



## **Information for the Family**

### **Introduction**

Welcome to Waypoint Recovery Center's Residential Treatment Program!

We take pride in providing compassionate, quality care to all of our residents. We believe that your loved one's time with us will be beneficial. It is our goal to provide you with a positive experience which will help continue the journey, including the involvement of the family, toward long term recovery from alcohol and other substances.

While your loved one is here, they will have the opportunity to develop goals. They will develop a comprehensive treatment plan with the primary counselor, in conjunction with a multidisciplinary treatment team. They will help guide, support, and challenge to reach those self-determined goals through group and individual counseling, family services, and personal assignments. Working towards a goals is a process and we consider it a privilege for us to walk with them as they embark on a personal journey.

### **Philosophy**

Recovery is a journey. Everyone's path is unique in what challenges they are presented with in life, what strengths they possess...and where they strive to grow. Our fundamental principles and practices are built on the disease concept of addiction and that it should be treated as a chronic disease, and not an acute episode. A substance use disorder can disrupt a person's life, and their loved ones, in a way they may not fully understand how to manage, gain support, or adequately treat. We believe the first step is to instill hope for change towards a new way of living while helping to build a solid foundation to support a lifestyle that is not adversely affected by a substance use disorder.

We understand the importance and value of a dedicated team of professionals that understands these challenges and can collaborate with our patients, their family, and other support systems working towards a common goal – a healthier, happier life, free from the consequences of a substance use disorder. Our decisions are made on the premise that each person has an inherent potential for change, growth, and that certain proven principles help us all move toward continuous improvement, deeper relationships and greater joy, even in the face of difficulties.

Let Waypoint Recovery Center help you along your journey!

### **About Waypoint: Residential**

At Waypoint Recovery Center's Residential Program, all services are facilitated by a multidisciplinary treatment team that includes licensed professionals with significant backgrounds in the treatment of addictions and co-occurring mental health disorders, national and/or state certified addiction counselors, and dedicated recovery associates who have a desire, enthusiasm, and passion to work with others entering into this journey. Our medical



facets of the team consist of an experienced medical director who is an addiction specialist, a board-certified psychiatrist and a family nurse practitioner that possess considerable experience working with people treating addiction and entering into recovery. We provide services for adults (18 and older) with substance use disorders as their primary diagnosis and we can also address individuals with a co-occurring disorder (anxiety, bipolar, depression, PTSD, etc.). Our services will include a comprehensive diagnostic assessment at admission, individual therapy, family services, group therapy, psychoeducation, skill-building, 12-Step facilitation, sober recreation activities, attendance and participation at self-help meetings on site and in town, balanced nutritional meals reviewed by a dietician, case management, aftercare planning, and varied programming geared towards restoration and growth into a lifestyle of recovery.

We also have an Outpatient program located in the Charleston, SC area that offers services for folks discharging to that local area and includes an Intensive Outpatient Program (IOP) that is commonly utilized after a discharge from Residential Services. This is our most comprehensive service in the Outpatient facility and includes many different types of programming. All people enrolled in this service will be asked to have their family of choice involved in (MFGT) and will also be required to have Individual Therapy at a time convenient for you. IOP is primarily accomplished through process groups, education groups, skills building groups, and peer support. This programming is tailored to the needs of the individual and the larger group to help provide insight to the disease of addiction, the process of recovery, skills to manage thought/feelings/behaviors not conducive for recovery and not to relapse. We want to collaborate, encourage, and support a lifestyle change that no longer has substance use in the equation.

This program meets three days a week for three hours each session (Evening days/hours are Monday, Wednesday, and Thursday 4:30pm-7:30pm and Daytime days/hours are Monday, Tuesday and Thursday from 10:00am-1:00pm ). Typically, this level of care requires oversight and pre-authorization by the insurance provider. Based on the medical, psychosocial, behavioral, emotional data acquired during an assessment, this insurance company will determine if the requested level of care will be authorized.

## **Mission and Vision**

### ***Mission***

Waypoint Recovery Center believes in a holistic approach, providing evidence-based treatments in a safe, supportive community. We provide programming that treats and supports individuals and families along their journey toward a new beginning of long term recovery. Waypoint strives to improve the lives we touch.

### ***Vision***

Waypoint Recovery Center creates a compassionate, collaborative and therapeutic environment utilizing treatment approaches that address the underlying aspects of a substance use disorder. We promote effective interpersonal relationships that enhance trust, acceptance and understanding. We adhere to fair and ethical treatment practices supporting individuals, families and the community, making Waypoint Recovery Center the preferred treatment provider.



### **Values**

The Core Values at Waypoint are Honesty, Competence, Perseverance, Passion, Respect and Teamwork. Waypoint looks to these values in everything we do and looks to hire and hold all staff accountable to this set of values.

### **Family Services**

Addiction stresses the family to its breaking point, impacts the stability of the home, the family's unity, mental health, physical health, finances, and overall dynamics. Addiction can totally disrupt family life and cause harmful effects that can last a lifetime. This is why addiction is referred to as a family disease. We also understand that a definition of one's family is not always their blood relatives and it is their family of choice. We can provide family counseling as way to educate, support, and treat the family unit to manage life better for themselves and the support with effective boundaries to the loved one in active addiction. Often times families need support and have questions before their loved one reaches out for help and this service can provide the tools to support the family. The two opportunities we provide are as follows:

1. The first is within the family education sessions that occur every weekend prior to visitation on Saturday and Sunday at 1:00pm.
2. We can also provide family counseling with the family unit during a pre-scheduled session with the patient anytime during the treatment episode.

### **Visitation**

1. No visitation is allowed the first weekend the patient is in treatment. If a patient is admitted on the weekend, the weekend does not count as the missed weekend and discretion by staff will be used to accommodate family. There is also no phone calls for the first 7 days, unless there is an emergency or business purpose allowed by staff. The number that should be called by family is 1-854-444-5200.
2. **It is required/mandatory that visitors attend the multi-family education group that starts at 1:00pm each and every time visitation occurs. If you do not attend or are late for the group, you will not be allowed to visit.** Visitation will occur on Saturdays and Sundays 2:30pm to 4:00pm, unless the facility decides that other days are appropriate due to a holiday. Information on the multi-family education session is listed below.
3. Visitation cannot occur in a patient's room or in areas where staff cannot observe.
4. Visitors will not be allowed the first weekend when admitted to treatment.
5. A maximum of 2 visitors per patient per day is allowed. All visitors must sign an acknowledgement of the Confidentiality Agreement before being allowed on site. Family members will receive a welcome sticker once signing in.
6. Any items brought in for the patient will be subject to a contraband search and any disapproved items will be returned to the family.
7. All visitors must leave their belongings secured in their vehicle. The only items family members are allowed to carry with them while on campus is their keys.
8. Family are not allowed to hand patients anything and are not allowed to smoke with the residents.



9. Cameras and cell phones of any type are prohibited and visitors will not be allowed to bring into the facility. Pictures/videos and recordings are not allowed on campus.
10. Former patients or clients are not permitted as visitors for a period of 12 months from their discharge date. Please see your counselor for other possible restrictions.

### **Multi-Family Education Group**

1. As a condition of visitation, visitors will attend a multi-family education group which is held every Saturday and Sunday starting at 1:00pm and will last until 2:30pm. Families must arrive for check-in beginning at 12:30. ***No visitation will be allowed without attendance at this group/meeting.***
2. Topics are rotated every 4 weeks as to not repeat any material for any family member during the average length of stay for a resident. These groups are geared towards helping the family receive education, direction, and learn self-care. Rules regarding visitation and signing the acknowledgement of the confidentiality agreement will be reviewed at the outset of each session.
3. Children under the age of 18 will not be permitted to attend the multi-family group due to confidentiality and to reduce the potential for distractions. Any alteration to this will be done at staff discretion.
4. Visitors who will participate in multi-family education sessions are asked to assemble at Deer Walk starting no earlier than 12:30 p.m. in order to start on time at 1:00pm.
5. Any deliveries to patients **MUST** be inspected by staff for contraband prior to the patient receiving the delivery.

### **Phone Times**

Patients may be allowed phone privileges after their 7 day blackout. Patients will be placed in either A Group or B Group. A Group phone times occur on Monday and Thursday between the hours of 8:30pm-10:30pm. B Group phone times occur on Wednesday and Friday between the hours of 8:30pm-10:30pm. Outside of the above phone times, outgoing phone calls are allowed for emergencies or business purposes only. Patients cannot receive incoming phone calls.

### **Confidentiality**

Please respect everyone's privacy. Who you see here, what you hear here, stays here! We will do our part, as bound by law, but we need your cooperation in maintaining this as a safe and secure environment for someone to seek services without fear of stigma or violation of confidentiality. Information you may hear in the family education group about other patients or other families should NOT be shared outside of the group.

In order to help safeguard confidentiality, when the patient gains phone privileges, they will call and give a 3 digit identification code that HAS to be used in order to communicate with a staff member when calling in to the facility. Without a code and/or a signed release of information from the patient we cannot confirm or deny that we have someone here in treatment. Thank you for this understanding!



## **A Few Words on Leaving Treatment Early**

Anyone who has ever dealt with a family member, spouse, or a close friend in “active addiction” knows just how difficult it can be to get a person into substance use disorder treatment. Convincing a person that he or she needs help can be a long, painful process. You may have found yourself arguing, pleading, praying or lying awake for nights on end – worrying, waiting, and watching as they self-destruct. Getting a loved one into treatment sometimes takes a moment of surrender – and it can be a small window of time to transition them from home to a treatment facility. But in that moment, many family members feel a sense of relief: a weight lifted off their shoulders – that perhaps the biggest challenge in the whole ordeal has been overcome. But then, there’s the phone call. The call that your loved one reached his or her tipping point. The point that he or she no longer feels the need to be in treatment. And, after a successful admission into treatment, your loved one is now wanting to be discharged.

## **Leaving Treatment Against Staff Advice (ASA)**

While getting a loved one into treatment isn’t an easy task, getting him or her to *stay* there can be even more difficult. Unfortunately, as the term “ASA” indicates – leaving treatment early can be dangerous for a person’s medical health *and* their recovery. This is because treatment is a process and in order to gain the most from their treatment, they need to participate the process through the very end. By leaving treatment before completion, a person takes an unreasonable gamble with his or her recovery – and sabotages their efforts to gain freedom from their substance use disorder.

## **Common Reasons Why People Want To Leave Treatment Early**

- Withdrawal symptoms are overwhelming, even after a medical detoxification, and people will continue to say, “I do not feel good”. Recovery takes time!

Substances like benzodiazepines, opioids, and alcohol can have severe withdrawal effects – and detoxification from any substance is by no means easy. All residents that require a medical detoxification have one completed prior to their admission at Waypoint. Withdrawal symptoms are not just physical and they will have an impact on a person’s mental and emotional state. The first week of treatment can be the most unsettled time for a person. Withdrawal symptoms, including drug cravings, can fill the person with anxiety and cause them to rationalize, “that drugs and alcohol weren’t actually that bad and they should give up trying to stop”. ***The “disease” is telling them leave now, promise anything, and go use drugs and/or alcohol so you can feel better.*** The good news is that any residual withdrawal symptoms are medically and emotionally treated and managed by a professional team during their treatment. In addition, being around peers who are going through the same symptoms can help a person realize that they are not alone.

- Your loved one says, “I do not like it here.”

Post-Acute Withdrawal Syndrome (PAWS) refers to the symptoms that can occur during a prolonged period of withdrawal from substances. These symptoms aren’t comfortable – and include mood swings, irritability, tiredness, anxiety, short term memory loss, and more. They often result in emotional outbursts – tears, anger, and reverting back to old thinking patterns. Because PAWS can be difficult to work through, a person may look for justification to turn back to drugs or alcohol in order to overcome it. Rather than accepting



responsibility and working towards their recovery, individuals may look to place blame on others in order to get what they want (i.e. “The food is terrible.” “I don’t like my counselor and they do not care” “We only get one cigarette break in the afternoon.” “All they care about is the money.”). Keep in mind, ***the “disease” is telling them leave now, promise anything, and go use drugs and/or alcohol so you can feel better.*** In some circumstances, these concerns may have a small portion of legitimate value – in which case, actions can be/have been taken in order to remedy, educate, and inform. It’s important for families and spouses to stay involved and listen to their loved one’s treatment – and also to follow up with the facility. The family program and commitment to the process can act as an aid. However, “rescuing” a loved one from treatment only enables the behaviors, and “addiction”, to continue.

- Your loved one says, “I’m not like these people”.

There’s a reason we tend to avoid the use of the label “addict” or “alcoholic”. First of all, they are labels, and we believe those struggling with a substance use disorder are more than their “addiction”. Second, not everyone who is “addicted” to a substance views his or herself as an “alcoholic” or an “addict.” Lastly, there is a lot negative stigma and strong judgement with those term versus using the term substance use disorder which acknowledges this more as a disease and not a label. Part of the nature of “addiction” is for those affected to believe that they are different, stronger, and smarter than others who use drugs or alcohol. This belief allows individuals to build an emotional wall in order to protect themselves from having to address their issues. Our staff understand the importance of helping our residents find connection with others and their ineffective relationship with drugs and/or alcohol. In treatment, your loved one will be guided toward recognizing similarities with others, developing a sense of empathy, as well as, self-awareness.

- Your loved one says, “I already know all of this” or “I don’t need residential treatment, just let me do outpatient” or “All they care about is my money”.

With any treatment program, there will be certain themes that can, and should, be repeated. Repetition is important because as humans, that’s how we learn. Because of this repetition, individuals who complete only a few weeks of treatment may become overconfident. While confidence is key in recovery, overconfidence can be potentially damaging. Despite not having the full skill set that they need in order to maintain long-term sobriety, a person may become convinced that he or she is completely healed or “cured.” However, without all of the skills developed and fully in place, they won’t be ready to work through potential barriers and high-risk situations. Research indicates that the longer a person remains in treatment, the better their chances of maintaining their recovery. This is also true regarding treatment set up after they leave Waypoint. If a loved one indicates that they already know everything about treatment, it can be a signal of progress, or it can be a signal that more treatment is necessary. Financial agreements and/or estimates are always worked out prior to arrival and should be of no surprise. As with any facet of healthcare, people will always want to put less effort and resources into things that can help them be better than what made them sick or in need of help





Remember, the “disease of addiction” is cunning, baffling, and powerful. Please join us in seeing that your loved one completes treatment and starts the journey into a lifestyle of recovery on the right footing! If your loved one does attempt to leave early, please do not give in or automatically believe what they may be saying, as it may be more of the disease speaking with rationalizations and misconceptions to attempt to get you to agree with their point of view. Always be encouraging, positive, and begin to practice good self-care for yourself while we care for your loved one.