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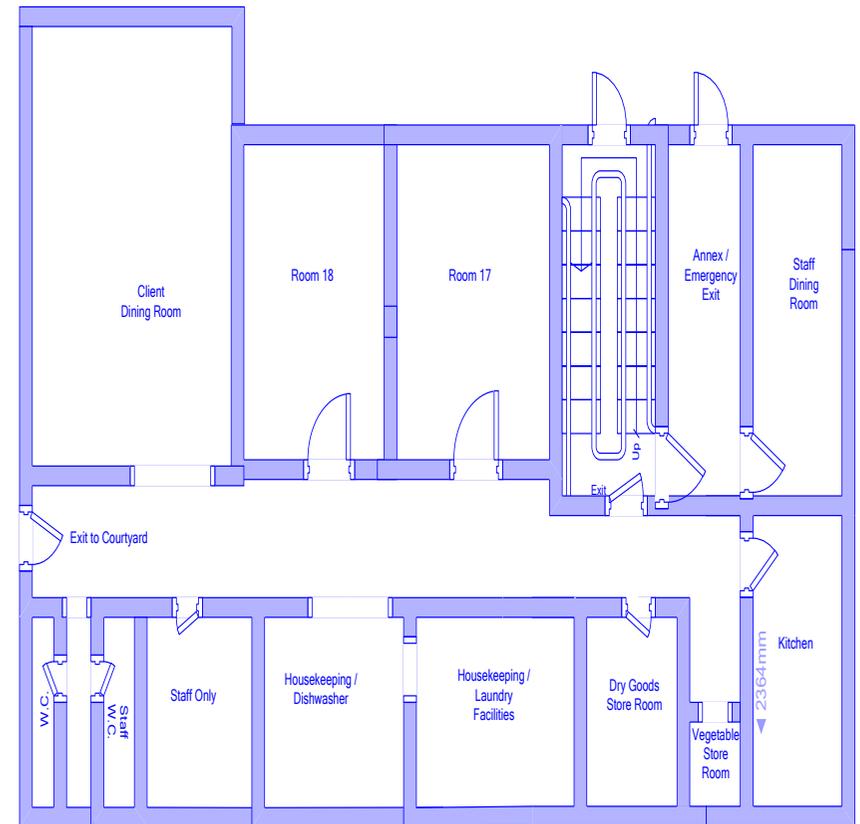
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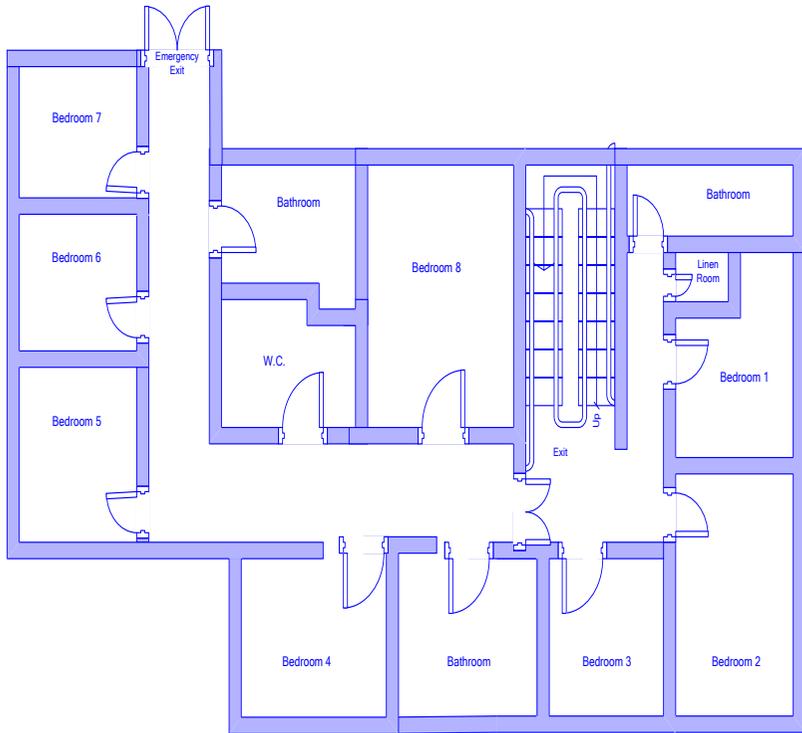


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INTRODUCTION

We extend a warm welcome to you and your family to Rutland Centre. Time spent at Rutland Centre is measured in days and weeks. Recovery lasts a lifetime. We hope that your stay here is a positive first step in a significant life changing experience.

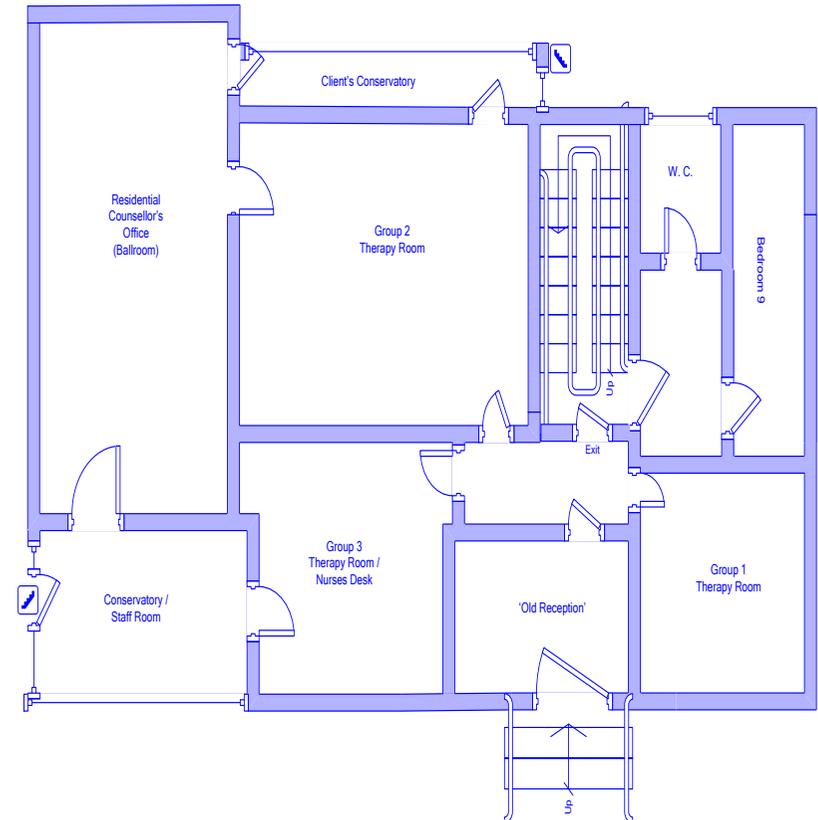
For many of you, this may be your first stay in an addiction treatment centre; we want to commend you for having the courage to seek help and the motivation to make this initial action towards recovery.

Staff at Rutland Centre is committed to providing you with a safe and supportive environment to begin your recovery. Our responsibility lies in helping you achieve your goal of living comfortably without addiction and making your stay at Rutland Centre as rewarding as possible.

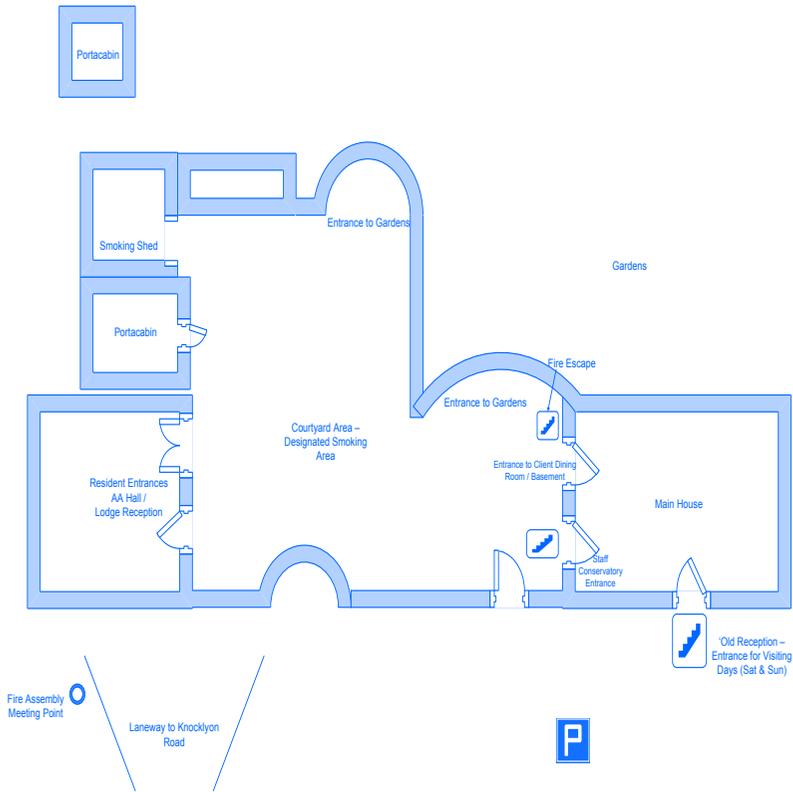
Living without addictions and dependencies during the recovery process is your responsibility; as is being a responsible member of our community.

The aim of this booklet is to provide you with information about the programme and your stay at Rutland Centre. Our intent is that

Main House Ground Floor Diagram



Map of Rutland Centre Grounds



it answers some of the many questions you may have. If you need clarification on any information in this booklet or have additional questions, please do not hesitate to speak to your Counsellor. Remember, we are here to help you.

What happens in the Treatment Programme?

Treatment Team

You will be assigned to a specific Therapy Group for the duration of the programme.

You will also be cared for by:

- ❖ Nurses
- ❖ Locum Counsellors (should your counsellor be off for an extended period of time)
- ❖ Recreational Therapists
- ❖ Administrative staff
- ❖ Housekeeping, Catering, & Maintenance staff
- ❖ Visiting G.P
- ❖ Visiting Psychiatrist

Medical Care

The Medical Director (Consultant Psychiatrist) will see you during the first and last week of your treatment at his clinic. The clinic is an important part of your treatment and care plan and is a vital part of our monitoring of your psychological wellbeing and adjustment to the programme. Should it be deemed necessary he may also review you weekly. The Medical Director is available on call to support and review any client should a serious issue arise.

There is an additional fee for this clinic which is covered by your health insurance. Private fees include the cost of this service. The fee covers on call availability, and the opportunity to be reviewed weekly if necessary during treatment, and at any time deemed necessary should you require this additional support in your first year of recovery.

Our GP will meet you during the first week of your residence and is available, if needed, during your stay. This service is included in the cost of your treatment. The cost of any medicines required during treatment need to be paid by you prior to discharge. Nursing Staff are available in the evenings and weekends.

If you feel unwell or are concerned about any aspect of your health during your treatment, please discuss immediately with either your Counsellor or the nurse on duty.

If you fall ill or require hospitalisation during your residential treatment, the Centre will contact a family member immediately.

Who are the 'Friends of Rutland'?

The Friends of the Rutland Centre is a membership based association that has two objectives, these are to:

1. Provide a **link and network** for past clients, concerned person's and interested others who wish to stay in touch with the Centre
2. **Support** the work of the Rutland Centre.

Each year the Friends organise a number of social outings for its members and friends. In recent years these events include the Annual Garden Party, the Christmas Carol service, theatre night, golf classic and benefit concert.

The Friends are organised by a Committee who are elected each year at the Annual General Meeting. If you would like to become a member of the Friends and receive information about their events or if you would like to contribute to the Committee please email us at friends@rutlandcentre.ie or get a membership form from Rutland Centre reception or website, www.rutlandcentre.ie.

Prayer and Meditation. Lord, for tomorrow and its needs. I do not pray.
Lord, keep me sober, keep me clean just for today. Meditation is about listening and slowing ourselves down enough to connect with the Power within. Try to give it some time every day. Keep a short prayer in your wallet/purse.

Photograph of a Loved One. Keep it in your wallet/purse to remind you of what is precious—you don't want to lose again.

Favourite Piece of Music. This can help inspire and distract you when the going gets tough.

Gratitude. If the only prayer you said in your whole life was 'Thank you' that would suffice. Always be grateful and you will always be happy. "*I have no shoes and I murmured until I met a man who had no feet*".

Remember to love and affirm yourself. Recall the positive feedback you received in your group the day you left the Centre. "To love oneself is the beginning of a life-long romance."(O.Wilde). Keep loving.

The key to your toolbox lies in the principles of your programme—Honesty, Open-mindedness, and Willingness. Treasure your key. Never let it rust.

If your family lives within the Dublin area, they may be asked to accompany you or meet you at the hospital. Under these circumstances, you may be granted a temporary 'medical discharge' from the Programme, until you are well enough to continue your treatment. Readmission is subject to consultation with the Medical Director.

In the event of an accident, contact a member of staff immediately. If you do have any open wounds or cuts, please bring it to the attention of the nurse on duty

Meetings & Daily Activities

Meetings are one of the best ways to make sure that everyone is involved in caring for you. There will be differing types of meetings:

- ❖ Group Therapy and Skills Group
- ❖ One-to-one meetings with your Keyworker
- ❖ Community Meetings with staff and peers
- ❖ Family Meetings
- ❖ Mindfulness Meditation Practice
- ❖ Big Book readings
- ❖ Workshops
- ❖ Fellowship Meetings (AA, NA, GA, EDA, etc.)
- ❖ Former-client Talks

In addition to the meetings, you will be involved in various leisure and relaxation activities, including Yoga, Meditation, Dance & Movement, Relaxation, and Charades.

Your Group Counsellors will advise you on specific fellowship meetings that you will need to attend. Attendance at all other activities is mandatory.

100% attendance and punctuality for all meetings and activities is expected during your stay, unless you have been given specific permission by your Group Counsellors to be excused or to be in your own room during the day.

What does it mean to be involved in our Community?

As a resident, you will be living in a therapeutic community. A caring community of staff and fellow residents enhance this intensive experience. Your interaction and involvement in the community is a major element in your recovery process.

Residential Community Duties

Residential Community Duties are an important part of the therapeutic community's philosophy. All residents are asked to take some responsibility for looking after the house.

- ✓ **Phone Numbers.** Keep a list and carry it with you in your wallet/purse. If you are out and about and feel tempted to use again, get the mobile out and talk to somebody who is strong and who has a few years recovery. Share how you feel. If you don't get a reply to the first number, try another one. Don't give up. Your life is at stake.
- ✓ **Literature.** The books you bought while you were here – your personal Big Book or equivalent; the pamphlets you read together while in the Centre; the literature you received at your Fellowship meetings; don't just leave them on the shelf or in the cupboard to collect dust. Keep them near you and go back over them from time to time. They will nourish you. You need the nourishment and the reminder that the programme works.
- ✓ **Higher Power.** Try to have an open mind and an open heart. Remember you cannot climb up a rope that is attached only to your own belt. Ask and you shall receive. Seek and you shall find. Knock and the door will be opened. *“All you have to do is become the least bit willing to open your clenched fist a tiny, grudging bit and miracles can happen. That can be God as you understand Him.”*
- ✓ **Serenity Prayer.** Pray it every morning and at moments of difficulty and decision during the day.

in your daily life. Continue to work the Steps again and again. They are full of the riches that you desperately need. Keep going back to them over and over. Everything you need is there.

- ✓ **Your Sponsor.** Most people in recovery will tell you that their relationship with their sponsors is a very vital part of the recovery process. It is often the beginning of learning to communicate and trusting yourself and others again. Your sponsors will share experiences and give you hope, support, understanding, guidance, suggestions and friendship. Your sponsor is there for you and will listen, care for, and encourage you. *“Sponsorship is a friendship made up of two members of learning from one another... Two people learning a new way to live – one day at a time.”*

- ✓ **Memories.** Don’t ever forget the past and where it led you. Remember when you did the First Step and all it brought up for you. Learn from the experience.

- ✓ **The Slogans.** These are little nuggets of wisdom. Write them in your heart and remember them often. Keep a favourite one in your wallet/purse. *One day at a time; Keep it simple; Easy does it; Just for today; Don’t take the first drink; Let go and let God.*

- ✓ **Service.** Give a helping hand to others in your Fellowship and to the people in your community. Be generous in your sobriety – remember what you give to others comes back to you in abundance.

Community Duties assigned include:

- ✓ Preparing tables for meals
- ✓ Towel Duty
- ✓ Bins
- ✓ Light housekeeping (i.e. sweeping, vacuuming)
- ✓ Meeting room setup

Team Leaders & Their Duties

On a weekly rotation, a client from each Therapy Group is designated as team leader. Each week the team leaders delegate community duties which help to build the community and create an atmosphere of trust, co-operation, belonging and equality.

Team Leaders:

- ✓ Ensure all group members have completed resident community duties as assigned prior to 8:50 am.
- ✓ Introduce new clients and show them around the facilities. Discuss with them rules and regulations.
- ✓ Attend housekeeping meetings on Monday at 8:45 am.
- ✓ Organise group and community ‘Good Luck’ cards for clients leaving.
- ✓ Conduct announcements as required.
- ✓ Handover to following week’s Leader on Sunday evening.

- ✓ Allocate resident community duties on Sunday evening.
- ✓ Prepare and judge Charades on Saturday evening.
- ✓ Remind clients in their Therapy Group to be on time for all activities.
- ✓ Meet with the Housekeeper on Wednesdays at 8:30 am for Linen change.

Some Do's & Don'ts in the Community

1. Do look on your time here as an opportunity to learn about yourself and to learn from others. You have much to receive and much to give as well.
2. Don't expect to be told exactly what to do every minute of the day – take responsibility yourself – use your intelligence and common sense.
3. Talk to the other residents – get to know people who seem different from you. You may have more in common than you think.
4. Get involved in what is going on – play your part – make the community a better place because you are here.
5. Be yourself – don't pretend to be somebody else – nobody is fooled by that behaviour and it certainly doesn't help you.

Tools to keep in your recovery kit

- ✓ **The Rutland Centre and the Continuing Care Counsellors.** We are still there for you after you leave here so keep the Rutland Centre number handy and use it when you feel the need. Better to ring before a relapse than after. Remember, you are always welcome. Keep in touch.
- ✓ **Continuing Care.** This is a vital part of your programme. Use it well and enjoy meeting others who are on the journey with you. Remember the more you put into it, the more you will get out of it. People who are faithful to Continuing Care give themselves the best chance of a good recovery.
- ✓ **Fellowship Meetings.** Attend faithfully as often as you can – a minimum of three a week to start with. Don't get complacent by missing them now and then. That's a risk you cannot afford to take. Find meetings that suit you, share honestly and openly, make friends and be there for one another. Don't isolate. You need the members and they need you. Remember what happened when you tried to do it on your own before. Don't make the same mistakes again. "Do not look where you fell, but where you slipped."
- ✓ **The 12 Step Programme and Way of Life.** Make this your own. Ask your sponsor to help you apply the programme

What happens after Discharge/Completion of Residential Treatment?

We know that our clients have a more successful recovery if they stay in contact with us so for the first year of your recovery (and beyond if required), you will enter our Continuing Care programme. The programme is designed to promote continuous recovery through sharing, support, and learning techniques. You will be assigned to attend a support group session one evening per week at a location convenient to you. Most groups meet in the Dublin area, but we also have a group in Galway, or we can make arrangements for you in locations where the Rutland Centre does not have a Continuing Care group. Your Continuing Care group assignment will be discussed with you individually with a Continuing Care Counsellor prior to your departure from the Residential programme.

Each Rutland Centre Continuing Care support group session is approximately 2 hours long and is run by two facilitators who are trained and supervised by Rutland Centre. Many of our facilitators are in recovery themselves and can bring the richness of their experience to their work with the group. At the meetings, you will be encouraged to discuss your recovery and share the issues and problems that arise.

6. Say / write what you actually feel – this will help you and will help the community to know you and be there for you. Listen to what others are saying, hear their struggles and share your own.
7. Don't hold back for fear of saying the wrong thing. It may not be wrong at all and even if it is, you can learn from your mistakes.
8. Don't feel you have to produce pearls of wisdom at meetings – ordinary experiences shared can help to build a strong community.
9. Don't be put off if you don't get an answer. Remember what you shared may be returned to – later. The important thing is you spoke your truth – you had courage and took a risk.
10. Do take things as they come – one moment at a time. Live in the now – it is the only time you have. Allow yourself to experience what it is like not to know everything, what it is like being new – getting to know other people, participating in activities and just being yourself. In the beginning, you may feel frustrated, but

with time you will begin to realise that you are learning in a very direct way about your addiction, about yourself, about your relationships and the ways in which your life can be understood and changed for the better.

11. Do make the most of the five weeks, it's a chance of a lifetime – treasure it.

What is a typical day like at Rutland Centre?

During the Week

The day for the client begins early with breakfast at 7:30 am. A mindfulness meditation practice is scheduled for most days at 9.00 am followed by Group Therapy sessions that generally run up to 11.45noon. Depending on the day, between 12 noon and 12:45 pm clients either attend 1:1 counselling sessions with their keyworker, or use this time for personal reflection. There is then a 1- hour lunch break.

The afternoon typically begins with a Community Meeting, Lecture or First Step session. Afternoon Skills Group sessions are scheduled in the mid-afternoon.

Dinner is served around 5:30 pm most evenings and is followed by an Former-Client Talk, Fellowship Meeting, or time for personal

Continuing Care Payment

Dublin:

The fee for Continuing Care is made up of €100 non-refundable administration charge, plus €900 which can be paid in monthly instalments of €75 per month. Clients who choose to pay the full amount before leaving treatment are given a discount of €200, making the total payment of €800.

Outside Dublin

Clients accessing Continuing Care outside of Dublin pay €100 Non-refundable administration charge. Ongoing aftercare fees are payable locally

Medical Card Holders:

In certain circumstances there may be a reduced fee for Continuing Care for Medical Card Holders (Please ask your Assessment/ Admission counsellor for more details)

Payment Policy

Assessment Payment

The cost of assessment is 150.00. This must be paid on the day of assessment. Medical card holders are entitled to a reduced rate for assessment which will be agreed with the assessment counsellor prior to assessment.

Residential Treatment Payment

Residential treatment can be covered by your medical health insurance depending on the policy you hold. Please check with your health care provider regarding whether or not your treatment is covered. In some cases there may be a shortfall to be paid directly, again depending on your policy cover. The fee for residential treatment is €11,500. Clients paying privately for treatment must pay the fee upon admission, or in two instalments (one payable on day of admission, the next half way through treatment). If you pay in full at the time of admission you are entitled to a reduction of €1000- therefore fee payable of €10,500 on admission.

Outpatient Treatment Payment

The fee for the Outpatient Programme is €3,500 and this fee must be paid prior to beginning the programme.

Refund Policy

Please note that failure to complete treatment does not entitle you to a refund of the fee for treatment. It is our policy to apply a refund only in circumstances where we can fill the bed that you have left

reflection. Before retiring for the night you will use part of your evening completing your **Daily Inventory Sheet** to record your thoughts and feelings on the days' activities.

On the Weekend

Breakfast is at 8:00 am on Saturdays and 8:30 am on Sundays followed by time for resident community duties. From 9:30 am the rest of the morning is taken up with either meditation, lectures, meetings or reflection time. Lunch is served at 12:15 (Saturday) or 12.30 (Sunday) pm and followed by either Yoga or a reading. Visiting hours are on both days from 3:00 pm to 5:00 pm with dinner at 5:30 pm. Saturday evening Mass is available for those residents who wish to attend and the day ends with Charades in the evening.

Throughout the week the community are asked to take responsibility for their own treatment. At certain designated times residents may be asked to read a pre-selected reading together and discuss among themselves what they take from the reading.

A complete timetable will be given to you on your admission.

In general, you are expected to retire no later than midnight but not before 10:00 pm.

If your discharge day coincides with a bank holiday, you are expected to stay on until the following day in order to complete closure with your regular treatment team.

What should I bring with me?

Most people bring more than they need. As we have our own laundry facilities (laundry soap is provided), we recommend that 3 or 4 changes of clothes are more than enough. Casual, comfortable, clothes are ideal. Obviously, what 'layers' you bring will depend on the time of year. Remember, you will be doing a fair amount of sitting in therapy sessions and will also be participating in some leisure activities so do be sure you can dress comfortably.

Dress Code

We at Rutland Centre believe that how we dress and how we care for our personal hygiene affect recovery. You must maintain appropriate dress, personal hygiene and grooming. Dressing comfortably during the day is encouraged but slippers are not allowed in Group therapy sessions. Low cut tops (including tops with straps), shorts (unless below the knee), hats indoors, see-through shirts and/or blouses, halter or bare midriff tops are not allowed. Clothing featuring adverts or logos relating to drugs, alcohol or sex are similarly not permitted.

Reading Material

You may bring 2-3 pieces of ordinary reading material with you. There are 6 booklets which you are required to purchase (available from Reception). You will also need to buy the "Big

OUR RIGHTS

- Be treated as an individual.
- Be listened to and have your views taken into account.
- Be treated courteously at all times.
- Be treated respectfully at all times.
- Know who is looking after you.
- Receive visits from relatives — including children.
- Be treated with respect for your religious and philosophical beliefs.
- Have your privacy respected.
- Have your anonymity respected.
- Be fully informed, in language you can fully understand, the nature of the condition and the treatment proposed.
- Complain about any aspect of the service, have the complaint investigated, and be informed of the outcome.

YOUR RESPONSIBILITIES

- Provide complete information on your medical history.
- Advise us of changes in your medical condition.
- Comply with the treatment plan given to you.
- Inform us when you encounter problems that prevent you from complying with the treatment plan.
- Be responsible by paying all treatment fees.
- Treat all staff and other clients and visitors with due respect and dignity.
- Comply with the Centre's rules and regulations.
- Ask questions when you do not understand any suggestions, so that we know you are capable of taking responsibility after discharge.
- Do not get involved in sexual activity with another client or with a visitor.
- Do not use threatening or abusive language.
- Do not make derogatory racial or sexual remarks.
- Do not harass anyone.
- Do not use alcohol or drugs or engage in gambling.
- Do not wilfully damage the Rutland Centre property.

✓

✓

following your treatment is a vital part of a successful recovery. A personalised approach is applied in the development of a Continuing Care Plan and begins in the last couple of weeks of your treatment. You will work with your Counsellors and the Continuing Care Coordinator to help formulate your Recovery Plan and support group assignment.

A Continuing Care Counsellor will be in contact with you within the first few weeks of your departure to try to help facilitate a smooth transition to your return home.

Relapse Prevention Workshops

Whilst treatment at Rutland Centre is generally very successful, staying sober or 'clean' is not easy and requires consistent commitment. It is important that you attend your Continuing Care and Fellowship meetings. It means practicing the disciplines of recovery one day at a time, and being vigilant and mindful of triggers towards possible relapse.

On the last two (2) Saturdays of your residential treatment, you will be required to attend the Relapse Prevention Sessions, which focus on identifying and recognising the factors leading to relapse, addressing the issues, learning new techniques and disciplines to avoid relapse. After Completing the treatment you will be required to attend at least four (4) more Relapse Prevention Sessions.

Client Rights & Responsibilities

Book(s)" relevant to your particular addiction(s). You may also bring any self help books which you find helpful. Some recovery related literature and reading material will be recommended to you by staff for during your stay.

Newspapers are permitted at weekends only. Newspapers on the premises are disposed of on Sunday evenings.

Spending Money

Money is only really required to purchase books, postage or greeting cards. Clients are not allowed to have more than €50 in their possession at any given time. It is generally best to bring no more than €50. If you need more during your stay, have family members or a concerned person bring additional funds during visiting days. You will not have any other means of accessing money during your stay. (See 'Personal Property Section')

Medical Cards & PPS Numbers

If you are a Medical Card holder, you will need to bring your card with you as your card may be required if you need any emergency treatment during your stay, for example a dental /hospital visit or prescriptions from the pharmacy Your number alone is not sufficient. In addition, please ensure that your PPS number has been given to your Admission Officer prior to your admission.

Medications

The Rutland Centre operates a drug free therapeutic environment so all medications (including prescription medicines, over the counter medicines and vitamins) must be handed over to the Admissions Officer on the day of arrival. Any exception to this policy will be determined on an individual basis and only occur with the specific approval of Rutland Centre's Medical Director.

Prescribed and non-prescription medications will be administered by the nursing staff. Medications are generally handed out by the Nurse at the specific times of 8:00 am, 4:00 pm, 8:00 pm and if needed, 12 midnight.

N.B. If you are on long-term prescription medicine (e.g. blood pressure tablets, insulin, etc.) then you must:

- Bring sufficient medicines with you in their original packaging.
- Bring a copy of your current prescription
- In certain circumstances, a letter may be required from your GP detailing your condition

If you are taking a 'one-off' prescription (e.g. antibiotics) at the time of your admission you must bring the medicine(s) with you in their original packaging with the Chemist's label intact.

Day of Discharge

- ✓ Bedroom must be vacated before 10:30 am.
- ✓ Please ensure that all personal belongings are removed from lockers and wardrobes.
- ✓ Please ensure that completed questionnaires are returned to a member of the Psychology team.
- ✓ **Please present at Reception for the following::**
- ✓ Collect any of your personal belongings that have been held for safe keeping (see page 19)
- ✓ Submit your completed client feedback form
- ✓ Submit your completed Individual Care Plan form
- ✓ Sign discharge form & complete discharge checklist with staff member at reception.
- ✓ Please ensure that Reception has your current forwarding address on file.
- ✓ Luggage must be left in the annex outside staff dining room until your departure.

Personal belongings that are left behind are held by the Housekeeper and if not claimed within a short period of time, they are then given to charity.

Continuing Care Activities

Participating in our Continuing Care Programme immediately

with progress notes and also with any decisions relating to your treatment. This is kept in a private folder called your 'Client file'. Only the clinical, nursing, and authorised administrative staff will read your file. Your file is kept secure at all times and is held by the Centre for the duration required by law (10 years) You will also work on many written exercises during your treatment programme and at the end of your programme you will be expected to destroy your written exercises. You will be given access to a paper shredder for the confidential destruction of these documents. However, most clients decide to destroy these documents in a 'burning ceremony' attended by the entire community. Current data protection law entitles you to view the contents of your file by making a written request and to have any inaccurate personal data corrected. The Rutland Centre does not collect or compile personally identifying information for distribution to external third parties.

As you prepare to leave your treatment...

Client Feedback / Evaluation Form

Your feedback on all aspects of the programme is very important to us. Many changes to our programme are the direct result of past resident feedback. You will be given a questionnaire to complete as you approach the end of your treatment. We ask you to please spend a few minutes filling out this questionnaire honestly and thoroughly. You will also be asked to complete a number of questionnaires that you initially completed on admission. This enables us to objectively monitor the effectiveness of treatment.

Packing List

- ✓ Sufficient changes of clothes (washing, drying and Ironing facilities available)
- ✓ Towels (*bath and hand towels*)
- ✓ Wash gear, toothpaste, toiletry bag, etc. (*Please note: It is important that toiletries are kept in a toiletry bag as bathrooms are operated on a shared basis and personal storage of toiletries in the washrooms is not permissible.*)
- ✓ Shower shoes
- ✓ Roll-on deodorant
- ✓ Night wear – dressing gown, pyjamas, slippers, etc.
- ✓ Reading and Writing material, e.g. note cards, writing pad, envelopes and pens (*You are provided with a 'starter pack' of writing materials on your admission however, you may want to have additional materials for your personal use during your stay. Greeting cards and postage are available for purchase from reception*)
- ✓ Medical Card & PPS Number
- ✓ Prescription Medicines— see note on page 16
- ✓ Emergency Contact details

NOTE: Small musical instruments or small Hobby/Craft related items may be allowed but must be approved by the Admissions Counsellor at the time of admission and can only be used during designated personal time.

What should I *NOT* bring with me?

- ✗ Mobile phones / Pagers / iPads/ Laptops
- ✗ Portable Music players (MP-3, Radios)
- ✗ Small electric devices such as personal Hair Dryers, Hair Straighteners, Curling Irons, etc. (***Hair dryers are provided by the Rutland Centre***)
- ✗ Aftershave or Perfume
- ✗ Aerosols (Spray deodorant or Hairspray)
- ✗ Credit cards, cheque books, ATM Bank cards
- ✗ More than €50 in cash
- ✗ Candles / oil burners / incense, etc.
- ✗ Cameras
- ✗ Laptop or Handheld Computers
- ✗ Weights / training equipment
- ✗ Loose tobacco, i.e. Roll-ups
- ✗ Rechargeable e-cigarettes (disposable e-cigs only permitted)
- ✗ Mood altering medication
- ✗ Music/Video DVD's or CD's
- ✗ Car parking is not available for residents. Please make arrangements to be dropped or collected on your admission and discharge days.
- ✗ Pillows, sheets and duvets are all provided so we would ask that you not bring these items with you.

provides useful information which can help us improve our service in the future.

If you have difficulty or an issue with another resident, we recommend that you first try to address the issue with the individual concerned directly and in a responsible manner. If the matter is not or cannot be resolved amicably, then you should approach your Counsellor to help facilitate a resolution to the issue. The weekly Community Meeting is also another opportunity to resolve issues such as Community complaints or grievances.

- ✓ **What if I require special food and/or have special dietary considerations?** Rutland Centre surrounds the resident with a complete healing environment that includes a healthy diet of nutritious food. If you require a special diet (i.e. for medical reasons) or special food, we will work with you to accommodate your requirements. Please notify your Assessment/Admissions Counsellor prior to your admission what your special requirements are so that the Chef can ensure they are met at the start of your treatment.
- ✓ **When can I receive or make telephone calls?** Making and receiving phone calls is at the discretion of your Counsellor. You should advise your family and friends that you generally will not be available by telephone during your stay at Rutland Centre. If you are given permission to make a phone call, please be advised that you are expected to limit your phone conversation to 5 minutes or less.
- ✓ **What is my 'Client file' and what is in it?** In the Centre staff either write down or enter on the computer all the important things about you. They will update this regularly

privacy of all of our clients.

Frequently Asked Questions

- ✓ **Can I leave my car at the Rutland Centre during my stay?**
Unfortunately, no. We ask that residents do not bring their cars with them when arriving for admission, for both insurance reasons and lack of space. It is not possible to park cars on the premises overnight.

- ✓ **Will I have a private room?** Rutland Centre's bedrooms are semi-private. Our experience and outcomes research demonstrate that patients have a fuller, richer experience when they have a roommate(s).

Access to bedrooms during the day is generally discouraged unless you are feeling unwell. Using your bedroom during the day to sleep or complete your writing exercises is prohibited.

- ✓ **Can I have visitors outside of the weekend visiting hours?**
Visitation is only allowed during scheduled visiting hours on the weekends or on Family Day by participating concerned persons.

- ✓ **What if I want to comment, compliment or complain about something?** Rutland Centre believes that all residents have the right to be heard. There is a procedure for dealing with all complaints and comments and a form for this purpose available at reception or you can use the suggestion box in the front conservatory. Alternatively you can speak directly with Graeme Leitch, Administration Manager or Fiona Weldon, Clinical Director. All feedback

- ✘ Any item that could be considered an offensive weapon. E.g. guns, knives, baseball bats etc. Possession of such items will constitute grounds for immediate discharge

Personal Property

Please do not bring valuables.

All clients are responsible for their own belongings and valuables, including money or jewellery.

The Rutland Centre is not responsible for personal items lost, damaged or stolen. Clothing and other personal items left behind when you leave are left at your own risk.

If any valuables or items brought with you at time of admission are disallowed, you will be required to

- ✦ **send the items home with a family member or concerned person who is with you at the time of Admission.**

Or you will be required to

- ✦ **turn the items over to the Rutland Centre for safe keeping. We will require an inventory of goods and your signature. You will not be able to access these items during your stay under any circumstances. Items placed in safekeeping with the Rutland Centre will only be returned on your last day immediately prior to discharge.**

Before You Arrive – Check List

- GP form (if you are coming in under Health Insurance e.g. VHI, Laya, Hibernian, Glo, Avivas) which included notation of pre-existing medical conditions.
- Passport Photo
- Continuing Care Payment
- Medications (GP prescribed only and non mood altering)
- Prescription (see page 16 for details)
- Medical Card
- PPS/PRSI Number
- Emergency Contact details
- Personal Items:
 - Nightclothes, Dressing Gown, etc.,
 - Bath Towels, Toiletries (in a separate bag)

YOU WILL NOT BE ADMITTED WITHOUT:

1. **Medical Card (for Medical Card holders only)**
2. **RSI/PPS Number**
3. **Letter from GP & Copy of Original Prescription** (*for clients with long-term prescription medicines*) **See page 16 for details.**
4. **Passport size photograph**
5. **Form completed by GP if you are coming in under Medical Insurance**

Please see information sheet for 'Concerned Persons' for further details.

Family members are also strongly encouraged to participate in our Continuing Care Programme to continue to get support post residential treatment.

Fellowship Meetings

Fellowship meetings are an extremely important part of the Programme. You will be expected to attend the appropriate meetings recommended by your Counsellors and respect the traditions of the Fellowships and all those who attend.

Fellowship meetings are an integral part of your recovery and you will be advised to continue attending fellowship meetings after treatment.

Clients who have been therapeutically discharged are NOT permitted to attend fellowship meetings on the premises of Rutland Centre for the duration of the life of the community of which they have been a part of. Nor are they permitted to visit current clients at Rutland Centre or to gain access to the buildings and grounds of Rutland Centre without a special appointment set up in advance with the professional staff at Rutland Centre.

Non Residents attending fellowship meetings on the premises of Rutland Centre are encouraged to attend the meeting itself and to limit their presence to the meeting itself and to the space just outside the meeting for a short time only, both before and after the meeting. Access to the rest of the main building and back gardens is NOT permitted. This rule is in place to protect the

How do my family / friends participate in my treatment?

You are not the only person affected by your addiction. The entire family suffers from the effects of addiction. The family is an integral part of the recovery process and is fundamentally included as part of the overall process.

The Family Program at the Rutland Centre is included in the cost of treatment. Family members and/or friends (“Concerned Persons” – “CPs”) are given the opportunity to participate (once a week) in therapy and specific support and information giving groups. Participation not only better prepares you and your family for the *return home*, but also assists family in understanding the power that addiction has had on everyone including themselves.

It is expected that on a minimum of three weeks during your treatment you will have in attendance at Family/CP Day an immediate family member, close relative, friend, work colleague and/or any others who have been affected by your addiction. You will be able to discuss specifics with your counselling team as to who and when. **It is vitally important you should come to the Centre with a list of potential CPs for Family Day during your stay.**

Family/CP “Day” is usually every Tuesday, with the exception of weeks that include a Bank Holiday when it is typically moved to Wednesday. You should try to have at least one (1) Concerned Person lined up to attend on three weeks of your treatment. You will be asked to provide a list of names of the people who you want to participate in the family programme at the outset of your treatment.

Golden Rules

Breach of the following golden rules will have a serious impact on your treatment. Please be sure to read through these rules thoroughly and if you have any questions around any of the rules, please ask your Counsellor or any other member of the Clinical staff for clarification.

Breach of the following rules will lead to an immediate dismissal from the Programme:

- × **The use of physical violence.**
 - × **Involvement in sexual activity with another client or with a visitor.**
 - × **The use of drugs, alcohol, or gambling.**
 - × **Smoking indoors at Rutland Centre**
-

Circumstances surrounding the following rules will determine whether or not you will be dismissed from the Programme immediately or given a written warning:

- × Threats of physical violence.
- × Violation of confidentiality.
- × Possession/use of a mobile phone. N.B. including use of visitor’s mobile phone.

What is the Smoking Policy?

- Therapeutic support, including the use of nicotine replacement therapy is available as part of the residential programme on request.

However, if you are not willing or ready to quit, smoking cigarettes is allowed in a **DESIGNATED SMOKING AREA ONLY**. This area is generally referred to as the smoking shed and the courtyard.

Smoking on the back door steps or within 10 feet of the back door or fire escape is strictly prohibited.

If you choose to smoke cigarettes while you are in treatment, please note:

- × **No smoking (including e-cigs anywhere indoors).** Smoking indoors will result in *dismissal* from the programme.
- × **Roll ups are not allowed.** Regular cigarettes only.
- × **Smoking within the designated area only.** There is no smoking in the back garden, on the avenue leading into the Rutland Centre or anywhere other than the designated area.
- × **You are responsible for the provision of your own cigarettes.** If necessary, you can organise getting additional cigarettes during your stay through your visitors on the weekends or on CP day (Tuesday's).
- × **Inform your visitors/guests.** You are expected to inform your guests to respect the requirement for no smoking outside the designated area.

Post Services

You are allowed to receive incoming post (e.g. cards & letters). Leave outgoing post in Reception for mailing at the end of each business day. Postage stamps are available for purchase from Reception.

Borrowing & Lending

Borrowing / lending money from any other person is strongly discouraged while in your Residential treatment and Continuing Care programme.

Relationships

Special, exclusive relationships are not appropriate as they interfere with recovery focus. At no time should you be in another resident's bedroom, except with special permission from Clinical or Nursing Staff.

Substance Screening /Room Search

As Rutland Centre is a safe and drug-free treatment centre and to protect the ethos of our centre we reserve the right to search you, your room and/or your belongings for prohibited substances/articles. You may be required to give routine and/or random supervised urine or breathe sample(s) during your stay. The Staff also reserves the right to search any other items that are deemed appropriate (e.g. your luggage or parcels sent in from your family/friends). If you come to know of any resident(s) who you believe are using drugs, alcohol, gambling or in possession of items not permitted in the Centre, it is expected that you share this information confidentially with a member of staff.

Social Welfare Sick Certificates

If you need to submit Social Welfare sick certificates during your stay, then this can be arranged but it is your responsibility. You

- ✓ Notify the Nurse on duty, on the first day of your stay and each week thereafter, that you need to submit Social Welfare Certificates.
- ✓ Know your PPS number for recording on your Cert and supply this to the Nurse. The Nurse will arrange the paperwork for the Doctor to sign on their weekly visit to the Centre.
- ✓ You need to post the certificates to the Social Welfare Department. Envelopes can be obtained from Reception.

NOTE:

Certificates can not be issued retrospectively at the end of your residential stay as per Social Welfare Department guidelines, so you do need to ensure that you are getting your Certificates each week during your stay. If you have any issues with this, then please discuss the process in detail with the Nursing Staff.

If you are unsure about your eligibility to receive Social Welfare sick benefits you can get information from the following sources (prior to admission):

1. www.welfare.ie
2. Local Social Welfare Office (see State Directory section of your phone book)
3. Telephone information services at LoCall 1890 66 22 44

- ✗ **Continue to respect the designated area after you leave residential treatment.** In time you will move on but please hold to the request for not smoking outside of the designated area if you return to the Centre when you are no longer a residential client.

Confidentiality

Confidentiality is respecting the rights of other people and accepting them as they are and showing you care for their well-being. Respecting the confidentiality of everyone at the Centre is vital. This includes:

- ✓ Other residents, past and present
- ✓ Families/friends of residents, past and present
- ✓ People coming in for assessment, counselling or fellowship meetings
- ✓ All staff

There are certain areas in which we cannot guarantee complete confidentiality for both legal and ethical reasons. They are as follows:

- ✓ We are legally obliged to share information with the Child and Family Services where there is Identifying information about potential risk of sexual, physical and / or emotional abuse of a child under the age of 18.
- ✓ Suicidal risk or threats of severe bodily harm to self in the immediate future.
- ✓ Homicidal threats or other serious threats of significant bodily harm to others regardless of age.

- ✓ When files/notes are subpoenaed by Court.

Can I leave the premises during my stay?

You are not permitted to leave the grounds without permission. Exceptional circumstances may be accommodated but only if it has been agreed with your Counsellors and/or the Clinical Director in advance. Leaving the grounds without permission is taken very seriously and it implies that you are abandoning your treatment, even if it is only for a short time, and will result in your dismissal from the Programme.

Visiting Hours

Visitors are welcome every Saturday and Sunday from 3:00 pm to 5:00 pm sharp. Visitors are kindly asked to enter the Centre through the front door of the Main House. Visitors are only allowed in the dining room, G2 and the Client Conservatory, the A.A. Hall, or the garden. **You are not allowed to sit in cars with your visitors or use their mobile phones.**

It is your responsibility to ensure that your visitors:

- ✓ Do not disrupt the comfort of others
- ✓ Supervise accompanying children at all times while on the premises – special care is required around areas where cars are parked and the dining room. At no time may any child or other visitor be on any part of the fire escape.
- ✓ Do not bring pets onto the premises.
- ✓ Adhere to the Smoking Policy
- ✓ Do not go into any bedrooms, including your own
- ✓ Switch off mobile phones while on the premises.

Bank Holidays

Whenever possible, special all-day workshops are provided on Bank Holidays in lieu of normal Programme activities. Hence,

Visiting is not allowed on Bank Holidays. Fellowship meetings and ex-client talk will be held as normal, therefore there is no additional television time on a Bank Holiday.

If a bank holiday falls during your treatment time, the normal

Residential Timetable is modified for the remainder of that week.

You will be given a new timetable but in general the following

Applies to Bank Holiday weeks:

CP/Family day is moved from Tuesday to Wednesday

The Psychiatrist's Clinic is moved from Wednesday to Friday.

Any client due to be discharged on the Bank Holiday will remain in the Rutland Centre until the following day.

Food/Snacks

Snacks including chocolates, sweets, crisps, biscuits, or soft drinks are not allowed. Chewing gum is also not allowed. However, still and sparkling water is allowed. Coffee at Rutland Centre is decaffeinated but tea is ordinary (with caffeine). Herbal teas are also provided. This is to foster a healthier lifestyle for all but also out of respect for our residents who have food addiction

Meals provided are healthy, varied and substantial. Fruit and yoghurt are available throughout the day. Desserts are available after meals on a regular basis.

Please inform your visitors of this policy and ask them not to bring sweets or other treats to you during your stay.

Special Dietary Needs

Any special dietary requirements will be accommodated. If you did not make this known during pre-admission, you need to speak with your Admission Officer, Counsellor or the Nurse on Duty as soon as you arrive for admission so the Catering staff can be notified.

- ✓ Do not visit on Bank Holidays.
- ✓ Leave goods to be left for you with Staff.

Miscellaneous

Laundry

There is a full self-service laundry facility and residents are expected to look after their own laundry.

Telephone Calls

Telephone calls can only be made in exceptional circumstances with your Counsellor's permission. Generally, most telephone calls are in relation to organising your 'Concerned Persons' who will be attending on CP (family) days. It is not possible to maintain regular contact with places of work or family/friends during your stay. You should conclude any business or legal matters prior to your admission.

If you are given permission to make a telephone call, please be aware that you will be expected to limit your phone conversation to less than 5 minutes in duration.

Television

Watching television is only allowed at weekends and during designated times (Friday evenings from 6:00 pm – midnight; Saturday and Sundays from 6:00 pm – midnight). This is in an effort to help you remain focused on your treatment. Television programmes may be monitored due to suitability, i.e. viewing of sporting events is prohibited for clients with gambling addictions, etc. If there are other events scheduled during television viewing times, those events will take precedence over television viewing.

Lottery

No client is to play the Lotto or check the newspaper for Lotto results at any time. This includes being a member of any syndicate in which the Lotto is played by a group of individuals playing together.

Leisure Time

Board games, table-tennis and other forms of recreational activities are available as a leisure activity during free time after 6:00 pm.

You are not allowed to play cards or gamble in any way. Football is not permitted on the grounds.

Meal Times

Daily meals for clients are served in a designated client dining room at specified times. At the mid-day and evening meals readings and announcements are made so it is important that you arrive for meals on time and not leave the Dining Room for any reason (e.g. to have a cigarette) until after the reading is finished.

Hairdressers

During your last week of your residential stay, it is possible to arrange an appointment at the local hairdressers on Saturday. You must get permission from your Counsellor in advance. Appointments can be made at reception. You must be accompanied by a senior member of the community and neither of you are permitted to visit any shops when in the Shopping Centre.

With regard to hair cutting equipment, clients are not allowed to

cut one another's hair. You must leave all equipment with the nurse for your own use only and with prior permission from your counsellor.

Fire Safety

We ask all residents to familiarise themselves with all fire exits on the day of admission and watch the Fire Safety video during your first week of residence.

Fire Drills

Everyone must be fully aware of all fire exits from any building on the site. Immediately after hearing the siren, go directly to the nearest exit and then proceed to the Assembly point at the top of the drive. **Do not stop to collect bags, coats or any other belongings. Stay at the Assembly point until the all-clear is given by Senior Staff member.**

The above must be adhered to every time the alarm sounds, unless you are advised by a member of staff to the contrary.

Infection Control

The control of infection is everybody's responsibility. Please wash your hands thoroughly each time you use the bathroom / sneeze/ cough and prior to eating, and make optimal use of the hand hygiene units situated throughout the centre. The nurse on duty can assist you with any further information on infection control.