



Recovery Centers *of* America

2701 RENAISSANCE BLVD, 4TH FLOOR
KING OF PRUSSIA, PA 19406

Welcome to RCA,

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. We also appreciate that this is a stressful time and to try and ease that worry, we have created a brief RCA Welcome video for you as a way for you to be able to see what your loved one will be doing and understand the process of engaging in treatment at RCA.

Family Questionnaire: <https://recoverycentersofamerica.com/family-questionnaire/>

Family support and participation is associated with increased success in treatment and lasting recovery. The intention of this questionnaire is to obtain information that will assist us in creating your loved one's treatment plan. Please let us know if you would prefer that your answers not be shared with the patient. Click on the above link and complete the family questionnaire online. This information is sent directly to your loved one's treatment team.

Family Support: <https://recoverycentersofamerica.com/family/>

This link will provide you with latest information on resources available to families, including the Welcome and Orientation videos, and registration for live webinars on our educational seminars. Research has long proven that an individual has a higher rate of success when family involvement and support is prioritized.

Meet your Loved One's Treatment Team here at Bracebridge Hall:

Bracebridge Hall: 410-275-6200

CEO: Robert Bunyon

Director of Therapeutic Services: Heather Frye hfrye@recoverycoa.com

Corporate Engagement Specialist: Ed Harrington: EHarrington@recoverycoa.com

Clinical Supervisor: Carrie Kemether csmith@recoverycoa.com,

Clinical Supervisor: Mary Klesius mklesius@recoverycoa.com

Primary Therapist: your loved one's Primary Therapist will contact you within 48 hours.

1. What is the recommended stay of treatment?

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 to 40-day residential treatment program based on clinical recommendations and the unique needs of your loved one. 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.



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2. What happens if my loved one wants to leave before the treatment teams recommends? How do I remain supportive?

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.

3. What are payment options at RCA?

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.

4. What is the Centering period?

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.



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5. What happens if my loved one rescinds their release for me?

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.

6. Dropping off items for your loved one

With our current joint battle against the novel coronavirus (COVID-19), and RCA’s desire to keep everyone as safe as possible, we are immediately suspending any drop-offs of personal items to current patients in our facilities. All facilities are equipped with laundry facilities as well as ability to provide any toiletry products your loved one may need during their treatment stay.

Your loved one will continue to be able to receive mail and packages that should be limited to only essential items such as nicotine products which are not provided by the facility. Packages should be addressed to:

Patient name
Bracebridge Hall
314 Grove Neck Road
Earleville, MD 21919

Any urgent essential items that a patient may request or require must be preapproved by facility personnel.

7. Visitation

We know that visiting your loved one is an important part of the recovery process. We invite family and friends to witness your loved one’s progress first-hand by participating in *virtual and/or on-site* visitation.

Facetime Visitation: one virtual visitation permitted weekly.

**iPads are provided to the patients for virtual visitation use.*

Virtual visitation lists are generated weekly, and visitors must make requests each week.

Visitation approval is reviewed by the patient’s clinical treatment team.

To schedule Facetime visitation, **email a request** to BBHVisitation@recoverycoa.com

Include in the email: Name of the patient
 Name of visitor (first and last)

Persons requesting virtual visitation will receive an automatic response confirming their email has been received. *There must be an active release of information for presence in treatment on file for continued correspondence.*

Virtual visitation approvals: once a virtual visitation session is scheduled, you will receive a separate email directly from Zoom with the link, meeting ID, and password.



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On-Site Visitation: one on-site visit permitted, *by invitation only*

Patients are eligible for on-site visitation upon completion of a family session with the Primary Therapist, approval of the clinical team, and in treatment minimum of 14 days.

Please contact RCA Bracebridge Hall with questions or concerns regarding visitation: 410-275-6200.

8. Family Resources:

Ensuring that we are all working towards the same goal of a solid recovery program for your loved one, we have created Family Educational Offerings and an RCA Orientation Seminar. The Family Orientation program was created to help you navigate expectations related to your loved one's treatment experience and how you can be a supportive part of their journey. The orientation is an integral part of our program and while we adjust to the safety precautions in response to COVID19, we have made our Orientation available online for you to review at your leisure.

Click the link to register for the family resource sessions: <https://recoverycentersofamerica.com/family/>

RCA Family Resources highlights:

Monday Night Orientation 5:00pm-6:00pm (ET)

This webinar talks about what to expect the 1st week of treatment, how to support your loved one if they have thoughts of leaving, and the importance of continued care for your loved one.

Tuesday Night Educational Webinars 6:00pm-7:00pm (ET)

There is a different topic each Tuesday, including: the Anatomy of Relapse/ Re-occurrence, Understanding the Importance and Purpose of Boundary Setting, Enhancing Connection through Effective Communication., the Grieving Process of Loving Someone with a Substance Use Disorder, the Brain and Substance Use, Managing Recovery through Self-care and wellness, and the Journey of Recovery.

Thursday Night Special Webinars

- **The Young Adult Recovery Process** – 2nd Thursday of the Month at 6:00pm (ET)
- **RESCU Family Education for Families of First Responders** – 3rd Thursday of the month 5:00pm (ET)
- **Understanding Medically Assisted Therapy (MAT)** – 4th Thursday of the month at 6:00pm (ET)
- **Family Support**

Virtual Family Support Group – Sunday at 12:30 pm (ET)

Shoutout (Digital Health) Call 855-408-1050 and register to get the app on your phone.

Join the Family Recovery community and have access to meditation, inspirational material, Podcast on family recovery topics, and much more!



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Virtual Seeds to Recovery Program:

*The Seeds to Recovery program is a unique, therapeutic experience in the safety of their own homes. Many leading experts in the field of addiction treatment and Family Recovery – as well as some who have walked the path to their own recovery – will join Together the 3rd, Saturday a month to share hope, education, and resources to help every family during this challenging time. Run by RCA's Family Engagement Specialist Ed Harrington and Sr. Vice President of Clinical Services, Trish Caldwell, Seeds to Recovery digs deep to educate families on the root causes of addiction and how to support a loved one on the road to recovery. We'll also help families connect in a positive way and develop healthy communication and coping strategies. It's your chance to learn more about yourself and your family dynamics as you navigate your way through your loved one's addiction. Seeds to Recovery shows you how to set up a healthy home for **everyone** in your household.*

Use the link below to register for the next Seeds to recovery: <https://recoverycentersofamerica.com/family/>

Additional Resources:

- Online meetings [Virtual Meetings](#)
- 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/> <https://al-anon.org/al-anon-meetings/electronic-meetings/>
- Vivitrol: www.vivitrol.com *Please speak to your treatment team for more information.*
- atTack addiction: Addiction Help and Recovery in Delaware <http://www.attackaddiction.org/>
- Maryland Coalition of Families: www.mdcoalition.org
- **PABA -Parents Affected by Addiction: Sowing Seeds of Hope** www.facebook.com/PABAparents1.
301-848-6449; 301-399-1810 PABAPARENTS@YAHOO.COM
- **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, helpline and education <https://www.nami.org/>
- **Parent Professional Advocacy League (PPAL):** Provides resources for youth with mental health needs and their families through education, advocacy, outreach, and support ppal.net/



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RCA Complimentary Interventions: The power of an Intervention is the love and support of family.

An Intervention is not 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 1800- 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.

Book References:

The titles collected here offer encouragement and practical suggestions to help your family heal and grow stronger.

- 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)
- Beyond Addiction: How Science and Kindness help people Change. Jeffrey Foote (2018)
- 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 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)