



AVENTA

CENTRE OF EXCELLENCE FOR WOMEN WITH ADDICTIONS

Young Adult Treatment (YAT) Handbook



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AVENTA YOUNG ADULT (YAT) TREATMENT PROGRAM HANDBOOK

Following is an explanation of the Treatment Expectations that are important for you to understand and follow during your time at Aventa.

These expectations are intended to achieve the following three things:

- 1. Help us to maintain a positive treatment environment that supports all Clients at Aventa to meet their treatment goals.**
- 2. Respect your rights and the rights of others who live and work here.**
- 3. Enhance your understanding of what can be expected during your time in Aventa.**

A: Principal Expectations

1. Use of Substances – the use of gambling, alcohol and/or mood-altering drugs is not allowed.

Aventa is an abstinence-based program. Research shows that a consistent message of abstinence in treatment is important for recovery. Clients who are planning to reduce but not eliminate their use will be increasing their barriers to succeeding in treatment and post-treatment. Therefore, use of alcohol, gambling or mood-altering substances, including restricted medication, unauthorized prescriptions and over the counter medications (such as laxatives, Gravol, pain medications, antihistamines) are not allowed during the time you are a Client with Aventa. Aventa recognizes the risk of cross addiction so the expectation of abstinence applies regardless of the Client's original 'drug of choice'. Gambling includes bingo, VLT'S, slot machines, playing cards, internet, and all forms of lottery tickets, scratch tickets, or other bidding or gambling items. Clients are required to avoid licensed gambling establishments or establishments where the primary service is alcohol sales, i.e., bars, pool halls, pubs, concerts and lounges, etc. In addition, drinking "mock-cocktails" and "near-beer" is considered to be very addictive behaviour and a risk for recovery.

Due to Aventa's commitment to abstinence-based programming, random drug and alcohol screens will be performed throughout your treatment time at Aventa.

Some over-the-counter medications, herbal supplements, energy drinks, and certain foods (including poppy seeds) may result in a positive drug screen. The alcohol/drug screen maybe disputed for its accuracy and Clients will be provided a second screen, but if results are still positive, it is grounds for immediate discharge. As screening results are not laboratory-confirmed and used for treatment decisions only, the results of the screens done at Aventa are considered to be final.

2. Use of Aggression - aggression and violence against any person while at Aventa is not tolerated.

Aventa welcomes every person but not every behaviour. Clients are supported to work on emotional regulation and anger management as part of their recovery. The physical and emotional safety of Clients and Staff is our primary concern. Creating a safe and supportive atmosphere where Clients are able to work through their addictions-related challenges is also essential for individual success. Therefore, violent behaviour is not tolerated; threats of violence, verbal or physical abuse against Clients/Staff, and damage to property is prohibited. Any behaviour that is considered to be sexual harassment, sexist, racist, religious/cultural stigma, homophobic, or transphobic is not tolerated. **Threats of violence, assault, death threats may also result in legal action**

3. Breach of Client Confidentiality (based on your signed Confidentiality Agreement)

***Due to the critical nature of the above expectations, failure to follow any of these primary rules may result in immediate discharge from the program.**



B: General Expectations

1. SAFETY AND SECURITY

It is Aventa's intent to eliminate activities that may trigger or draw Clients toward patterns of addictive behaviour. The following is a list of expectations that have been developed to support your individual success in achieving your treatment goals, as well as create an environment that supports abstinence for all Clients.

- Sexual behaviour or intimate relationships that is interfering with treatment among Clients is not permitted.
- Any behaviour that impacts the health and wellbeing of Clients will be addressed as a clinical issue, however if the concerns persist despite interventions it may result in discharge from the program.
- Random and purposeful room/belonging searches and alcohol/drug screens will occur while you are at Aventa to ensure everyone's safety.

Aventa serves a collection of people from a variety of backgrounds and addiction experiences. We strive to eliminate as many negative triggers from the environment as possible in order to support success of individuals with diverse challenges and goals. Within this mixed environment it is important to explore the difference between feeling uncomfortable and being unsafe. As everyone challenge old behaviours and find new ways of coping it is common for people to experience some discomfort such as intense emotions.

Confidentiality

Client confidential information is protected by the Health Act (HIA) and the Freedom of Information and Protection of Privacy Act (FOIP). Information collected about Clients is kept strictly confidential from persons outside of Aventa, unless they provide consent to release information to a third party.

Any information shared at Aventa is confidential and any release of information shall require a signed release. A signed Release of Information can be revoked at any time and requires a signature of confirmation. The Release will be cancelled from that date forward.

The following are the limits of confidentiality; Aventa Staff may release pertinent information to the appropriate authorities including, but not limited to, police officers, medical personnel, the Child and Family Service Authority, without a signed release in the following circumstances:

- When urgent circumstances require the release of confidential information to ensure your health and safety and/or the health and safety of others
- When the information is subpoenaed for court proceedings
- When a medical examiner needs information because of your death
- When the law requires release, usually to protect a child, to investigate a death, or to protect public health
- When there is reason to believe your actions are causing harm/danger to a child/minor

The use of a camera or cell phone to take pictures of peers or graduating groups is not allowed at any time while in treatment or on Aventa property.



Identification

All Clients will be given an identification tag to wear throughout treatment. **Clients are asked to wear their tag at all times when not in their room.** This allows all Staff and Clients to know who is supposed to be in the building. **Clients will be asked to show their identification tag when receiving medications in the Residential offices.**

Access to Personal Information

Upon graduation, all Clients will receive a Discharge Package which includes a summary of their treatment experience, recommendations and certificates. Aventa Clients have the right to access information kept in their file. A request can be through Counsellors which will then be reviewed by Management.

Grievances/Complaints

Any Client who has a complaint or concern should address it directly with the Staff person involved. If the complaint/concern remains unresolved, Clients may request to meet with a Program Manager for further discussion. If the complaint/concern remains unresolved with the Program Manager, the Client may request a Grievance Form to make a written complaint to the Executive Director.

Security System

Please note that Aventa is equipped with a security system and that the doors of the building are locked for safety. Cameras are located in public areas and monitored regularly.

Personal Safety

In order to keep our facilities safe for everyone, we ask that Clients follow the safety guidelines below.

- There are forms to be completed by the Residential Offices to sign “in” and “out” any time leaving the facilities.
- Clients are expected to be with other Clients when going to outside community meetings.
- When going into the community, it is expected that Clients will go directly to the destination and directly back to Aventa and purchasing only what has been approved.
- At the main facility, when going to the park or Clients must have a peer with them.

Restricted Items - Not Permitted under any Circumstance

- **Any gambling items** including playing cards, all forms of lottery tickets, scratch tickets, 50/50 tickets or Nevadas
- Large sums of money (over \$60)
- Cars/Motorcycles
- Musical instruments
- Tanning products
- Teeth Whitening products
- Hair dye, perfumes/body sprays
- Nail care products (polish/remover/glue)
- Medications/supplements not approved in writing by your doctor
- Laptops, iPads, tablets, DVDs, gaming devices or other electronics
- Cell phones
- Pillows or any linen supplies
- Stuffed toys
- ***Restricted Foods (please see pg 11 for details)**
- Fabric softener/dryer sheets
- Sexual toys/aids
- Paint / Glitter
- Ashes of loved ones or pets
- Pets
- Cigars, loose tobacco, e-cigarettes / vapes

If Clients have any of these items with them on admission, they will be asked to make arrangements to have them picked up or mailed to someone within 72 hours.

*with the acceptance of Phase III, see Staff for guidelines

Aventa will not store any belongings after Clients have left the program.

Confiscated Items

All restricted items brought in to the facilities, will be confiscated. **Aventa is not responsible** for stored and confiscated items. Any drink or food products brought into the facilities that are not approved for dietary needs will be thrown out, they are not stored under any circumstances.

Belongings

Clients are encouraged to carry less than \$50.00 cash with them while in programming, Aventa does not store money or valuables and is not responsible for the loss or theft of any valuables. A lockable closet or armoire is provided for Client belongings in each room. There is a \$5.00 deposit for the key which will be returned upon discharge. Please do not borrow or lend money or personal belongings to other Clients. MP3 players are permitted. **Please do not borrow or lend money or personal belongings to other Clients**

Aventa is not responsible for loss or theft of valuables.

Dropped Off Items

- In order to protect Client confidentiality as well as the safety of all Clients and Staff, Aventa does not accept drop-offs or deliveries for Clients unless they are pre-approved in advance by Staff.
- Visits are not permitted during drop offs.
- Aventa will accept deliveries from florists and pharmacies but will inform the delivery person that while we accept the delivery, we can neither confirm nor deny that the recipient is a Client at Aventa.
- Staff will retrieve all deliveries from reception, Clients are not permitted to retrieve their items directly from reception. Staff will review the items in the presence of the Client, to ensure that only acceptable items have been delivered.

Shopping

Compulsive shopping can be part of unhealthy behaviours, and therefore is limited during treatment. Aventa keeps a small supply of essential items such as shampoo, deodorant, toothpaste, tampons, etc. on-site for Clients who did not bring these to treatment. If Clients need cigarettes, clothing or personal hygiene items which are not in stock, they will need to request these items to be purchased when during their essential run (these are limited) or get approval to have these items dropped off. Clients are encouraged to purchase enough cigarettes or personal hygiene products to limit the number of requests. Items brought into the facilities that have not been pre-approved will be confiscated and Clients may be required to return the items or meet with Staff. There is a space on the weekend planning sheet where Clients may list **essential** items they would like to have approved for purchase

or to have dropped off. All items coming into the building must be approved by Residential Staff. Following admissions, Clients are permitted to go on a 30 minute, local shopping run for items they may need at Shoppers Drug Mart, Safeway, Dollarama or Circle K (cigarettes).

Clients will be given opportunities to go shopping (for essential/snack items) while in treatment, however this can change based on new orders in regards to the COVID-19 pandemic. Currently shopping times are Friday afternoons.

1. Clients will be given a shopping guideline sheet that will lay out expectations of them to go shopping. Everything purchased by the Clients must be accompanied by a receipt. Upon returning from the shopping run, Clients must immediately check in at the office with receipts and items purchased and wash their hands per Aventa's COVID-19 guidelines. Bags and pockets will be searched upon returning. Failure to provide receipts, check in immediately with Staff (without stopping elsewhere including Client rooms) or buying restricted items may jeopardize the Client's ability to go shopping in the future.
2. Clients may only purchase and bring back allowed items; Aventa will not hold onto restricted items, and Clients will be asked to return such items.
3. Prior to shopping runs, Clients should bring a small wallet or purse with the minimum number of items to expedite the bag search upon returning.

Clients are asked to refrain from online shopping sites and/or have items shipped to Aventa. Aventa does not accept drop-offs, deliveries or shipments for Clients unless they are approved in advance by the Client's Counsellor. Items purchased and shipped to Aventa without prior permission will be confiscated and returned upon graduation or discharge.

2. HEALTH AND MEDICAL

Safety of Clients and Staff is our primary concern. If Aventa Staff suspects any medical or medication concerns, Clients may be required to have a prompt medical examination and/or authorize the release of health information regarding communicable diseases, prescribed medications, and/or illnesses. These procedures are necessary for the safety of all Clients and Staff. Please see *Partners in Your Health* section of this handbook for further information.

Medication Procedure

The proper use of prescribed medications is important. These medications provide Clients with stability thus strengthening the ability to focus on individual recovery. For this reason, medication must be taken as prescribed and any changes must be authorized by a Doctor and approved by Aventa Medical Staff.

The use of prescribed medication must be managed with care at Aventa, due to a broad range of addictions experienced by Clients. Please take note of special arrangements made to accommodate medications while keeping the treatment environment safe for everyone.



- All prescribed and non-prescribed medications including over-the-counter medications must be turned in to Staff upon arrival at the program.
- Medications are kept in a central location in the Residential Offices with access restricted to Staff. Prescribed medications will be made available for Clients to take at the scheduled medication times.
- Medication Times are posted on Residential office doors and are on your Treatment Schedule.
- Clients must bring picture Identification with them to the office and show it to Staff prior to receiving medications.
- During scheduled medication times, Staff will observe, but will not dispense medication to Clients. Clients are asked to bring water with them as they are required to take medications with water to avoid choking. It is the Client's responsibility to take medications during the medication time frames. Exceptions are made for medications that have to be taken outside of those times.
- While away from the program, Clients are required to contact Staff before taking **any** new medications; including over-the-counter or prescribed medications. The Restricted Medication List must be adhered to at all time.
- When leaving for a medical emergency or approved medical appointment, please ensure Staff provide a copy of the Restricted Medications List to you, so it can be given this to the attending physician.
- It is Client's responsibility to speak to Aventa Staff a week prior to running out of prescriptions to ensure there is enough time for refills. If Clients require a new prescription because there are no refills left, they must speak to Aventa Staff one week in advance to make plans to address this.
- Clients attending off-site medical care, should not request prescriptions that are not related to the purpose of the visit as these may not be approved by Aventa Medical Staff.
- Prescriptions are to be brought back to the facility and not filled while out in the community. Aventa Staff will approve medications and arrange for delivery.
- Upon discharge from the program, all medication will be returned to Clients.

Medication Reconciliation at Discharge

If a Client's medications are changed while at Aventa, the prescription is sent to the Shoppers Drug Mart Pharmacy. Changes to medications would include additions, discontinuations, dosage changes.

Shoppers Drug Mart enters the prescription into The Pharmaceutical Information Network (PIN) which provides accurate and centralized medication reconciliation for healthcare providers. The Pharmaceutical Information Network (PIN) is a web-enabled application within the Alberta Netcare Electronic Health Record (EHR) that provides access to a patient's active and previous medications. PIN's ultimate goal is to facilitate improved quality of care by providing authorized healthcare providers with the information and tools needed to make optimal drug therapy decisions. Netcare also includes a record of lab tests and other diagnostic results. For more information on The Pharmaceutical Information Network (PIN) and Netcare see: <http://www.albertanetcare.ca>



If you had medications filled at Shoppers Drug Mart, you can also access a list of your medication by contacting them directly: Shoppers Drug Mart – Mission Commercial, Store Number: 2361, Phone 403-228-2129. In addition, you can set up a Shopper’s Drug Mart Online Pharmacy Account. Your online pharmacy account has many features to assist you. You will be able to view your prescription history and prescriptions available for refill, receive refill and pick up notifications and refill prescriptions anywhere, anytime and on any device. For more information see: <https://mypharmacy.shoppersdrugmart.ca/en/>

Alberta residents can also set up a MyHealth Records account which gives you one, secure online place to see your health information including; Immunizations, Medications administered from community pharmacies, results from common lab tests. For more information, please see: <https://myhealth.alberta.ca/myhealthrecords>

Upon discharge/graduation, all Clients are provided with a copy of their current page of their Medication Observation Record (MOR) and PRN Record.

For Clients from NWT or Nunavut, any changes made to Client medications, or lab results, are faxed to their doctor or authorized healthcare provider when the Client discharges or graduates.

Sick Protocol

If Clients become sick while at Aventa, they will be placed on *sick protocol* to enable speedy recovery for themselves as well as protect other Clients and Staff from infection. Clients who determine that they do not feel well enough to complete programming are asked to go to the Residential office to strategize with Staff about symptom management. Clients will be encouraged to explore the difference between feeling uncomfortable or emotionally overwhelmed vs being too ill to attend programming. Clients will be encouraged to attend all programming where possible.

Clients on sick protocol will stay in their room for the remainder of the day and will miss programming. ***Clients on sick protocol will not attend group, recovery meetings, go on walks, phone times or attend meals.*** Meals will be packaged and brought to Clients for when they are feeling better and Staff will schedule separate smoke breaks.

COVID-19 Isolation

Based on current Alberta Health recommendations, all Clients under isolation for possible COVID-19 must always wear a mask and remain in the isolation room until given clearance by Staff to leave. Aventa Staff will coordinate with Alberta Health Services for COVID-19 testing.

Health and Wellness Supports

A variety of health care professionals at Aventa can be accessed during a Client’s treatment period. Clients are generally not given permission to go off-site for medical appointments with the exception of emergencies, prenatal care, and other pre-approved appointments. Clients who are given permission to attend an outside appointment, must do so outside of

group time. Clients are to go straight to the appointments and return immediately to the facility; visiting during off site appointment is not permitted.

If a Client requests a medical appointment which is NOT deemed to be an emergency or approved by Staff, and the Client insists on going to the hospital or medical clinic regardless, the time will come off of a Client's weekend visit or pass.

Clients who have any questions or would like more information on accessing medical services, are encouraged to speak with Aventa Staff.

Aventa has a Nurse available 5 days per week to deal with chronic or urgent medical issues. Requests to see the Nurse, can be made through Counselling Staff. Requests are reviewed and prioritized based on urgency and other services available to the Client outside of Aventa. Nurses can provide information about diet and nutrition, prenatal care and any other non-urgent medical concerns. Requests for all other medical support **must speak with Staff for a referral and the Nursing Staff will support Clients with where and when they go to address their medical concerns.** This may include consultation with Staff and/or appointment with Clients. Their schedule is based on availability. Appointment requests are made through Aventa Counselling Staff. Requests are reviewed and prioritized based on urgency and other services available to the Client outside of Aventa.

Smoking Cessation Support

To help Clients manage cravings or quit smoking, Aventa offers Smoking Cessation Information Sessions, Support Group and Nicotine Replacement Therapies (NRTs). To access NRTs please speak to a Residential Counsellor.

Aventa also partners with other Community Services to provide additional health and wellness services.

Safeworks

Can be accessed through the Aventa Nurse for emergencies only. Safeworks is not coming on-site regularly during the COVID-19 pandemic. Clients can receive a Naloxone kit via Aventa Staff.

Dental Bus

The Smile Dental Bus comes to Aventa every other Saturday starting at 9:00 am. Only Clients with dental coverage through AEI, AISH or with Treaty status are eligible for the Dental Bus. Attending the Dental Bus may conflict with Visit/Pass time and should be considered prior to signing up.

Optometry Mobile Services

Evolutioneyes will provide on-site optometry services to eligible Clients via their mobile bus clinic which carries 500 pairs of frames. Clients sign up via Residential Staff and must have valid insurance coverage that will be confirmed before the appointment. Clients order directly with the bus and will receive their glasses 1 – 2 weeks later.

Fitness Centre

Aventa helps to promote positive lifestyle changes in our clients by adopting a range of healthy fitness and recreation alternatives. The Fitness centre on the first floor at the main building is available for Clients during their free time. Yoga classes are offered on-site two times per week.

All equipment in the fitness areas are on a first come first serve basis. Clients are to have a buddy with them in the fitness room. Clients who are exercising, but not utilizing any equipment are to move to the RBC room. Similar to any of the multipurpose rooms, the space needs to be cleaned up prior to exiting, yoga mats returned, video tutorials shut off etc. Cleaning supplies for wiping down tables and fitness equipment are kept in the gym.

3. SCHEDULE and ROUTINE

Aventa provides a program schedule that is heavily focused on recovery, while allowing enough flexibility for individual differences and needs. Please see schedule for details regarding the following:

- lights out
- phone, computer and television times
- group and mealtimes
- visiting hours and passes
- community meetings

Mornings

It is very important to keep a regular routine, especially in the morning. Scheduled wake-up times must be observed daily, please see Program Schedule for more details. Free time after breakfast should be utilized for personal grooming, chores, or completing homework, not for returning to bed.

Meals

Clients are expected to attend all three meals each day at Aventa. Meals are provided in the dining area on the 1st floor (Group Rooms). Please follow posted Portion Guidelines and take only one serving using the portioned serving spoons provided. Clients may return for seconds after all Clients have been served.

Snacks are given to clients on a weekly basis in a Ziploc bag. Vending machines are also available on the first floor for beverages and snacks. Clients may bring shelf-stable food to Aventa upon admission and may also choose to purchase additional snacks while in treatment. Clients will need to store this in lockers located on the first floor inside the dining room. Clients may not store food or drinks other than water in the bedrooms.

Clients who graduate from Phase II or YAT and are continuing on to Phase III are not permitted to bring snacks into the Phase III Program due to food storage limitations at that facility.



Client Snack Food Lockers Guidelines

- Lockers are 12 by 19 inches and will hold one grocery bag
- Lockers are not to be opened during programming time except during snack time
- Lockers are unavailable from lights out until breakfast. Staff will close the locked storage room door at lights out and it will be opened at breakfast by the Night Staff
- All food must be shelf stable and ready to eat
- Items requiring microwave or hot water are permitted, but there is no stove access
- Staff will complete regularly scheduled searches of the lockers
- Clients are expected to keep the lockers clean, neat and not overflowing
- Clients are to follow Aventa's Shopping and Restricted Item Guidelines
- Clients are expected to attend and eat at all meals; locker food is not meant to replace Aventa provided meals
- Aventa provided snacks, sugar and condiments are not to be stored in Client lockers
- Clients cannot keep their snacks in empty lockers or other peers' lockers
- Clients are required to keep their locker clean

Permissible Items

- Sugar for tea/coffee in addition to the sugar provided by Aventa
- Candy or snacks which does not contain ingredients that are restricted such as THC, alcohol, ephedrine, etc.
- Beverages such as pop, juice, water, tea bags or instant decaf coffee etc. Beverages cannot contain ingredients that are restricted, such as energy drinks (highly caffeinated) or non-alcoholic beers, etc.
- Food related to dietary needs
- Any other type of shelf stable, non-refrigerated food

Smoking

Aventa has a designated smoking area outside the park glass doors on the 1st floor. This is the ONLY place smoking is permitted for Aventa Clients. There is no smoking in the courtyard or in the park. Aventa has 6 scheduled smoking times throughout the day; smoking outside of these times or designated area without permission will result in follow up with Staff which may result in losing park and/or cigarette privileges.

Smoking in the building is a health and safety concern and prohibited by law.

Recovery and House Meetings during COVID-19

The following meetings are considered mandatory meetings and are part of treatment (see schedule for times and days)

- All groups including Recreation
- Residential House Meetings
- Parenting Group
- In-House Recovery Meetings, including 12 Step and Aventa Recovery Groups
- Aventa Alumnae Birthday Celebrations are held the last Thursday of the month. Celebrating milestones, accomplishments, and sobriety is an important part of the
- Mentorship Group
- Family Programming
- Sober Fun Nights

recovery journey. As part of treatment all current Clients attend the Aventa Birthday Celebration. Aventa Alumnae, (previous graduates) also attend the event. At this event, all current Clients and Alumnae attending, will be recognized and celebrated in the group for their number of days of sobriety.

Other optional programming includes computer time.

Community Recovery Meetings

Peer support has been shown to be helpful in recovery, therefore Clients will be encouraged to attend approved Recovery Meetings in the community while in treatment. To see a list of approved meetings, see Weekly Planning Sheets.

Arts and Crafts Program

In response to COVID-19, Aventa has enhanced the Arts and Crafts Program to provide more in-house options to replace yoga, drumming and other larger group activities. Arts and Crafts may include; rock painting, paint by number, wooden crafts, affirmation boxes, diamond dots, leather crafts, beading, coloring, carving, seasonal crafts and Indigenous arts. The activities are provided free of charge, but Clients can purchase additional craft kits as available.

Telephone

Personal telephone calls can be made using the courtesy telephones located on 2nd floor or in the dining room on the first floor, during scheduled times. In addition, a pay-phone is available for long distance calling, calling cards are required. Aventa does not accept telephone calls or take messages for Clients.

A daily signup sheet is posted after morning group. Staff will check rooms for completion of bedroom chores before computer times are approved. Clients may sign up for ONE – 20 minute phone time on Monday through Friday, and up to two calls on Saturday and Sunday (if space is available).

Professional calls that need to be made during the week must happen outside of group time and with approval of Residential Staff. One phone line is available outside of the 2nd and 3rd floor offices for Clients to use to make professional phone calls.

Skype and Zoom Calls

Skype and Zoom calls are also available. Clients must have their own Skype/Zoom account and can sign up in the third floor residential office.

Computers

Computers are available to Clients to support their recovery and aftercare goals. Common uses would be AEI reporting, looking for housing, meeting lists, banking, emailing, news sites and weather reports.

- Computers cannot be used on breaks during programming. Hours of use varies; please check with Residential Staff for details.

- Computer time is limited therefore chairs are not provided.
- Food or drinks (including water) are not permitted while using the computers.

Each group is assigned to one computer and computers use is first come first served. Printers are not connected to Client computers, so you will need to write down any information you require. You may speak to Residential Staff if you feel you must have something printed, such as a bank statement or application form.

Restrictions

Clients may not access the following websites:

- Social media such as Facebook, Twitter, Instagram, Snapchat, etc.
- Texting
- Games, Gambling, Dating or Pornography
- Online shopping including Amazon, eBay, Wayfair, etc.
- YouTube (available on TVs)
- Netflix (available on TVs)

Clients are expected to follow the guidelines or the computers will be turned off.

Weekly Plans

Weekly plans are designed to support Clients to meet their Treatment Goals. Weekly and weekend plans, including passes, are filled out on Sunday evenings with Residential Staff. Plans are discussed in group and with Counsellors for final approval by Wednesday at 4:00 pm.

Please note that once Client plans have been approved and signed off by the Counsellor, there will be no changes made to plans beyond Thursday. Any changes that are required due to safety or urgent issues, must be approved by the Counsellor. The Counsellor will let the Client and Staff know of any changes made. Please see Weekly Planning Forms for schedule for visits and passes.

Weekend Visits and Pass Guidelines

During COVID-19 in-person visits (indoors or outdoors) are not allowed. Clients can sign up for Skype visits and phone times have been extended. Should a Client be given permission for a pass due to an emergency, COVID-19 safety protocols must be followed which include: continuous masking, physical distancing, and sanitation of vehicles before entering them. For phone visits, Clients may use one of several courtesy telephones located on the residential floors of the main building. For Clients calling long distance, there is a pay phone located in the vestibule at the main entrance. Clients will require a phone card/calling card to call long distance.



4. GENERAL INFORMATION AND REQUESTS

Aventa Dress Code

- Clients are to appear presentable and appropriate during all programming, which includes smoke breaks and meals. Clients are not to wear clothing that is revealing, suggestive, violent or references drugs, alcohol or gambling.
- Clients cannot wear hats in the main building, however hats are permitted outside.
- Clients wearing pajamas are to remain on their designated floor and are not permitted to wear them during programming, including smoke breaks and meals.
- Shoes suitable for outdoor use must be worn at all times during treatment. Clients must not be in bare or stocking feet for health and safety reasons. For safety reasons stiletto or very high heels are also not allowed.
- If Clients are on Dishes Chore, closed toe shoes must be worn to ensure safety.
- Bathing suits are allowed for Clients sunbathing in the adjacent park but Clients must use a cover up when re-entering the building.

Communal Living

Communal living provides an opportunity for peer support and to practice new life skills. Clients are encouraged to work through conflicts with their roommates and seek Staff support if needed. Generally Clients are not permitted to change rooms, however, if a Client feels there is a serious concern that requires this change, they are encouraged to speak to the Residential Program Manager. If the room request is not approved, Clients can complete a Room Request Appeal Form for review by the Management Team.

Please be considerate of noise levels in the bedrooms, halls, and bathrooms, of both Staff and Clients. **Clients are not permitted to go into each other's rooms under any circumstances, invited or not.** Visiting space is made available in the common areas, courtyard, or park. Please respect personal space and belongings of all Clients.

Décor

Please do not attach anything to the walls, including glue, pins, and tape. Corkboards are provided in the bedrooms for Clients to hang personal items such as pictures.

Body piercing or Tattoos

Obtaining any body piercing or tattoo while at Aventa is not permitted.

Gifts

Gift giving is discouraged at Aventa. Staff do not give gifts to Clients, nor can a Staff Member accept a gift from a Client. In addition, Clients are not permitted to purchase gifts for each other while at Aventa.

Chores

Clients can take pride in their environment by doing daily assigned chores which promote healthy living, build relationships, and develop daily routines.

Clients who do not complete their Chores including the daily cleaning of their bedroom will lose their phone time.

As bedrooms and bathrooms are shared between three to six people, bathrooms must be cleaned on a daily basis. Bedrooms must be kept tidy at all times, including beds being made, clothes put away, personal garbage emptied and all items picked up off the floor on a daily basis. Bedding must be washed once a week. Clients must have a Residential Counsellor sign off on all completed chores each day otherwise it will be considered incomplete.

During COVID-19, enhanced cleaning and sanitation has been added to chores and it is important for all of our safety that Clients do their part in keeping Aventa clean and COVID-19 free.

Laundry

Washers and dryers are located on the residential floors for Client use. Laundry times are posted in the laundry rooms. Laundry is to be started after 6:30 am and finished by 10:00 pm. Please do not do laundry outside assigned day/times. Clothing left in the laundry room will be set aside on a shelf. Please ask Residential Staff to remove other Clients clothing from the machines.

Coffee

Coffee is only available on the first floor during mealtimes and must be consumed on the first floor only. Coffee cannot be taken out to the smoking area or carried up the stairs.

Water

Water is available on all three floors and it is the only drink that can be taken into the group rooms or bedrooms. Water bottles with a lid can be carried up and down the stairs. Water bottles can only contain water and are not allowed in the food service area.

Vending Machines

Vending machines are available on the first floor and Clients are able to purchase items from the machine during free time. All purchased items must be consumed in common areas and not during regular programming. The machine is not owned or operated by Aventa.

C. PARTNERS IN YOUR HEALTH

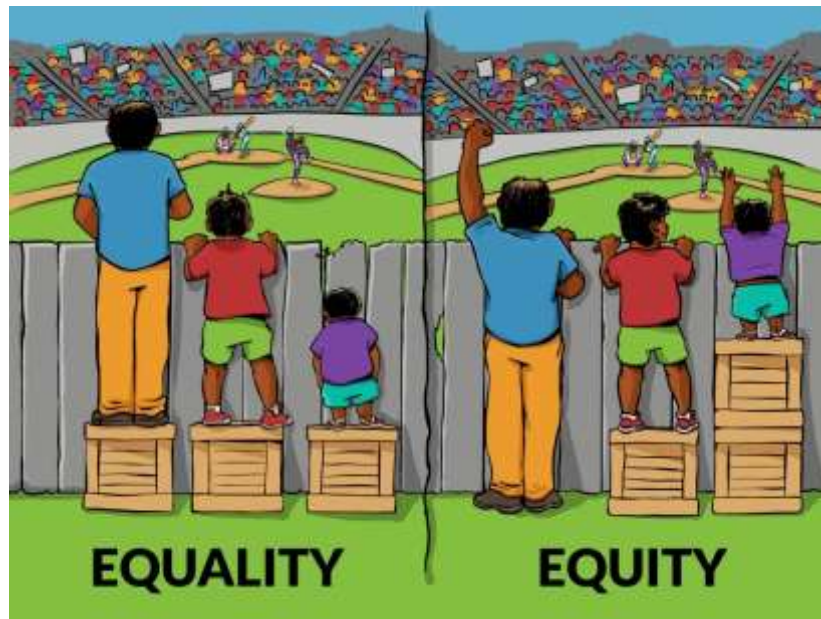
Client and Family Centered Care – Together We're Better!

Aventa incorporates a **Client and Family Centered Care** approach to our services. Client and Family Centered Care is an approach that fosters respectful, compassionate, culturally appropriate, and competent care that is responsive to the needs, values, beliefs, and preferences of clients and their family members. We value working together as a team with women seeking addiction treatment at Aventa.

Your Voice Matters: We encourage you to take an active role in your recovery. Please ask questions and seek out additional support when needed. There are many ways you can provide feedback and get more involved in your treatment. One option is our weekly House Meeting in which Clients provide feedback, ask questions and make suggestions. You may

also give feedback by using the anonymous Suggestions Boxes located throughout our facilities. At graduation, every Client has an opportunity to provide feedback by completing a Client Evaluation Survey.

Individualized treatment: Client centered care also recognizes that each woman has unique needs in her recovery. We balance the needs of each individual with the needs of the group, in order to provide a safe and supportive environment. Not every woman will require the exact same approach in her recovery. Aventa is committed to providing an inclusive and supportive environment for the diverse Clients we serve. Clients may request accommodations for cultural, spiritual, religious, or other purposes and Aventa strives to accommodate these requests where it is reasonable and safe to do so.



"Image source: Interaction Institute for Social Change | Artist: Angus Maguire."

Involving Family and Loved Ones: To respect Client confidentiality, Aventa does not share your information with family or loved ones. If you would like to share personal information with your loved one, we encourage you to communicate directly with them. Your family and loved ones are welcome to send letters, and to visit with you during visiting hours, on pass, or via scheduled telephone calls. You can also encourage your loved ones to participate in our **Family and Friends Program** which is a free information series for all family members, significant others and supportive friends of current and previous Clients, as well as those who did not graduate or are on the waitlist to attend treatment. Aventa's Family and Friends Workshop is designed to help re-build relationships with loved ones and promote healthy relationships. This series includes information about addiction and recovery where family and friends learn about boundaries and healthy communication in hopes of building a supportive foundation. Clients can complete a Release of Information Form to allow the facilitator to invite family and friends to the next session.

Family and friends can also find information on support services in their communities by calling the **Addiction Helpline** at 1-866-332-2322 which is a toll free confidential service which provides alcohol, tobacco, other drugs and problem gambling support, information and referral to services. The Addiction Helpline operates 24 hour a day, seven days a week and is available to all Albertans.

Alumnae: Once you have graduated you become an Alumnae and there are other ways to be involved. Clients are encouraged to join our Alumnae email list to receive newsletters, notices of upcoming events and opportunities to participate in feedback surveys. Alumnae can also volunteer in a variety of ways including as Speaker at our monthly Birthday Celebration, or a volunteer in our Mentorship Group.

D. CLIENT SAFETY AT AVENTA

Aventa is committed to excellence, and we need **your** help to achieve this. A very important part of our commitment is to your safety and you can help by taking an active role.

Clients who are more involved with their care tend to do better in treatment and stay safer. By working together with Aventa Staff you can lower your risk of injury or illness and make your stay at Aventa as safe as possible.

Here is how you can make your stay at Aventa a safe and positive experience:

- If you have questions, talk to Aventa Staff and they will be happy to explain your care in a way you understand. Do not be afraid to ask if you do not understand and feel free to speak up if you have concerns.
- Discuss any health concerns with Aventa Staff, Doctor or Nursing Staff, and learn what you can do to improve your overall health and wellness.
- Talk to others about Client safety and what they can do to stay safe.
- You can help by being an active group member during your time with Aventa.
- Follow Hand Hygiene and COVID-19 cleaning and distancing procedures
- All Clients will be monitored by Staff for possible COVID-19 symptoms and Clients are also required to self-monitor for any of the following new or worsening symptoms and report any immediately to Staff.
 - Fever
 - Cough
 - Shortness of Breath/Difficulty Breathing
 - Runny Nose
 - Sore Throat

Please follow Aventa's rules and guidelines and report any health or safety concerns to Aventa Staff.



Get the Most from Your Treatment Experience

- Ask your Counsellor about your treatment plan. Make sure that you understand and agree with that plan.
- Aventa Staff can be identified by their Aventa ID card.
- Wear your Aventa picture identification lanyard at all times. If you lose your identification card, ask a Staff Member to get you a new one.
- Make sure Aventa Staff checks your identification **before you take your medication**. Staff observes you self-administering your own medication. If you do not recognize a medication, verify with Aventa Staff that it is correct. Question anything that seems unusual or different from what you were told.
- Tell Aventa Staff if you have any allergies or have had previous reactions to any drugs, foods, latex, etc.
- Tell Aventa's Doctor and Nursing Staff about **all** medications you are taking, including vitamins, herbal remedies, and over-the-counter medicines. Do not take any medication that has not been approved by the Aventa Nursing Staff.
- Ask Aventa's Doctor or Nursing Staff, your own Doctor, or your pharmacist about your medication – know what it is, what it looks like, what it's for, when it's given, what side effects it might have and whether or not you need to avoid certain foods while taking the medication.
- Community partners come on site to provide Client's education and information about safe practices regarding pregnancy, HIV, AIDS, HEP A, B, and C and overdose prevention.
- You must not share any personal and sensitive information about other Clients with Clients, Family and Friends. Confidentiality helps to keep you and other Clients feeling safe during their stay at Aventa.
- RESPECT – It is important to treat everyone with kindness, consideration, respect, and dignity.
- GOSSIP – Gossip may be one of the most harmful daily happenings in our lives, it hurts people and causes distrust. People get drawn into participating, many times without even stopping to think that it is harmful and creates a culture that feels unsafe. Please do not participate in gossip.

Help Prevent the Spread of Germs

- Hand washing is the best way to prevent the spread of germs. Good hand washing is the first line of defense against the spread of many illnesses, from the common cold to more serious illnesses such as Influenza, Hepatitis A, Bronchitis and most types of infectious diarrhea. A hand washing poster is attached to the back of this handout.
- Clients and Staff must wash their hands wash hands prior to meals or handling food.
- Hand Sanitizer is also available throughout Aventa's facilities.



- Staff will welcome your reminder to wash their hands or wear gloves before they provide you with your medication box or physical examinations.
- To prevent the spread of infection, we ask Clients to practice universal precautions by not sharing cups, straws, towels, and other personal care items.
- If there is an incident involving bodily fluids, please speak to Staff about proper clean up.
- Let Aventa Residential Staff know if your linens or towels are soiled so that they may provide you with fresh linens.
- Ensure that you wash your bedding once a week.
- Ask friends and relatives who have colds, respiratory symptoms, or other contagious illnesses not to visit you during your stay at Aventa.
- Get vaccinated, if it is recommended. Influenza (Flu) and pneumonia vaccines can help prevent illnesses. The flu vaccine is provided on-site at Aventa through Safe Works. Speak to your doctor to determine if the pneumonia vaccine is right for you

Security System

- Aventa has security cameras in most public areas inside and outside of Aventa's facilities for the safety of our Clients and Staff.
- Doors are locked and on a schedule to assist with the prevention of intruders and to ensure the safety of Clients and Staff.

Windows

- Leaving windows open compromises the security of the facility by providing easy access to potential intruders and additionally can lead to burst pipes during cold weather months. In order for Aventa's air conditioning and heating systems to work effectively and efficiently, windows are to remain closed unless Clients have received permission from Aventa Staff. Clients need to take responsibility for ensuring that the windows in their bedrooms are secured. Clients need to take responsibility for ensuring that the windows in their bedrooms are secured. If Clients open windows in the fitness room or group rooms, they must remember to close and secure them before leaving the room.

Fire Safety

- Aventa organizes regular practice fire drills for Client and Staff safety.
- Practice fire prevention at all times and be aware of locations of fire exits.
- Do not smoke in the facility including stairwells.
- When the fire alarm goes off, Aventa Staff will help direct Clients safely and calmly out of Aventa's facilities. Clients who are unable to evacuate on their own are required to report to a designated area (outside the nearest, safest stairwell) and await assistance from the designated Aventa Staff Member.
- **DO NOT USE ELEVATORS.**





- When exiting the building, do so in an orderly manner and close the door behind you. Follow any additional instructions given by Aventa Staff.
- Keep conversation to a minimum during evacuation.
- Do not take any items with you, your number one priority is to exit the building safely, calmly, and immediately.
- **EVACUATE THE BUILDING IMMEDIATELY.** Once you have evacuated the building, go to the designated safe meeting area, marked with a MUSTER SIGN, (at the Main Building it is the park side of the fence at the park door (labelled with a Muster sign on the fence) and at Phase III it is in the staff parking lot). **DO NOT ATTEMPT TO RE-ENTER THE BUILDING.** Do not congregate in front of building or risk your safety by stepping out into the street or alley.
- Aventa Staff will make an announcement once it is safe to return inside the facility.

Personal Items

- Keep all personal items and items of value locked in your closet or in your locker.
- Pay careful attention to where you place your dentures, retainers, hearing aids, contact lenses, and eyeglasses, as they are all important to your comfort and well-being.
- If you wear dentures or retainers, please keep them in a container on your nightstand. Glasses and hearing aids are best kept in a case with your name on it when you're not wearing them. These items should be placed in the top drawer of your bedside table.
- The use of headphones is only permitted during free time. Do not use headphones during programming or during fire evacuation.

Falls Prevention

- Be alert to situations in which you could experience a fall. Falls can result in fractures, head injuries, or even death. Due to new medications or withdrawal symptoms, some Clients may feel unsteady when walking, or experience changes in physical abilities such as vision, hearing, sensation, and balance. If you experience any of these symptoms, please speak with Aventa Staff immediately.
- While Aventa's facilities do have non-slip surfaces, you must wear proper outdoor footwear to prevent slipping.
- Be careful when getting out of the shower or bathtub. Showers and tubs have anti-slip strips. If they require replacement, please notify Aventa Staff.
- Aventa stairwells have handrails, so please use them to ensure your safety and stability. Do not travel through Aventa stairwells with food & beverages or carrying large loads (such as laundry and suitcases).
- Adequate lighting is provided throughout our facilities. Be careful when getting out of bed at night as Aventa is an unfamiliar place. A night light has been provided in washrooms for your safety. If a light has burnt out, please advise Aventa Staff immediately.



- Point out to Staff any spills or obstructions on the floor, or any safety issues that you identify.
- Use extra caution during wet or snowy weather when surfaces become slippery. Ice melt is available. Please inform Aventa Staff if it is required.
- At Aventa's main building, please have a buddy with you when walking in the park or going to the gym to increase safety in case you need emergency assistance due to a fall or injury.

Wheelchair Accessible Facility

- Aventa's main building is a wheelchair accessible facility. If you are using a wheelchair, make sure the brakes are locked when you get into and out of a wheelchair.

Discharge Planning

- Make sure you are clear about discharge instructions, including any medication you need.
- If you are feeling unsafe when you return home, call your local distress line or go to your local emergency department.
- Prior to graduation or early discharge from the program, Aventa staff can help you with safety planning and community referrals.
- With all early discharges, your emergency contact will be notified by Aventa staff.
- After you leave Aventa, please speak to your doctor or pharmacist should you have any questions or concerns about your medication.

Continue safe practices at home!
Thank you and welcome to Aventa



AVENTA

CENTRE OF EXCELLENCE FOR WOMEN WITH ADDICTIONS

Take the Time to Wash Your Hands

It's the most effective way to prevent the spread of germs



Wet hands with running water.



Apply soap and scrub palms, backs of hands, wrists, between fingers and under nails.



Scrub for at least 20 seconds.



Rinse thoroughly under running water.



Dry hands with a single use towel.



Use the towel to turn off the faucet.



No soap and water? Use hand sanitizer.



Apply enough product on hands to cover all surfaces, and rub hands until they're dry.

 **CCOHS.ca**
Canadian Centre for Occupational Health and Safety