



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

Below you will find an overview of the Bracebridge Hall 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: Domenica Personti (410)275-6201

Clinical Director: Heather Frye (410)275-6233 | hfrye@recoverycoa.com

Clinical Supervisor: Carrie Kemether (410)275-6207 | ckemether@recoverycoa.com

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 Bracebridge Hall, please call (410)275-6200.

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, 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 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 (Post-Acute Withdrawal Syndrome), 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 educator if you are considering 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 Centering period?**

A: To successfully engage in treatment, RCA adheres to a 5-day centering for all patients. This “Centering” 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 centering 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 your loved one, you will first need to request a scheduled visitation. Upon the clinical supervisor’s approval, you will need to attend a visitation orientation. Visitation is offered Wednesdays, Saturdays, and Sundays with the following schedule:

Wednesday	Saturday	Sunday
4:00 PM - 5:00 PM: Visitor Orientation 5:00 PM - 6:00 PM: Family Module 6:00 PM - 8:00 PM: Visitation	Noon - 1 PM: Orientation 1 PM - 2 PM: Education Module 2 PM - 4:30 PM: Visitation	10 AM - 11 AM: Orientation 11 AM - Noon: Education Module Noon - 3:00 PM: Visitation *Lunch will be brought to the Gatehouse*

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

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

A: The family modules are optional educational sessions, facilitated by a clinician, which 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 Bracebridge Hall offers educational modules that cover: Narcan Education, Addiction & the Brain, Empowerment & Healing the Family System, Communication & Boundaries, and Journey in Recovery. Please contact your primary therapist for information regarding education module offerings.

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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/>
- Vivitrol – Please speak to your treatment team for more information
- Attack Addiction: Addiction Help and Recovery in Delaware  
<http://www.attackaddiction.org/>

## 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 Frederiksen (2010)
- Reclaim Your Family from Addiction: How Couples and Families Recover Love and Meaning by Craig Nakken (2000)
- 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 Today's Gift: Daily Meditations for Families
- Today's Gift: Daily Meditations for Families by Anonymous (1985)
- Courage to Change: One Day at a Time in Al-Anon

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