



## FAMILY HANDBOOK

### Introduction

Your son or daughter has made the “next step” in his/her recovery by moving into one of our homes. This is a fantastic step in the right direction, and we applaud this decision. Our family handbook is designed to educate you, the family, about what you can expect from Next Step Recovery during your family member’s time with us.

While we wish there was a “magic bullet” that would cure all addictions, unfortunately there is not. Next Step Recovery is not a treatment center; it is a transitional living environment. Next Step Recovery is a step toward structured independence after treatment is complete.

Living at Next Step Recovery can sometimes bring up uncomfortable levels of feelings like sadness, guilt, anxiety, anger or frustration. Some changes may lead to what appears to be a worsening in attitude or symptoms. This is normal and not altogether uncommon in the first 30 days. However, your son/daughter is in good hands. There is always someone here to lean on and talk to. We encourage you to ask questions, to contact us at any time, and to breathe!

Below are some of the changes in routine your son or daughter will experience as they move from treatment to our transitional living community.

#### **Treatment Center**

- Daily structured activities
- Round-the-clock staff supervision
- Daily drug screens
- Weekly/daily therapy groups
- Onsite psychiatry and counseling
- Professional staff
  
- Treatment
- On-call support

#### **vs Transitional Living**

- Weekly structured activities
- Daily staff supervision
- Daily random drug screens
- Weekly educational and support groups
- Outpatient psychiatry and counseling
- Professional staff combined with peer and volunteer support
- Support and accountability
- On-call support

## **Confidentiality**

Your loved one is Next Step Recovery's client. He/she is at least 18 years old and is considered an adult. That means that we cannot share details of what is happening in our resident's life without his/her consent. A Consent To Release Information form is available in our office, and we encourage residents to sign a release upon moving in. However, it is up to each individual resident to make this decision, and a resident can revoke this release at any time.

## **A Family Disease**

We encourage all families to attend AL-ANON meetings on a regular basis. Some families/spouses/loved ones have their own counselors or other professionals to talk to. We strongly encourage family members to embark on their own recovery journey. Families need time to recover and learn about the disease of addiction too.

We also have a network of family support specialists that we can recommend to you. These professionals work for a fee and can help you develop a comprehensive plan for treatment based on your budget and your loved one's needs. These specialists can focus on your needs, while NSR is focused on your family member.

## **Relapse Policy**

Upon admission to Next Step Recovery, every resident must develop a relapse plan. This plan specifies who we should or should not contact in the event of a relapse. The relapse plan also specifies whether Next Step Recovery should take the resident to detox, call a designated emergency contact, or take him/her back to treatment.

If a relapse occurs while living at NSR, your son or daughter will no longer be allowed to stay in any of our houses. Our zero-tolerance policy ensures we maintain a safe, substance-free environment for all of our residents.

We do not allow residents to drive their own cars intoxicated. If the resident is threatening to harm him/herself, we will take them to the Emergency Room, call 911, or the mobile crisis unit.

Sample relapse plans (blank) can be provided upon request.

## **Urine Screens/Salvia Tests**

If a drug/alcohol screen comes up positive for any reason, residents will be required to provide a hair sample for testing by Keystone Laboratory or take a blood test at the local Emergency Room (at the resident's own expense). Outside testing will only be required if a resident denies use and wishes to remain at Next Step Recovery.

Mandatory second-party testing in the event of a positive drug/alcohol screen ensures Next Step Recovery maintains a safe, substance-free environment for all of our residents.

NSR staff conduct daily random drug/alcohol screens.

## **Medication**

All residents are required to continue the medications they are prescribed upon admission. Primary treatment psychiatrists usually prescribe these medications. In the event that your family member does enter our program on medications, they will be required to obtain a psychiatrist in our area for continuation of care. Family members will be responsible for financially supporting outpatient psychiatric care until the resident can afford this service for him- or herself.

## **Eating Disorder Diagnosis Policy**

Residents who have been diagnosed with an eating disorder must have routine lab tests and lab reports faxed to NSR clinical staff. Testing will be done on an as-needed basis as determined by clinical staff (i.e., weekly, bi-weekly, or monthly) at the residents/families own expense. Residents will also be required to attend weekly counseling with an eating disorder (ED) counselor, group therapy for ED-specific treatment, and/or an ED support group within the community. This mandatory counseling is also at residents/families own expense.

## **Payment & Refund Policy**

Our entrance fee and weekly rent payments are **nonrefundable**.

Payment must be secured each Friday by 5 pm if paying weekly or by the 1<sup>st</sup> of every month if paying monthly. Credit card information must be provided to the admissions director upon move in. Unless other arrangements are made in advance, the credit card on file will be used for rent payments.

Until residents can secure his/her own job and receive their first paycheck, families are responsible for rent payments. Families can secure payment by check, credit card, cash, or money order. If payment has not been received by 5 pm on Friday or the 1<sup>st</sup> of the month (depending on the arrangement made), the credit card on file will be charged.

## **Payment & Refund Policy (cont'd)**

Checks and money orders should be mailed to our Asheville location at:

Next Step Recovery, Inc  
149 Courtland Avenue  
Asheville, NC 28801  
Attn: Susan Stader

## **Home Visits**

For the first 30 days, residents are not allowed to return home for a visit (please read the House Contract for either the men or women's facility website for updated information on policies concerning home visits). Families can come and visit at any time, but we do not encourage parents to hang out in our recovery houses while visiting. Our residents share their space with many others who have schedules and lives of their own, and we ask residents and their families to be mindful of this fact. House meetings, relapse prevention meetings, life skills classes, and any number of activities happen in our homes as well.

Women are not allowed to hang out at our men's recovery houses, and men are not allowed to hang out at our women's houses. We appreciate your understanding.

A request for a home visit pass will be denied if a resident is not in compliance with our house policies that include, but are not limited to, mandatory meetings and daily chores. Please take a moment to read our House Policies located on our website.

## **Family Plan in Case of Relapse**

We hope that you will consider having a "Plan B" in place in case your loved one does relapse. He/she will not be allowed to continue to stay in one of our houses. Please share with us your thoughts on this matter and your plan as soon as possible.

Your family member must develop a relapse plan as part of the admissions process, and this is a good time to begin a dialogue about their wishes and your expectations in the event of a relapse. While we do not expect residents to relapse while they are here, we want to make sure that everyone has an alternative plan in place.

Families and residents of NSR tend to make better decisions when they have the education, a plan and expectations in place before a relapse occurs. We discourage you from making a tough choice in the heat of the moment. Frequent positive and proactive conversations early on will help you clarify mutual expectations and consequences of behavior and will help minimize a crisis.

## **Family Communication and “Staying In Touch”**

We recommend that you schedule a weekly phone appointment with your loved one to catch up, discuss business items, and to connect. It is helpful for people in recovery to learn to plan, anticipate their needs, delay gratification, and establish boundaries with you. A communication plan cuts down on random phone calls that can add to your loved one’s anxiety as they recover.

We understand for some families that more frequent communication is more suitable; however, we have found that planned communication once or twice a week helps people in recovery begin to reclaim their independence and also helps the family release some control over their loved one’s recovery process.

## **Communication With Staff**

Staff members are available during business hours for non-emergency items. Staff may not be free during the day to take your calls, but we are usually able to return non-urgent messages within 24 hours. Emergency calls will be handled after hours by our on-call staff.

For updates on your loved one’s progress, with his/her consent, you may find it helpful to schedule regular phone meetings with staff or conference calls with your loved one and a staff member. Please call our main office to obtain the name and number of the faculty contact you wish to speak to.

*If you have any questions regarding this handbook, please contact Next Step Recovery Executive Director Susan Stader at 828-350-9960.*

## **Acknowledgement of Receipt**

We, the undersigned, acknowledge that we have received a copy of Next Step Recovery’s Family Handbook and are familiar with the policies contained within. We agree to abide by the policies stated in the Family Handbook.

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Signature of Responsible Family Member

Date

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Signature of Responsible Family Member

Date