



Welcome to Recovery Centers of America at Devon. We're honored to have the opportunity to help you today.

Below you will find an overview of the RCA Devon family program, including times for the orientation and modules, and the family questionnaire. You will also find some important information regarding your loved one's stay, their treatment team members, and a brief description of the weekend educational modules if you plan to visit them.

Meet Your Loved One's Treatment Team:

CEO: Steve Wicke

Clinical Director: Luke English

Clinical Supervisor: Melissa Carr and Tim Henshaw

Corporate Director of Family Services:

Trish Caldwell 610-420-6892 | tcaldwell@recoverycoa.com

If you have a loved one currently in treatment with us, and would like to reach RCA at Devon, please call (484)393-2001.

Your loved one's primary and family therapists will typically be assigned within 48 hours.





Commonly Asked Questions:

Q: What is the recommended length of stay for treatment?

A: Families should prepare for the long road ahead. And commitment by families and your loved one is essential in the recovery process. RCA will provide your loved one an individual treatment plan tailored specifically to their needs, including co-occurring treatment. RCA recommends a comprehensive, 28-day residential treatment program because increased lengths of care have been proven to provide better outcomes (such as continued abstinence, decreased potential for relapse and continued employment). According to the National Institute on Drug Abuse, participation for less than 90 days in residential or outpatient treatment is of limited effectiveness, and treatment lasting significantly longer is recommended for maintaining positive outcomes.



Q: What happens if my loved one wants to leave before the 28 days? How do I remain supportive?

A: Recovery is a difficult process and takes a tremendous amount of courage. However, this is a disease and certain expected symptoms of the disease may persist while in treatment. Your loved one may call you at some point telling you or demanding that you take them home. This usually occurs after detox or often around days 7-10 and is an indicator that the symptoms of the disease are present for your loved one. There are many factors that may lead to this increase in behaviors, such as the brain's response to withdrawal (PAWS), triggers, or the completion of detox to name a few. While this is an emotional time for both you and your loved one, their need to remain in treatment remains critical. Reassure your loved one that you love them but remain firm in your boundaries and stay close with the treatment team for strategies and support. Patients who leave treatment early have poorer outcomes in their recovery so it is imperative to encourage your loved one to complete their treatment. Please call the family therapist if you are having thoughts of picking up your loved one early so you can process this difficult decision and explore how this might impact their recovery.

Q: What are payment options at RCA?

A: At RCA we pride ourselves on having strong advocates that work directly with our patient's insurance companies to obtain coverage for treatment. Throughout your loved one's stay, we will be collaborating with their insurance carrier by sharing their progress and goals to determine medical necessity for services. In instances where the insurance carrier is recommending another level of care, yet our clinical team believes your loved one can clinically benefit from continuing their residential stay, we will exhaust every option we have to get adequate coverage. In situations where this does not happen we have set up a financial assistance program with our partner, FinPay. In the event you and your loved one choose to progress in our program without the assistance of the insurance carrier, FinPay is designed to assist you by minimizing the financial burden associated with out-of-pocket treatment costs. All RCA patients have FREE ACCESS to a payment specialist who can help navigate financial responsibility for continued treatment. In addition, we have financial counselors at each location who are on-site to assist in this process.

Items Not Permitted:

Handbags | Purses | Wallets | Backpacks | Cameras | Cell Phones | Recording Devices | Food | Drinks | Candy | Gum



Q: What is the Blackout period?

A: To successfully engage in treatment RCA adheres to a 5-day blackout for all patients. This “Blackout” period means that patients will not be able to have any interaction with outside contacts, including family, for a minimum of 5 days. Scheduled family therapy sessions may happen during the blackout period if there is a valid release.

Q: What happens if my loved one rescinds their release for me?

A: If your loved one rescinds a release for us to be able to communicate with you, when you call you will hear from us that we “cannot confirm or deny that person is a patient at RCA”. Releases can be rescinded for various reasons by your loved one. If you believe your release has been rescinded, you can request that your loved one call you with a staff member present. If your loved one does reach out, you may want to encourage them to reactivate the release and discuss the importance of your participation and desire to be a part of their recovery.

Q: What are visitation hours and expectations?

A: If you wish to visit with your loved one, you’ll first need to request a scheduled visitation. Upon the clinical supervisor’s approval, you will need to attend a family orientation and family modules. Visitation is offered Saturday and Sundays with the following schedule:

Family Orientation	Family Modules	Visitation Hours
1:30 P.M. — 2:30 P.M.	2:30 P.M. — 3:30 P.M.	3:30 P.M. — 4:30 P.M.

Families will only need to attend orientation once per treatment admittance. Visitation is offered weekly; however, space is limited and must have prior approval from a clinical supervisor. Please speak with the primary therapist to request a scheduled visitation.

Please note: A valid photo ID is required to take part in visitation.

Q: What are the Family Modules? Is attendance required?

A: The family modules consist of a variety of topics to better help you navigate what to expect while your loved one is in treatment and how you can be a positive part of their recovery. RCA Devon offers educational modules that cover: Narcan Education, Addiction & the Brain, Empowerment & Healing the Family System, Communication & Boundaries, and Journey in Recovery. **To visit your loved one in treatment, completion of orientation and family education are required.**

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RCA at Devon's Seeds to Recovery Program:

A unique family programming exclusively offered at Devon, that was created to help reconnect you and your loved one through education and fun interactive learning opportunities. This is a 2-day workshop facilitated by our family trained staff and our corporate Director of Family Services. It is offered on select months. Please speak with Trish Caldwell or your loved one's therapist for additional information. As a commitment to our families, this is a service offered to our families and alumni at no additional cost and includes refreshments and lunch both days.

RCA Complimentary Interventions:

The power of an intervention is the love and support of family

An intervention isn't about confrontation – it's about finding your full-family solution, and that's exactly what Recovery Centers of America does. RCA Interventionists are ready to help the families before, during and after treatment. We work with you to build a team, so you can deliver a clear-cut message of love and concern to your loved one to encourage entering and staying in treatment. The idea of unknown can be daunting, especially when it comes to interventions.

Simply call **1-800-RECOVERY** and ask to speak with an Intervention Support Specialist; they will help guide you based on your concerns. An Interventionist will through the logistics with you and help you craft a plan that makes sense. Our mantra is love and concern. From here, the Interventionist will focus on putting options together and anticipating any objections or barriers that could prevent your loved one from recovery.

The Interventionist will help your family deliver the message and stick to the plan. Part of an intervention means identifying recovery efforts for every member of the family, so everyone can understand how to support recovery, not addiction. This is of no cost or obligation to you or your family.

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Family Resources:

- Learn to Cope: non-profit peer-led support network:
<https://www.learn2cope.org/about/>
- Nar- Anon: 12 step programs for family or friends of someone with a substance use disorder:
<http://www.nar-anon.org/>
- Al-Anon and A lateen:
<https://al-anon.org/>
- Family Support Group, Sunday, 12:30-1:30pm RCA Devon
- Vivitrol – Please speak to your treatment team for more information
- Conversation.zone

Book References:

- Addict in the Family: Stories of Loss, Hope, and Recovery
- Everything Changes: Help for Families of Newly Recovering Addicts: Navigating the early months of Recovery
- Loved One in Treatment? Now What! Handbook for families navigating the path of substance use, treatment and recovery
- Reclaim Your Family from Addiction: How Couples and Families Recover Love and Meaning Paths to Recovery: Al-Anon's Steps, Traditions, and Concept
- How Al-Anon Works for Families and Friends Today's Gift: Daily Meditations for Families
- Courage to Change: One Day at a Time in Al-Anon

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