



Recovery Centers of America

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

Welcome to RCA,

Below you will find the following information: overview of the RCA Bracebridge Hall, including times for the orientation and modules. You will also find some important information regarding your loved ones stay, your loved one's treatment team members and a brief description of the weekend educational modules if you plan to visit your loved one.

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

CEO: Domenica Personti (410) 275-6201

Director of Therapeutic Services: Heather Frye (410) 275- 6233 hfrye@recoverycoa.com

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

Clinical Supervisor: Michael Beckham (410) 275-6275 mbeckham@recoverycoa.com

Corporate Director of Family Services: Trish Caldwell tcaldwell@recoverycoa.com

Your Loved One's Primary Therapist will be assigned 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.

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



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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.

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. What are visitation hours and expectations?

Visitation is offered weekly on Saturday and Sunday.

Patients are permitted one visit per week. Visitation is offered on Saturday and Sunday. Each patient is permitted two adult visitors per session, and requests for children to attend must be approved by the primary therapist or clinical supervisor.

If you wish to visit your loved one, you will need to send an email to request a scheduled visitation.

Visitation lists are generated weekly. Visitation availability opens Mondays at 8:00am and closes when capacity is reached. **Visitation requests are not accepted for upcoming visitation until Monday at 8:00am. The list is generated in order in which emails are received.**

Persons wishing to visit a patient at Bracebridge Hall must **email a request** to BBHVisitation@recoverycoa.com

Include in the email: Name of the patient

Visitation day requested: Saturday or Sunday

If you are available either day, please put Either Day

Name of each visitor (first and last) – MAX 2 ADULT VISITORS PER VISIT

*If visitor under age 18 years, identify age of visitor

*Identify any children requesting visitation; requests for children to attend must be approved by the primary therapist or clinical supervisor.

Once you send the email requesting visitation, you will receive an automatic response confirming your email has been received. Detailed responses will be sent within 24 hours. *There must be an active release of information for presence in treatment for a response to be sent.*



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New Visitor Orientation**	Noon – 1:00pm
Education Module	1:00 – 2:00pm
Visitation	2:00 – 4:00pm

** Visitors are required to attend the orientation session prior to the first visit.

You are required to present a photo ID to take part in visitation.

7. What are the Education Modules? Is attendance required?

The education modules are required informational sessions attended prior to each visitation. Each education session is facilitated by a clinician and consists 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.

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: www.vivitrol.com *Please speak to your treatment team for more information.*
- atTack addiction: Addiction Help and Recovery in Delaware <http://www.attackaddiction.org/>

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 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)
- 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)