



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

Recovery Centers of America is committed to assisting your loved one through their recovery journey. We believe that one of the most successful ways we can do that is by involving loved ones in the treatment process. To acclimate everyone to our program philosophies and patient and family expectations, we have taken the liberty to put this informational guide together for you.

Included you will find an overview of the Westminster RCA family education and support opportunities in which we are hoping you participate. This includes both guidelines for the orientation and seminars, and some family resources. In addition, we have included some valuable information regarding your loved one's stay, a place to note their treatment team members when assigned and a brief description of the weekend educational seminars. Research has long proven that an individual has a higher rate of success when family involvement and support is prioritized.

If you have a loved one currently in treatment with us, and would like to reach RCA at Westminster, please call 978-571-1700.





Meet Your Loved One's Treatment Team:

ATS Treatment Team:

ATS Clinical Supervisor: Colleen Cole, MA, CAGS | 978-571-1720 | ccole@recoverycoa.com

Clinical Case Manager: Lee Oliver | 978-571-1724 | loliver@recoverycoa.com

Case Manager: Assigned within 24 hours of admission to ATS

CSS Treatment Team:

ATS Clinical Director: Meghan Wood, LMHC | 978-571-1750 | mwood@recoverycoa.com

Primary Therapist: Assigned within 24 hours of admission to CSS

Case Manager: Assigned within 24 hours of admission to ATS

Corporate Director of Family Services: Trish Caldwell 610-420-6892 | tcaldwell@recoverycoa.com

Important Information: You will be provided detailed information in the family orientation that we offer every weekend at all sites.



Items Not Permitted:

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



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 the family 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, 30-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 30 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 requesting or demanding that you take them home. This 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 changes in physiology, the brain's response to withdrawal or internal triggers 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, remain firm in your boundaries and stay close with the treatment team for strategies and support.

Q: What are payment options at RCA?

A: At RCA we pride ourselves on having strong advocates who work directly with our patients' 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. For situations in which insurance-pay options are fully exhausted, 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 fiscal responsibility for continued treatment. In addition, we have financial counselors at each location who are on-site to assist with this process.

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Q: What is the transition period?

A: This may also be referred as RCA's "black out period". When an individual enters treatment, it can be a very vulnerable time. To give individuals the opportunity to settle in and focus on themselves and their treatment, we implemented a 'limited contact' period. During this period, we limit interaction with outside contacts including family for a minimum of five days. This allows patients to have the opportunity to focus on their treatment program, socialize with others, and achieve confidence in their sober-selves. It also allows you the needed time to begin to set up your own support both in and out of RCA. In some cases, and when therapeutically appropriate, we will assist individuals in making calls, and/or facilitate family or couples therapy sessions/interventions during the transition period if there is a valid release of information.

Q: What happens if my loved one doesn't sign or 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 the individual is in our program." Releases can be rescinded for various reason by your loved one. If you know that a release has been rescinded, you can encourage your loved one to reactivate the release before attending visitation, by requesting they call you with a staff member present. Speak with your loved one while in treatment about the importance of your participation and desire to want to be a part of their recovery.

Q: What are visitation days and expectations?

A: Visiting your loved one is an important part of the recovery process. Once in our CSS program, he/she will be able to request the opportunity for visitation by discussing with their assigned treatment team who they would like to have visit. Visitations are allowed on Saturdays for women and Sundays for men each week. Prior to the approved visit, your participation in the family orientation and seminar is required. Visitation is not permitted during treatment at our ATS program.

Q: What are the Family Seminar Workshops? Why do I need to attend?

A: To ensure that we are all working towards the same goal of a solid recovery program for your loved one, we have created family seminar workshops. The family seminar workshops consist of a variety of topics to help you navigate expectations related to your loved one's treatment experience and how you can be a supportive part of their journey. These seminars are an integral part of our program and they are offered at no additional cost to you. Westminster offers a variety of educational seminars. The workshops take place on weekend mornings. Refreshments will be provided between the workshops and visiting time.

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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/>
- SMART Recovery: nationwide, nonprofit organization that offers free support groups and Internet message board discussion groups
<https://www.smartrecovery.org/>
- National Alliance on Mental Illness (NAMI): a vital state resource for individuals and families facing the challenges of mental illness. Offers support groups, helplines, and education.
<https://www.nami.org/>
- Patent Professional Advocacy League (PPAL): Provides resources for youth with mental health needs and their families through education, advocacy, outreach, and support.
ppal.net/
- National Suicide Prevention Line: 1-800-273-8255
<https://suicidepreventionlifeline.org/>
- Domestic Violence Hotline: 1-800-799-SAFE
www.thehotline.org/
- Department of Children and Families (DCF) Hotline: 800-792-5200. Open 24 hours to report child abuse and neglect
- MASS211: centralized hub for comprehensive information about and referral to the complete spectrum of services in Massachusetts that address the social determinants of healthy lives and communities. Mass 211 can be contacted by simply dialing 2-1-1

Book References:

- Addict in the Family: Stories of Loss, Hope, and Recovery by Beverly Conyers (2003)
- Everything Changes: Help for Families of Newly Recovering Addicts by Beverly Conyers (2009)
- Loved One in Treatment? Now What!: An Essential Handbook for Family Members and Friends Navigating the Path of a Loved One's Addiction, Treatment, and Recovery by Lisa Frederikson (2010)
- Reclaim Your Family from Addiction: How Couples and Families Recover Love and Meaning by Craig Nakken (2000)
- How Al-Anon Works for Families and Friends Today's Gift: Daily Meditations for Families
- Paths to Recovery: Al-Anon's Steps, Traditions, and Concepts by Al-Anon Family Group Head Inc. (1997)
- How Al-Anon Works for Families and Friends of Alcoholics by Al-Anon Family Groups (2008)
- Today's Gift: Daily Meditations for Families by Anonymous (1985)
- Courage to Change: One Day at a Time in Al-Anon by Al-Anon Family Groups (2015)

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