



641 Menzies Avenue
Courtenay, BC V9N 3C3
Ph: 250-338-7144
Fax: 250-338-6242
cvrccourtenay@gmail.com

Comox Valley Recovery Centre Handbook

The administration, staff, and Board of Directors of CVRC welcome you.
In order for us to ensure that you receive fair and just treatment while you are in residence,
we are providing you with our rules and guidelines so that all parties fully understand one another.

Our Program Schedule: Monday-Saturday

7:00-7:55am - **Medication**

8:00-8:30 - **Breakfast**

8:30-9:00am **Chores**

9:00-10:00am - **1st group session**

10:00am-10:30am - **Coffee Break/Meds/Rexall Run**

10:30am-11:30am - **2nd group session**

11:30am-12:00pm - **Lunch**

12:00pm-12:30pm - **Chores**

12:30pm-1:30pm - **3rd group session**

1:30pm-2:00pm - **Coffee Break/Meds**

2:00pm-3:00pm - **4th group session**

Clients off Restrictions may check out in a buddy system at 3pm and must return for mandatory curfew by 5:00pm

4:00pm-4:55pm - **Medication**

5:00pm-5:30pm - **Dinner**

5:30pm-6:00pm - **Chores**

Clients off Restrictions may check out in a buddy system at 5:30pm and must return for mandatory curfew at 10:00pm

8:00pm-9:45pm - **Medication**

9:45pm-10:00pm - **Evening Snack**

Wednesday afternoons are half days, clients may use this time to complete banking, personal appointments etc while maintaining buddy system

****Visiting Hours 10:00am – 5:00pm SUNDAYS ONLY****

The Comox Valley Recovery Centre operates a daily structured program Monday-Saturday.
Clients are required to participate in all aspects of our program.

Included in Weekly Programming:

- ◆ Weekly Individual Counselling Sessions
 - ◆ Art Therapy
 - ◆ Relapse Prevention
- ◆ Team Building Activities
 - ◆ Daily Workshops
- ◆ Mindfulness and Meditation
 - ◆ 12 Step Groups
 - ◆ Guest Speakers
- ◆ Outside Community Meetings
 - ◆ Daily Check In Groups

What to Bring:

- Comfortable Indoor/Outdoor clothing & shoes
- Personal toiletries
- Laundry soap
- Towel
- Cellphones (restricted use)
- Laptops/tablets (restricted use)
- Money for personal items
- Cigarettes
- Identification (if possible)

What not to Bring:

- Weapons or paraphernalia of any kind
- Bikes or skateboards
- Video games
- Butane lighters
- Candles or incense
- Pornographic or illicit materials
- CBD products of any kind
- Gambling products
- Outside food or beverages
- Exercise equipment

Clients Rights and Responsibilities:

You have the right to:

- Be provided safe, healthy, and comfortable accommodations that meet your needs.
- Respectful and considerate care by staff, board members and community volunteers
- Be fully informed of all rules and guidelines.
- Be involved in the planning of your recovery through discussion with staff on your progress.
- Make appropriate and reasonable suggestions to staff about policies and services.
- Be free to attend religious services or activities provided it does not conflict with CVRC program schedule.
- Be free from verbal, emotional, mental, or physical abuse or inappropriate sexual behaviour.

You have the responsibility to:

- Comply with CVRC's rules and guidelines.
- Participate in daily group programming and one on one counselling sessions.
- Honor the confidentiality and privacy of other residents.
- Maintain personal hygiene and clean physical space.
- Act responsibly to self, peers, and while out in the community.
- Remain drug and alcohol free

Complaint Process:

Step 1: If a client has a complaint about their residency they should discuss it with the administrator, primary counsellor, or available staff member.

Step 2: If a client feels the matter has not been addressed they should put their complaint in writing, address it to the Board of directors; a meeting will be scheduled within 3 business days with the client informing them of any decision or actions taken.

Step 3: At anytime if a matter is not resolved to the clients satisfaction they may contact:

Ministry of Health, Assisted Living Registrar directly to file a complaint

In Writing: **Ministry of Health**
Assisted Living Registrar
PO Box 9638 STN PROV GOV
Victoria, BC V8W 9P1

By Phone: 1-866-714-3378
By Fax: 1-250-952-1119
By Email: hlth.assistedlivingregistry@gov.bc.ca

Comox Valley Recovery Centre Rules and Guidelines

There are a number of scenarios that will not be tolerated under any circumstances and will result in immediate withdrawal of services.

- **The use of any mood altering substances, including near beer.**
- **Theft within the Centre or in the community**
- **Physical Abuse and/or violence**
- **Verbal Abuse, Racism, profanity or threats directed at staff and/or other clients**
- **Smoking or Vaping inside buildings**
- **Entering a liquor or dispensary establishment**
- **Possession of Weapons or paraphernalia**

Use of mood altering substance:

- Includes the following: Alcohol or anything containing alcohol, illicit drugs, medical marijuana and prescription or over the counter medications that have not been handed into staff for appropriate handling
- No purchasing of non alcoholic/near beer type beverages
- Possession of alcohol, drugs or paraphernalia

Theft:

- Theft while in the community, from the centre, or from other residents will result in immediate withdrawal of services.
- Staff reserve the right to ask for purchase receipts upon return to the centre.
- Residents are encouraged to turn over items of value to the staff for safekeeping.
- Residents must not enter a bedroom/cabin not their own unless invited (Both occupants of a room must agree to have another client in their space)

Physical Abuse and/or Violence:

- Communal living can be challenging. Please try to have respectful conversation with fellow participants
- Address any unresolved concerns with staff, counsellors or administration
- Withdrawal of services will occur for all residents involved in physical altercations

Abuse/Racism and/or Profanity directed at Staff or fellow participants:

- Profanity, verbal, or physical confrontation will not be tolerated towards any staff member or program participant. Withdrawal of services will occur should a resident demonstrate these behaviours
- Racial or sexual lifestyle preference insults, threats, or jokes will not be tolerated and will result in withdrawal of services.

Smoking/ Vaping in rooms and buildings:

- No smoking or vaping at the front of the main building or within 7 meters from any door or open window.
- Smoking or vaping in rooms or buildings is prohibited and will result in withdrawal of services

Entering Liquor Establishments/Dispensaries:

- There is zero tolerance for residents to enter a facility whose primary purpose is the sale of alcohol or cannabis.
- Restaurants are acceptable when their primary business is the sale of food.
- Failure to comply will result in immediate withdrawal

Buddy System:

- Unless approval is given by staff to attend appointments during the day on your own a buddy system is in place every time you leave the centre
- Should people check out in groups, it is expected that all residents that check out together, return together.
- Residents are expected to stay together at all times, not just in the same general area.
- Should you and your partner get separated it is expected that you will call the centre and walk back to the facility immediately and report to staff.

Curfews:

- All meals are curfew times 7 days a week, 8am, 11:30am, and 5:00pm whether you choose to eat or not. 10:00pm is evening curfew.
- The TV room is locked at 11:30pm on week nights and midnight Fridays, Saturdays, and stat holidays.
- The outside doors to the cabins are locked at 12:30am. If you step outside for a smoke or breath of air, please make certain the door is locked behind you on your return. Staff are available 24 hours a day to assist you with this.

Meal Times and Chores:

- 8:00am Breakfast, 11:30am Lunch, and 5:00pm Dinner are all check in times. If you are not eating it is still mandatory to check in with staff at these times.
- Should you not be eating at any meal it is required that you let the cook know beforehand.
- If you miss a meal because of an outside appointment it will be set aside and available for you upon return.
Missed snack times will not be held.
- Food is not permitted to be removed or consumed outside of the dining hall.

Allergies and Special Diets:

- Allergies must be discussed prior to admission. Every attempt will be made to accommodate.
- Special diets as prescribed by physician may be accommodated. Please discuss prior to intake.
- Modifications to diet will not be made unless prescribed by a physician during your stay.
- Vegetarian Diets may be accommodated for.

Dress Code:

- No hats, hoods, sleeveless shirts or sunglasses are to be worn in the main building.
- No leisure wear (pj's) to be worn after 8am.
- Shirts must be worn at all times, muscle shirts are not acceptable to be worn on site.
- Socks must be worn in the dining hall.
- Clothing with explicit logos, illicit drug or alcohol logos are not permitted to be worn at any time.

Personal Hygiene and Living Space Cleanliness:

- Ensure you take daily showers, attend to personal hygiene and wear clean clothes.
- Beds must be made daily, garbage emptied and bedroom floors cleaned.
- Bathrooms must be kept clean and tidy, clients are responsible for maintaining the tub/shower, sink areas, mirrors, toilets and floors.
- Rooms are subject to daily inspections; failure to complete chores will result in delay of privileges.

War Stories:

- War stories are not a proactive approach to recovery. We want to move forward and war stories are not tolerated amongst staff and peers.

Gambling/Borrowing/Lending Money:

- Clients are not permitted to enter gambling establishment while being a resident at CVRC.
- Lottery tickets, Scratch tickets and gambling of any kind are not permitted.
- Borrowing or Lending money from other residents is not permitted.
- Sale of items is not permitted between residents.

Outside Food and Beverages:

- Perishable Foods are not permitted in residents rooms.
- Personal sized non perishable snacks must be checked in
- No outside food may be stored in the Kitchen or dining area.
- Clients bringing in unopened food upon arrival may choose between donating the items for snack time or disposing of items upon entry.

Cell Phones and Devices:

- Cell phones/Laptops/Tablets must be handed in on arrival; there is a 7 day restriction period from use of devices.
- Devices will be checked out daily at 3pm and must be returned by 10pm in the evening.
- Failure to return your device on time will result in a progressive loss of privileges.
- Video games, TV's and other devices are not permitted.
- Devices may not be accessed throughout the day. Please do all business needed in allotted times.

Group Sessions:

- Please be ready and on time for all group sessions. Respect each other and staff by being on time.
- Clients are not permitted to go to their rooms or smoke during group sessions.
- Clients that are late for group, leaving early or during group will progressively lose check in/out privileges.
- Clients that do not attend scheduled groups will progressively lose check in/out and device privileges.
- Cross-talk is not tolerated in group sessions; One person talks at a time
- If a group member is asked to leave a group due to disruption, they are expected to leave without argument, go to the administrator or a counsellor and discuss why they were asked to leave.

Medications/Vitamins/Supplements/Protein Powders:

- All medication must be handed to staff
- Filling a prescription and not handing it in to staff for approval may result in withdrawal of services.
- Medication changes must be approved with a doctors note.
- OAT clients need to be followed by their original prescribing Doctor.
- OAT medication adjustments must be approved by Administration, Lead Counsellor, and original prescribing doctor.
- Vitamins/Supplements must be brought in unopened packaging and handed in for approval of use.
- Protein Powders must be brought in unopened containers and handing in for approval of use.
- CBD oil or medical marijuana products are not permitted for use.

Vehicle Usage:

- Clients are not permitted to use their vehicle while in the program.
- Vehicles parked at CVRC must have valid insurance.
- Vehicle keys must be handed into staff on arrival and will be kept in your locker.
- Clients may not access their parked vehicle as a storage space.

Medical:

- All non-essential appointments must be booked Wednesday afternoons or between 3:00-5:00pm
- The buddy system is in effect for all non-essential appointments.

Visiting Hours:

- Visiting day is on Sunday only between 10:00am-5:00pm. Clients may leave the property with their visitors if they have an approved plan.
- Clients may receive visitors on-site between 12:30-4:00pm in the dining hall only with an approved visitors plan.
- Please do not introduce visitors to other clients unless you have discussed it before hand.
- Visitors must check in with staff before leaving the property with any client.
- Any visitor who appears to be under the influence of alcohol or drugs in not permitted.

Urine Screens:

- CVRC conducts random urine screens.
- Refusal of a urine screen will result in withdrawal of services.
- Clients not able to provide an immediate urine sample will be given an allotted time to complete the urine sample; clients will be asked to remain in the dining hall until sample can be provided and are not permitted to leave for any purpose.
- Urine screens not completed in a reasonable allotted time will be considered a refusal and it will result in withdrawal of services.



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- a. I have received and read the Comox Valley Recovery Centres Handbook.
- b. I understand the Rules and Guidelines as well as my Right's and Responsibilities.
- c. I understand that my personal information will be kept confidential and will not be disclosed without written consent
- d. I understand and consent to random urine screening
- e. I understand that my room may be subject to staff inspection
- f. I have had the opportunity to ask questions, which have been answered
- g. I understand that I may discharge CVRC at anytime following my safe exit plan
- h. I understand that CVRC may withdraw services at anytime should any of the major rules be broken
- i. I am aware I may revoke this consent at any time
- j. I am capable of making the decision to give or to refuse to sign this consent
- k. I understand and agree to CVRC's medication policy

Client Signature: _____

Date: _____

Staff Signature: _____

Date: _____