Clothing cannot contain sexually suggestive messages, drug, alcohol, or gambling logos
- No scrubs or uniforms are permitted
- Hoodies cannot cover head, or face while in the building
- Sunglasses are not permitted to be worn inside the building
- You may be required to remove your hat at certain times

## **What to bring to The Grace Centre**

- MCP card or number. If no MCP#, then out-of-province health insurance number
- At least one piece of photo identification
- Drug Card
- Return plane or bus ticket (if applicable)
- You will require a pre-paid phone card to make long distance calls
- Please bring enough clothing for your stay
- Boots, coat, hat, gloves, etc. during winter for exercise walks outside
- Gym clothes, or other clothing suitable for active living sessions
- Shoes (gym Sneakers, closed-toe with support)
- Slippers and nightwear
- Personal toiletries (e.g., shampoo, toothbrush, sanitary napkins, etc.)
- Eye-glasses
- A clear water bottle
- All medications (prescribed and /or over-the-counter) that you are currently taking. All medications must be in their original packaging/vials.
- A locked areas is provided, so residents are responsible for their own valuables. Please bring a small amount of money for personal expenses, and in-town transportation cost. Do not bring large amounts of cash, jewelry, or other valuables. The Grace Centre is not responsible for lost or stolen items.

## **Completing the Program**

You will complete a detailed recovery plan as part of the program completion which will be reviewed with your navigator. You will also work with your navigator, and other team members to ensure that referrals best suited to your recovery needs are made. You will be responsible for arranging your prescriptions for suboxone or methadone as part of your discharge plan. Recovery success will be increased if you make use of additional follow-up supports when you return home. These may include:



- Individual counseling with a mental health or addictions counselor, social worker, psychologist, or other professional.
- Follow-up groups. These groups are available at designated sites throughout the province, and meet weekly, or bi-weekly in some areas.
- Self-help groups: Alcoholics Anonymous, Narcotics Anonymous.
- Services offered through technological platforms such as Therapy Assistance On-Line.

*Please refer to [www.bridgethegapp.com](http://www.bridgethegapp.com) for a listing of recovery supports.*

On your last day at the Grace Centre, your program ends at **12:00p.m.** You are responsible for your own transportation and can arrange to leave, or be picked up after **12:00p.m.** We encourage you to make these arrangements by Thursday of your discharge week. If required, for travel or safety reasons, you may stay at the Grace Centre Friday night, and leave Saturday morning.

## **Program Evaluation**

During your stay you will be asked to fill out a program evaluation form. This form will ask about your thoughts on your treatment, and for any changes you might suggest. Your ideas and suggestions are important to us, as we strive to provide you with the best possible care.

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*For further information please call the Centre number, 945-4500..*

## Directions

The Grace Centre (formally known as the Splash Centre) is located on Lady Lake Road, Harbour Grace. If you are driving to The Grace Centre, take Exit 31 off the Trans-Canada Highway on to the Veterans' Memorial Highway. Continue on the Veterans' Memorial Highway until Exit 75 on to Cathedral Street, take the 3<sup>rd</sup> right on to Military Road in which will lead to Lady Lake Road. The Grace Centre will be on your right



