



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. 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. Research has long proven that an individual has a higher rate of success when family involvement and support is prioritized.

This link will provide you with latest information on what we are offering families, including the Welcome video and our Orientation video as well as link to be able to register for live webinars on our educational seminars. Additionally, your input is incredibly helpful for us, and as such, you will find a Family Questionnaire we are asking that you fill in and submit back to your loved ones primary therapist.

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

Meet your Loved Ones Treatment Team at RCA St. Charles:

- CEO: Karen Wolownik Albert, kwolownikalbert@recoverycoa.com
- Clinical Director: Mark Zissman, mzissman@recoverycoa.com
- Corporate Director of Family Services: Trish Caldwell, tcaldwell@recoverycoa.com

Your loved one's therapist will be assigned within 48 hours.

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.



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2. What happens if my loved one wants to leave before the treatment team 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 brain's 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.

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 reasons 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.



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6. Visitation expectations?

We know that visiting your loved one is an important part of the recovery process. Patient safety continues to be our primary concern at RCA, both from their substance use and now from the novel coronavirus, known as COVID-19. Because the virus is beginning to spread across our communities, RCA is taking steps to keep patients and their families as safe as possible from the virus. We are working diligently to monitor COVID-19 and reducing contact points between the facility and the public. This includes restricting visitors from the community and suspending visitation and in-person family sessions. Currently, we are offering telephonic family sessions and are also offering Weekly family sessions “in person” via video conferencing. This will also allow families to virtually see their loved ones “face to face” once a week. Therapists will be able to schedule sessions, so please speak with your loved one’s therapist to set up.

7. What is the Family Education and Orientation Seminar?

Ensuring that we are all working towards the same goal of a solid recovery program for your loved one, we have created Family Educational programs and an RCA Orientation Seminar. The Family Orientation 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 COVID-19, we have made our Orientation available online for you to review at your leisure via the attached link <https://recoverycentersofamerica.com/family/>

Additionally, we will be offering live webinars, facilitated by the corporate Director of Family Services, Trish Caldwell. These seminars will cover important topics related to addiction and recovery and will be provided every Tuesday evening from 5-6pm until visitation is reinstated. Please access the following webpage for registration, updates, and topics.

Click the link to register for the live webinar: <https://recoverycentersofamerica.com/family/>

8. 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 limiting drop-offs of personal items to current patients to specific times and only with approval from the clinical team. If you want to drop off personal items for a loved one, please seek approval from your loved one’s therapist. Once approved, drop-offs will be accepted Monday-Friday 6-8pm and Saturday/Sunday 11am-2pm. When you arrive on campus, there will be signage with instructions on where to physically bring the belongings. All of our facilities are equipped with laundry facilities as well as the 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. Any urgent essential items that a patient may request or require must be preapproved by facility personnel.



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Family Resources:

- Online meetings
<https://docs.google.com/document/d/1a71ccw7ihaWelksKwOp4AzAkYIVqSoKiN6Gsm38bKMU/mobilebasic>
- <https://al-anon.org/al-anon-meetings/electronic-meetings/>
- 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
- **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 group <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/

Virtual Seeds to Recovery Program:

The health and safety of RCA patients and families have always and will always be our top priority. That being said, we know people suffering from addiction and their loved ones are still suffering. In fact, in some cases, it may be worse, as isolation and more time together can create boredom, anxiety, and fear, and can lead to even more drug use or alcohol abuse. That's why we're making our Seeds to Recovery program virtual. RCA is proud to offer families this unique, therapeutic experience in the safety of their own homes. Many leading experts in the field of addiction treatment – as well as some who have walked the path to their own recovery – will join together one Saturday a month to share hope, education, and resources to help every family during this challenging time.

*Run by RCA's Family Services Director 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:

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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 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)