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Comox Valley Recovery Centre Handbook

The administration, staff, and Board of Directors of CVRC welcome you.

In order for us to ensure you receive fair and just treatment while you are in residence, we are providing you with our rules and guidelines so that all parties understand one another. CVRC acknowledges that new and / or unforeseen situations will develop and the administration will provide rulings as such situations arise. CVRC will always attempt to respond with flexibility that balances the needs of the individual as well as the welfare of the client group and staff.

Our Program Schedule: Monday-Saturday

7:00-8:30 am - **Medication**

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

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

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

10:00am-10:30am - **Coffee Break/OAT**

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

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

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

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

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

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-6:00pm - **Medication**

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

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

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

9:30-9:50 pm - **Medication** (*Earlier or later dispensation times may be available by prior request based on staff availability*)

9:00pm-9:30pm - **Evening Snack**

****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
 - ◆ 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:

What not to Bring: Including, but not limited to:

<ul style="list-style-type: none">● Comfortable Indoor/Outdoor clothing & shoes● Personal toiletries● Laundry soap● Towel● Cellphones (restricted use)● Laptops/tablets (restricted use)● Money for personal items● Cigarettes/Vape● Identification (if possible)	<ul style="list-style-type: none">● Weapons or paraphernalia of any kind● Bikes, skateboards, roller blades● Video games● Butane lighters● Candles or incense● Pornographic or illicit materials● CBD products of any kind● Gambling products● Exercise, athletic and/or sports equipment
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Clients Rights and Responsibilities:

You have the right to:

- Be provided safe, healthy, and comfortable accommodations that meet your needs.
- Receive respectful and considerate care by staff, board members and community volunteers.
- Be fully informed of all rules and guidelines. Problems not specifically addressed in the Rules and Guidelines will be discussed with the client by staff, and administrator to understand the circumstances involved.
- 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 fully in daily group programming and one on one counselling sessions.
- Honour 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
- Bring concerns about violations of CVRC culture to the attention of Administration

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 not tolerated under any circumstances and will result in immediate withdrawal of services. Such scenarios include but not limited to:

- **The use of any mood altering substances, including near beer/ alcohol labeled zero percent.**
- **Failure to report direct knowledge of substance use by another client to appropriate authorities.**
- **Theft within the Centre or in the community**
- **Physical Abuse and/or violence**
- **Verbal Abuse, Racism, Profanity Threats, Ridicule 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 other than 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. Respectful conversation with fellow participants is expected.
- Address any unresolved concerns with staff, counsellors or administration.
- Withdrawal of services will occur for all residents engaging in physical altercations.

Abuse/Racism and/or Profanity directed at Staff, fellow participants or a people in general:

- Profanity, verbal belittling, attacking, denigrating ridiculing any staff member or program participant will not be tolerated
- Racial or sexual orientation/identification insults, threats, or jokes will not be tolerated and will result in withdrawal of services.
- Comments expressing generalized blame, hatred, or ill will towards any group will not be tolerated.

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:

- Residents may not 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.
 - At times, exceptions may be given for reasons approved beforehand by both Counselor and Administrator (EXAMPLE: client wants to attend an AA meeting and everyone else is going to NA)
- 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. 10:00 pm is the evening curfew.

- The TV room is locked at 11:30 pm on any night which is followed by treatment programming the next morning. On Saturday and the evening before a Statutory holiday, the rec room is not locked until midnight.
- 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:

- 8:00 am 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 snacks will not be held.**
- Food is not permitted to be removed or consumed outside of the dining hall. This rule exists because of the consistent failure to return dishes to the dining area.

Chores (Including Public Area tasks, bedrooms, washrooms):

- In addition to maintaining personal and room cleanliness, clients participate in centre chores. Chores will be checked and improvements may be requested. Failure to complete a task to standards may result in a loss of privileges or a reassignment to the chore for additional time.

Allergies and Special Diets:

- Allergies must be discussed prior to admission. Every attempt will be made to accommodate.
- Special diets as prescribed by physicians 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.
- CVRC is not able to accommodate preferences.

Dress Code:

- Shirts must be worn in the courtyard, rec hall, dining area, offices and also in the areas located to the sides of the Administration Building (if visible from the street)
- Sunglasses may not be worn inside a building.
- Suntanning may be done in the back area of the property.
- Clothing with explicit logos, illicit drug or alcohol logos are not permitted to be worn at any time.
- Clothing referencing sexism, racism, homophobia etc are not permitted.

Accommodations:

- CVRC clients share a room at our facility. There are two clients per room with a bathroom shared by four clients
- Unfortunately personal preferences can only rarely be accommodated.

Personal Hygiene and Living Space Cleanliness:

- CVRC asks clients to shower daily, attend to personal hygiene and wear clean clothes.

- Please keep your toiletry items in your room. CVRC provides a tote for your use while you are here.
- Beds must be made daily, garbage emptied and bedroom floors and desks, sills, counters 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 helpful in recovery. Experiences that glamourise substance abuse are not welcome.

Gambling/Borrowing/Lending Money:

- Clients are not permitted to enter gambling establishments while being a resident at CVRC.
- Gambling of any kind is not permitted at any time, anywhere, during your term as a client in treatment. This includes but is not limited to: .Lottery tickets, Scratch tickets, Online gambling, Gambling apps on phones/screens.
- Borrowing or Lending money between residents is not permitted.
- Sale of items is not permitted between residents.

Outside Food and Beverages:

- Perishable Foods are not permitted in residents' rooms.
- No outside food may be stored in the Kitchen or dining area.

Cell Phones and Devices:

- Cell phones/Laptops/Tablets must be handed in on arrival; there is a minimum 7 day restriction period from use of devices. Device restrictions will be placed if clients fail to participate fully in treatment activities. Devices will also be restricted as a result of some serious ongoing behavioral concerns.
- 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.
- Devices may not be used for recording or picture taking at any time of any clients or staff- use in such a manner will result in immediate withdrawal of services as it may be a violation of confidentiality.

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 may lose off site and/or device 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
- Colouring, crafts, reading material not related to class, sleeping etc is not acceptable.

- 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. Consequences will be determined by the group facilitator and Administrator.

Community Peer Support & Self Help Attendance

- To facilitate aspects of recovery, CVRC requires all clients who are not on restrictions to attend a minimum of three outside meetings a week.(N.A. / A.A. / C.A. / S.M.A.R.T/Dharma). Failure to do so will result in a 1 Week Behaviour Contract correcting the attendance and levying restrictions until the Contract has been successfully completed. Further failure may result in withdrawal of services

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 doctor's 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 an unopened packaging and handed in for approval of use.
- Protein Powders must be brought in unopened containers and handed in for approval of use.
- CBD oil or medical marijuana products are not permitted for use.

Vehicle Usage:

- Clients are not permitted to use a 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.

Belongings:

- Belongings left behind by clients will be held for a maximum of 72 hours
- Items not retrieved within a 72 hour period will be taken to a local donation centre.

Medical:

- All non-essential appointments must be booked between 3:00-5:00 pm
- The buddy system is in effect for all non-essential appointments unless approval from the client's counselor h

Visiting Hours:

- Visiting day is limited to Sunday only.
Clients who are off restriction may leave the property with their visitors if they have an approved plan between the hours of 10:00 am and 5:00 pm in the Comox Valley Area only.
- Clients may receive visitors on-site between 12:30-4:00 pm in the dining hall only with an approved visitors plan.
- Please do not introduce visitors to other clients unless you have discussed it beforehand.
- 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 is not permitted.

Urine Screens and BAC Tracker

CVRC conducts random urine screens and BAC tests.

- 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. Clients leaving the area raise suspicion of attempting to provide a contaminated sample and will be discharged. Clients may not receive items from other clients during this time for the same reason.
- Urine screens not completed in the allotted time will be considered a refusal and it will result in withdrawal of service.

Room Assignments:

All rooms are double occupancy. Roommates are assigned prior to intake and CVRC policy does not support requests for roommate changes.

Room Searches

CVRC Staff have the responsibility to search client rooms if suspicion of banned substances or belongings exist.

Weekend Out

Clients involved in a 90 program are given a weekend out the 7th and 9th weekend at CVRC. CVRC will not, as a general rule, change the date of a weekend out.

Withdrawal of Services/ Applying for Re-admission

CVRC may withdraw services for offenses including but not limited to those listed on page 3. Be aware if services are withdrawn, CVRC may refuse readmission. In general, clients who are asked to leave after using substances on site may not reapply for a minimum of 90 days. A client who used substances off site may request admission after 30 days, although acceptance is not

Client Cell Phone Policy

- The Comox Valley Recovery Centre recognizes smartphones are an integral part of everyday life. These Devices are a great asset if used for productivity apps, calendars, connecting with family, and the like. Smartphones are a detriment to focus and efficiency if used unwisely and excessively during your stay. Cell phones have become an active addiction for many people in the world. It can easily fill the void created by withdrawal from substances. Cell phone scrolling/swiping has been clearly linked to a dopamine release in our brain; we have switched our drug of choice. Staff may intervene with client's who demonstrate an inability to use time in other ways than using the cell phone for games, movies, scrolling social media etc

- **Clients are not allowed to:**
 - Use their device's camera or microphone to record any client or employee at the CVRC without their express consent.
 - Use their device in an area where cell use is explicitly prohibited (counseling sessions, meetings, common areas).
 - Disturb clients by speaking on their phone for personal reasons in common areas.
 - Download, upload, or view inappropriate, illegal, or obscene material on any device or over the business's internet connection or your own connection.

Disciplinary Consequences

The Comox Valley Recovery Centre reserves the right to monitor Clients for inappropriate and/or excessive use of cellular devices. If device usage results in a decline in productivity or interferes with normal program operations, management will suspend the clients right to use a cellular device.

Clients are subject to severe disciplinary action (up to and including withdrawal of service) in cases where they:

- Violate the company confidentiality policy (pictures or recordings) without permission
- Cause a security breach.
- Cause an accident through reckless use of a mobile device.

Off Site Activities during Free Time

Clients are allowed off site only in the company of at least one buddy. Your time is expected to be spent engaging with your buddy. This is not an opportunity to meet up with partners, friends outside of CVRC, people you hope to form a romantic relationship with. No, "Double Dating" is not acceptable.

CVRC will absolutely support clients in forming and participating in community relationships with sponsors and/or recovering peers. Doing so is vital to success in Recovery. However, this must be planned with your counselor and approved in advance, and is reserved for Client's who have demonstrated significant progress in recovery. In general, this would include a *minimum* of 30 days clean, attendance at meetings, and working with a sponsor and support group.

Local gentlemen wishing to spend time with families during Sunday Visiting time are requested to plan with their counselor. CVRC wants to know you will be in a supportive environment that will remain drug free while you are there. Clients are not allowed to return to their local residence without discussion and counselor/administration authorization.



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Acknowledgement of Receipt of Handbook:

- a. I have received and read the Comox Valley Recovery Centres Handbook.
- b. I understand the Rules and Guidelines as well as my Rights 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 read and understand CVRC's device policy
- g. I have had the opportunity to ask questions, which have been answered
- h. I understand that I may discharge from CVRC at anytime following my safe exit plan
- i. I understand that CVRC may withdraw services at anytime should any of the major rules be broken
- j. I understand and agree to CVRC's medication policy
- k. I understand CVRC requires attendance at a minimum of three community 12-step meetings per week (NA, AA, CA, S.M.A.R.T, DHARMA, RED ROAD WELLBRIETY).

Client Signature: _____

Date: _____

Staff Signature: _____

Date: _____