



## Recovery Centers of America

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

Hello and welcome to the RCA family!

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. In an effort to acclimate everyone to our program philosophies and patient and family expectations we have taken the liberty to put this information guide together for you.

Included you will find an overview of the Maryland Center for Addiction Treatment (MCAT)'s family program, including times for the orientation and seminars, and some family resources. In addition, I have included some important information regarding your loved ones stay, your loved one's treatment team members 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.

Meet your Loved Ones Treatment Team at MCAT:

CEO: Lisa Dehorty

Executive Director: Adina Levi, LPC, NCC

Corporate Director of Family Services: Trish Caldwell [tcaldwell@recoverycoa.com](mailto:tcaldwell@recoverycoa.com)

Your loved one's therapist will be assigned within 48 hours and you should expect a phone call within the first 3 days of treatment.

**Important Information:** You will be provided detailed information in the family orientation we offer every weekend at all sites. In addition, feel free to reach out to anyone listed above to get more information.

### Frequently Asked Questions:

#### 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 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 brains response to withdraw, 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 but remain firm in your boundaries and stay close with the treatment team for strategies and support.



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### **3. What is the “Centering” period (sometimes referred to as the Blackout period)?**

When an individual enters treatment, it can be a very vulnerable time. In order to give individuals the opportunity to settle in and focus on themselves and their treatment we have implemented a Centering period. During this period we limit interaction with outside contacts including family for a minimum of five days. This allows the 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 centering period if there is a valid release.

### **4. 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 that 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.

### **5. 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.

### **6. What and when are the family seminar workshop? And why do I have to attend?**

In order 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 ones 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. MCAT offers a variety of educational seminars. On Wednesday the orientation takes place from 5:30-6pm; the workshop take place from 6pm-7pm with visitation from 7-8pm. On Saturday the orientation takes place from 9:30am- 10:00am the seminar takes place from 10:00am-11:00am and visitation is from 12:00pm 1:00pm. Lunch will not be provided. During months that Seeds to recovery is offered, normal weekend visitation will be replaced by Seeds to Recovery programming.



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### 7. What are visitation hours and expectations?

Visiting your loved one is an important part of the recovery process. We offer visitations after your participation in the family orientation and seminar. Please speak with the family therapist to rsvp to the family seminar workshop.

#### Family Resources:

- Nar- Anon: 12-Step program for family of friends of someone with a Substance Use Disorder <http://www.nar-anon.org/>
- Al-Anon and Ala-Teen: Live, online, and telephone meetings available <https://al-anon.org/>
- In Partnership with Maryland Coalition of Families: [www.mdcoalition.org](http://www.mdcoalition.org)
- **PABA -Parents Affected by Addiction: *Sowing Seeds of Hope*** [www.facebook.com/PABAparents1](http://www.facebook.com/PABAparents1). 301-848-6449; 301-399-1810 PABAPARENTS@YAHOO.COM

#### *MCAT's Seeds to Recovery Program:*

*A unique family programming exclusively offered at MCAT, that was created to help reconnect you and your loved one through education and fun interactive learning opportunities. This is a 2-day workshop facilitated by our family trained staff and our corporate Director of Family Services. It is offered on select months. Please speak with Trish Caldwell or your loved one's therapist for additional information. As a commitment to our families, this is a service offered to our families and alumni at no additional cost and includes refreshments and lunch both days.*

- During months that Seeds to recovery is offered, normal weekend visitation will be replaced by Seeds to Recovery programming.

#### 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)