THORPE RECOVERY CENTRE

CLIENT & FAMILY HANDBOOK

2025

About Us
Settling In
Staying Healthy & Safe
What to do in an Emergency
When It's Time to Go
Information for Families

Thorpe RECOVERY CENTRE

ACCREDITED ACCREDITATION AGRÉMENT CANADA

thorperecoverycentre.org

OUR MISSION

A leading organization that provides strength, hope, and healing to those affected by addictions and related mental health challenges.

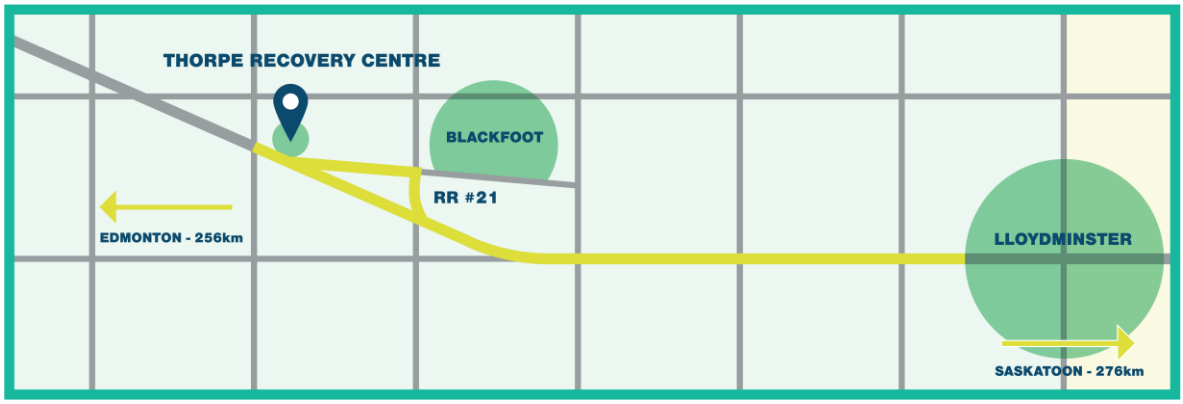
OUR VISION

Within a recovery community, we help build a pathway where individuals and families can achieve well-being and happiness.

OUR VALUES

- Integrity
- Accountability
- Innovation
- Passion
- Diversity

CONTACT US



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WELCOME TO THE THORPE RECOVERY CENTRE

ABOUT US

OUR HISTORY

Even in 1974, the need for addiction treatment in Lloydminster and the area was apparent. Through collaboration between the Lloydminster Hospital Board, the provinces of Alberta and Saskatchewan, and local Alcoholics Anonymous (A.A.) advocates, including Slim Thorpe and Ron Harris Sr., a solution was found. Out of the abandoned Nurses' Residence rose the Walter A. "Slim" Thorpe Recovery Centre, named after the prominent A.A. advocate and businessman thoroughly integrated into the community.

The Centre opened in 1975 as a 2-bed detoxification unit within the Nurses' Residence. Through the years, it evolved to accommodate more clients and the demand to treat the root causes of addiction. In 1988, the Centre built a larger facility to accommodate up to 30 clients and developed programming that served the community's needs until 2012.

Further demand for treatment inspired an extensive campaign to build a state-of-the-art facility to provide the best care possible for a greater number of people. Today, operating as the Thorpe Recovery Centre (TRC), the organization rests on 34 acres in the rural hamlet of Blackfoot, Alberta. Just 10km west of Lloydminster, this 81-bed facility provides holistic addiction treatment for chemical and process dependencies (drugs, alcohol, gambling, sex, and disordered eating). Our programming has developed to coincide with evidence-based research in addiction treatment, culminating in where we are today — treating the individual and their family on four platforms: biological, social, psychological, and spiritual.

Although we are constantly growing and changing, our client focus remains the same as it has from day one: they are at the heart of what we do.

OUR FACILITY

- 54,000 ft^2 facility.
  - 81 beds in total, with 65 Residential Treatment and 16 Medically Supported Detox.
  - All common areas have tall ceilings and lots of natural light, providing a space for gathering together or quiet reflection.
  - Full-size gymnasium and fitness rooms are utilized for daily scheduled recreation.
  - Residential dorm rooms are semi-private, double occupancy spaces with wardrobes, desks, single beds and a shared bathroom.
  - Our centralized Nurses' Station, med room, and Detox area are easily accessible from the building's inpatient programming sides.
  - Thorpe has several meeting and lecture areas built to accommodate groups of various sizes.

PROGRAMS WE OFFER

OUR THERAPEUTIC MODEL

Our addiction treatment approach is based on the therapeutic community model with core self-help principles and individual counselling and case management. We offer a psychologically and physically safe residential program in a positive peer culture environment. We believe that the inherent strengths of our clients are the basis of their recovery. The supportive therapeutic community environment helps clients discover these strengths and is conducive to personal development.

We employ several therapeutic techniques, including role modelling, a system of upward social mobility, group and individual counselling, and collaborative treatment planning. We also use current industry best practices in a residential rehabilitation environment.

PEER MENTORSHIP

The Thorpe Recovery Centre functions with a system of peer mentors, or leaders, who provide support to their cohorts. Peer mentors help their peers make more appropriate choices during treatment by sharing stories, experiences, and problem-solving.

CHEMICAL DEPENDENCY TREATMENT

Our chemical dependency treatment programs are for adults 18 and older. We welcome anyone with the desire to make a positive change. Our community support model creates an agency of connectedness you can rely on throughout your journey. Learning to reach out for help and extend a helping hand to others is a key foundation for recovery.

MEDICALLY SUPPORTED DETOX

Deciding to stop using drugs or alcohol is a courageous decision. The time it takes for a substance to leave your body can take 1 or more weeks, and often, the experience may be unpleasant and drive the urge to use it again. We offer a withdrawal support program called Medically Supported Detox; this is a safe environment for those in the initial stages of their recovery journey. We provide suitable and safe interventions to manage withdrawal symptoms, which may include opioid agonist therapy (OAT) or other appropriate interventions specific to the individual client's medical needs. Everyone's detox experience is different, and our team of addiction and medical professionals will work to ensure your safety and well-being.

RESIDENTIAL ADDICTION TREATMENT PROGRAM

A residential treatment program is an excellent opportunity to learn how to start and maintain personal recovery.
Each person's individualized treatment plan will include assignments, readings, and other activities to meet your recovery goals.

Our 42 day program is designed to assess what you need to begin healing and gain the tools to reach those goals in healthy ways. Your program includes educational sessions where you learn about addictive behaviours, their impact on your life, and how to alter your mindset to face challenges. You will process what you learn as a group and work in small groups to tackle your personal assignments based on your own treatment plan. Some of your experiences are retrospective to understand what causes your behaviours, but our dedicated and qualified team will be here to help you every step of the way. At all times, there is collaboration within the Clinical Team, which comprises medical, support staff and counselling staff to ensure each person receives the care they need.

PROCESS ADDICTIONS

A process addiction is a compulsive behaviour, such as gambling, sex, love and relationship addiction, disordered eating, and spending addictions. These activities can become all-consuming, destroying the individual's personal care, lifestyle, and overall happiness. An individual with chemical dependency may also have a process addiction. At Thorpe, we focus on three specific process addictions: gambling, sex, love and relationship addiction, and disordered eating. As a part of the standardized assessment process, the individual is screened for all these areas.

CONTINUING CARE

There is no quick fix for addictions or mental health disorders. The 42 days spent in a treatment facility is the beginning of a much longer journey. Studies show that individuals are 65-70% more likely to remain sober over a 5-year period with 2 or more forms of continuing care. Continuing Care includes the following 12-step or S.M.A.R.T., group or individual counselling, or sober living through a safe house. It is vital to one's future to have a plan after treatment. The Continuing Care Program offers twice-a-week, online, process group counselling support. All residential alumni are provided with Continuing Care free of charge.

Relapse is most common within the first 90 days after treatment...

SUPPORT PROGRAMS

FAMILY PROGRAM

The Thorpe Recovery Centre's Family Program is designed to help families learn new ways to live with addiction and recovery, regardless of whether their loved one is in a treatment program with us. It further provides friends and family with an opportunity to enter into their own journey of healing and begin to experience hope and recovery.

Family Program is held monthly online (2-day program) via Zoom.

Visit our website: thorperecoverycentre.org for upcoming Family Support Program dates.

SETTLING IN

BEFORE YOU ARRIVE

WHAT TO BRING:

- Two pieces of ID, Provincial Health Care card or number.
- Earplugs if you are a light sleeper. Rooms are shared (semi-private). Personal hygiene items. No heavily scented or alcohol-based products are allowed.
- Appropriate reading material for free time (e.g., 12-step, spirituality, recovery, crossword puzzles, sudoku, self-help books, and recovery biographies).
- Miscellaneous items: Clear water bottle and journal. Casual, weather-appropriate clothing.
- Wallet, debit/credit cards, and money will be given to the client after the luggage check.
- Alarm clock or watch (without a radio) if you need one.

WHAT NOT TO BRING:

- Clock radios, cell phones, electronic equipment such as laptops, tablets, iPods, portable TVs, stereo, video games, heating pads or electric blankets, smartwatches or other wearable technology.
- Bedding including pillows, blankets, towels and face cloths
- Tobacco products with alcohol-dipped flavours or chewed tobacco.
- Clothing suggestive of violence, alcohol, drugs or gambling, sexually suggestive or revealing. Leggings must be worn with a top that will cover the mid-thigh.
- Food or drinks, including weight-altering substances or meal/ protein supplements.
- Products containing alcohol or scents, including perfume or cologne; mouthwash; nail polish or polish remover; aerosol hairspray; essential oils, etc.
- Weapons (including pocketknives), compact mirrors/mirrors, valuable jewelry or scissors.
- Craft supplies.

OTHER HELPFUL INFORMATION

- You and/or your referral source are responsible for securing payment of fees and sundry items if applicable. TRC does not provide funding for medications or additional items. **ALL FEES ARE NON-REFUNDABLE.**
- TRC does **not** supply transportation, spending money or personal care items.
- You must be sober at least seven (7) days before entering the residential program.
- Legal, dental, medical or business appointments *must* not be scheduled during the program.
- Lockers and locks are available for safekeeping items.

- All approved prescription medications must be brought in their original sealed container from the dispensing pharmacy. Please arrive with 1 week's worth of medications in blister packs (preferred). Please fill out the pharmacy admission form in the application package with any benefit coverage and credit card information for medication ordering and return it to the admissions office before arrival.
- Hard-soled footwear MUST always be worn for health and safety. Bring non-marking-sole runners for gym use.
- Between April and October, the Thorpe Run (or Walk) Club occurs outside. If you would like to participate, please bring the appropriate athletic footwear for the outdoors.
- Laundry facilities are available at no charge for machine use. **Do not bring detergent from home.** Scent-free soap is provided.
- You will be restricted to our facility; bring enough personal items for your entire stay. There are no day, evening or weekend passes.
- TRC is a non-smoking facility. Smoking is only permitted in a designated outside area and **during designated times**. E-cigarettes are **NOT ALLOWED** to be used inside the building. All tobacco products, including vapour juice for e-cigarettes, must not be open. Bring enough SEALED packages or containers of cigarettes for your entire stay, or plan for products to be brought in by Sunday visitors.
- Staff will **NOT** take phone messages for you and for your confidentiality we will neither confirm nor deny if you are here.
- After 7 days in treatment, the client can make four (4) twenty (20) minute phone calls PER WEEK on the designated phones.
- Television, email and internet access is not available.
- Visiting hours are restricted. (Detox clients are not eligible for visitors.) Program clients are eligible for visitors if they have been in the TRC building for 7 days. Visiting hours are assigned (Sunday's, Group A 11:30 AM—1:15 PM or Group B 1:45 PM—3:30 PM). All visitors must be pre-approved by the client's counsellor, and they will be notified if approved and of the designated time. Weekly Zoom calls are available to clients who cannot have in-person visitors during scheduled times.
- There is a search of all luggage, purses, clothing, and your person on admission. **You may bring only 1 piece of luggage and 1 backpack**. A clothing exchange will take place upon admission.
- You are responsible for your attendance and use of time.

The seasons may change during your time here.
Try to pack layers and weather-appropriate items.

ADMISSION PROCESS

WELCOME!

Upon arrival, you are welcomed by our wonderful team.

Drug/Alcohol screening, clothing exchange and paperwork will be completed upon arrival. Luggage check and all fabric items will be placed in the washer and dryer. Clothing/fabric items must be washer and dryer friendly as TRC does not sort laundry and is not responsible for any damage or shrinkage to items. Your photo will be taken for your file, check-in with the nursing department, and tour of the facility will be completed. Please ask any questions you may have as you go through this process. To ensure the safety of all clients and staff, there could be further clothing exchanges and urine screens during your stay. All fabric items will be securely checked, placed in the washer and dryer. TRC is not responsible for any damage or shrinkage to items.

VALUABLES

- You are assigned a locker and provided with a combination lock.
- TRC is not liable for lost, stolen, or damaged property.
- Any items left at TRC will be stored for 30 days. The property will be donated or disposed of if it is not claimed.

WHAT TO WEAR

APPROPRIATE CLOTHING

We require that flat, firm-soled shoes be worn at all times outside the dorm rooms, both in an emergency and for general safety.

Daily Activity:

- Casual pants & jeans, knee-length shorts/skirts/dresses, T-shirts and blouses, vests, sweaters, or sweatshirts

Sport Recreation:

- Any athletic wear that does not conflict with “unacceptable clothing” guidelines.
- Non-marking soled shoes for gym use
- Outdoor running shoes. Between the months of April to October, we provide an outdoor Run (or Walk) Club (it is not mandatory)

Additional Guidelines:

- Supportive undergarments are to be worn when outside of the dorm.
- Pyjamas are not acceptable outside of the dorm.
- Underpants are to be worn at all times, including to bed. This prevents any awkward situation in the event of an emergency or wake-up call.

NOT APPROPRIATE CLOTHING

- Items intended for the beach, workouts, and other outdoor activities.
- Items that expose undergarments and/or underwear.
- Items that expose the abdomen, chest, or buttocks. This includes:
  - Off-the-shoulder tops, thin-strap tank tops, and halter tops, unless worn under an acceptable cover.
  - Crop tops or cut-offs.
  - Yoga pants or leggings, unless worn with a tunic or shirt, cover the front and back of the buttocks.
- Shorts, skirts, or dresses shorter than 4” above the knee.

- Items with logos or prints that may be deemed offensive, inappropriate, or contrary to the mission of our Centre.
- Pajama pants, when worn outside of the dorm.
- Hats, sunglasses, hoods and/or bandanas when worn during programming.
- Sunglasses worn inside.

WE EXPECT

- Your participation in treatment and recovery planning.
- Adherence to the schedule. Sessions begin promptly at the times indicated. Those who are late will not be admitted into the session and must work on an assignment until the next activity.
    - Unexcused absences hinder your successful completion of the program. Your attendance record is noted in your discharge summary.
        - If you are ill or in pain, speak with the nurse on duty immediately *before* the next session. Given your condition, the nurse may or may not provide you with an excused absence note.
    - You will have a wake-up call at 6:30 am on Monday - Saturday, and you must be up for brunch on Sundays at 10:30 am.
- Maintain healthy boundaries with peers and TRC Team Members.
    - **Platonic relationships only**. In-house romances will **not** be tolerated and are subject to discharge from the facility.
    - No giving or receiving of gifts. This includes lending money, lending or selling cigarettes, and buying each other snacks from the Canteen.
    - Respect other's personal space by maintaining and respecting boundaries.
    - Sexual and/or romantic relationships will be addressed, resulting in discharge.
    - Positive and supportive verbal and non-verbal communication. Swearing, sexual, aggressive, bullying, discriminatory, and violent language or behaviour is not acceptable. Horseplay and wrestling are also deemed inappropriate and unsafe.
- Respectful use of facilities:
    - Tidy and clean up after yourself—reset chairs and tables, wipe up messes, and put items away.
    - Only use the whiteboards provided to hang posters, pictures, or other information in your dorm and common areas. Using tape and tacks on walls and doors will damage the surface.
    - Cleaning your living space and linens.
    - Clean footwear indoors.
    - No feet on the furniture.
    - Keep 4 on the floor—do not lean back on chairs.
    - No food or drink other than water in a *clear* bottle beyond the Dining Room.
    - Crafts and art are only in the art room unless specified for special projects. Store your art projects in your dorm to allow others to use the art room space.
    - No smoking or eating in TRC vehicles.
    - The cost of repairs or replacement will be billed to the client for any damages or vandalism inflicted onto TRC property by the individual and/or their visitor.

EXPECTATIONS IN PROGRAM

If you're struggling to adjust, we will work with you to find ways to make the transition easier. However, please note:

- Failure to attend mandatory activities or uphold regulations will revoke privileges such as smoking or other activities.
- If you are negligent of these guidelines, schedules, and policies or are of risk to other's mental, physical, spiritual, or psychological safety, we will ask you to leave our treatment facility.

ELECTRONICS

- We do not permit video games, cell phones, smartphones, tablets, computers, or other communication devices.
- Alarm clocks are permitted; however, clock radios are not.
- There is no internet access.
- The TV is limited to scheduled movie times and special television events.
- Telephone access is limited.

SCHEDULE

- Your schedule is enclosed in the Client Binder. Please read it carefully, noting the start and end times of sessions.
- Most activities are mandatory unless otherwise noted.
- Access to the smoking area is strict. Smoking outside of scheduled programming times or not in the designated area will result in the revocation of smoking privileges for the community. See *Smoking* for more information.

DORMS

- Dorms are dual occupancy, which means you will have a roommate. Roommates help keep you accountable and prevent you from isolating yourself from the community.
- Entry into other people's dorms is prohibited, even when invited.
- There is no loitering or wandering on other dormitory wings.
- No food or drinks are allowed in the dorms. Dispose of any food garbage in the kitchen.
- Make your bed and put away laundry daily.
- Empty your trash daily.
- Disinfect your tub and shower after use. Clean your washroom daily.
- Respect your roommate's space and belongings.
- Common area lights are dimmed at 11:00 pm Sunday to Thursday and at 11:30 pm on weekend nights.
- Quiet time is 9:00 pm to 6:30 am Sunday through Thursday and 10 pm to 6:30 am Friday. Saturday quiet time starts at 10 pm, and you may sleep in Sunday mornings until brunch at 10:30 am; you are encouraged to remain in your dorm. However, if you absolutely cannot sleep, quietly come out to the community area and let the staff know.

LAUNDRY

- Clients are expected to wash their clothing regularly.
- Only the laundry detergent provided by TRC is permitted for use in the machines. This prevents any misuse of chemicals.
- Empty your pockets before washing.
- Keep the laundry rooms tidy by wiping up dust and grease, turning off the lights, and cleaning lint traps.
- Notify any TRC Team Member if something is not working.
- DO NOT wash shoes in the washing machines.

CHORES

- You will be assigned a new chore each week.
- Your participation in keeping our community clean is mandatory.
- Everyone is to help clean the dining room before completing their assigned chores.
- Assigned chores need to be completed between 8:30 and 9 am
- Chores include (but are not limited to):
    - Sweeping & Mopping Floors
    - Emptying the Garbage
    - Community Bathrooms
    - Dusting
    - Watering Plants
- Each individual's ability is taken into account before the chore assignment.
- Equipment and safety gear is provided. Gloves are mandatory for all chores.

By taking care of the little things, the big things become more manageable.

COMMUNITY MEETINGS

Community meetings are held once a week on Thursday Afternoons. This is an opportunity to address concerns, celebrate successes, review safety procedures, and connect as a community. Clients must attend these meetings to be active participants in the recovery community.

RAISING CONCERNS

If you have a question, comment, or concern about your safety or the quality of care at the Thorpe Recovery Centre, bring it up immediately to any TRC Team Member. You can also make an anonymous suggestion in the *Your Voice* Suggestion Box by the Community Circle. Often, your concern will need to be discussed by management and/or the Occupational Health & Safety Committee for resolution—these will be posted in the Dining Room.

If you are concerned about something that impacts the greater community, discuss it with your Peer Mentor before the next Community Meeting.

Resolutions will be addressed in the following Community Meeting and/or in person.

Community meetings are once a week and a great way to bring up any safety concerns you may have.

1. TRC highly values feedback from its clients, partners, stakeholders, and community. By incorporating these suggestions, we may improve the quality of services for the 500+ individuals we help each year.
2. TRC is committed to addressing all complaints fairly and objectively. If an individual is dissatisfied with a decision regarding the course of treatment, they may launch a written Policy Complaint with TRC management.

3. If an individual has a question or concern about safety or the quality of care at TRC, they can discuss it with any TRC Team Member in person, in writing, via the website, or by phone or submit a suggestion anonymously in the "Your Voice" Suggestion Box located within the Centre's Community Circle.

4. TRC's Complaints, Concerns and Feedback process includes the following:
   i. The Clinical Administrator reviews the feedback, and the appropriate Management Team member acknowledges the information within a week.
   ii. After gathering sufficient information, the assigned Management Team member will identify a reasonable solution (if necessary) and relay the written solution to the individual within ten (10) business days.
   iii. If a resolution to a complaint cannot be resolved to the complainant's satisfaction, the assigned Management Team Member will bring the issue to the attention of the CEO and, finally, the Board of Directors. The Board of Directors' decision is final and binding upon all parties involved
   iv. As part of our Complaints, Concerns and Feedback process, the individual may contact the Alberta Ombudsman to request an external review should they feel the process used to review their complaint was not administratively fair.

CONNECTING WITH FRIENDS & FAMILY

MAIL

We highly recommend corresponding by letter. Mail is collected and sent out 2 x a week. All mail, including parcels received, will be inspected.

TELEPHONE USE

- Consult with our Continuing Care Coordinator if you have additional telephone needs for business or personal affairs (probation, etc.).
- **Telephone privileges are prohibited for clients in Detox.**
- Once a client starts the 42-day Residential Program, Telephone use is allowed using TRC client-designated phones. They will be allowed four 20-minute telephone calls each week for the remainder of their stay.
- TRC Team Members do not take messages from clients.
- Personal calls are limited. Telephone access is indicated on the Program Schedule in 20-minute intervals. Times are set to not interfere with vital programming.

VISITATION

Being away from home and loved ones is hard. We encourage friends and family to come for a visit. Visitation is for Residential Treatment Clients only who have been in programming for seven or more days.

VISITING HOURS ARE SUNDAYS 11:30-1:15 P.M. AND 1:45-3:30 PM; SCHEDULED TIMES ARE E-MAILED BEFORE THE VISIT

- Each client can receive a maximum of two (2) adult visitors.
  - **No limit on minors – the minors must be your own and must be supervised throughout your visit.**
- All visitors require authorization by the Primary Counsellor and Client by the Thursday before the visiting day, with no exceptions.
- Visitations are held in the Common living spaces. All visitors must sign in at the Front Door of the building.
- Visitors are not allowed to use the client smoking area. Visitors may smoke outside the front gates where ashtrays are provided.

For your safety:

- All agency policies and procedures apply; clients are responsible for their visitor's behaviour.
- Leave valuables in your vehicle, and outside food, drinks or baking are not permitted entry into the facility.
- Visitors are asked to abide by our Dress Code.

  A TRC Team Member must inspect any gifts or dropped-off items before they are given to the client.
  - Alcohol-free, low-scent personal care items only.
  - Cigarettes and e-cigarette liquids must be in *sealed* containers.

OUTINGS

- Recovery Events
- Volunteering (currently only available in-house)

ELIGIBILITY

You must earn the opportunity to participate in outings. By being active in your recovery, attending programming, and showing the TRC Team that you can abide by guidelines and social norms.

- Recreational outings (not meetings) require at least 10 days in programming before being considered eligible.
- Eligibility may vary week-by-week.

EXPECTATIONS

- Any direct costs for recreational activities are included in your fees.
- A CSW will conduct inspections following outings before entering the facility.

SUPPORT GROUP MEETINGS INCLUDE 12-STEP RECOVERY AND S.M.A.R.T. RECOVERY

IN-HOUSE MEETINGS

- Support Group Meetings are held daily in-house; your attendance is mandatory. These meetings are peer or community volunteer-run (with supervision by a TRC Team Member). They provide insight into how they are conducted while also offering the opportunity to explore what resources are available to support your ongoing recovery.
- Members of the community may attend any of our in-house meetings, such as 12-Step Meetings, AA, and NA. If you wish to attend these meetings after you have completed the program, you must have at least three months of sustained sobriety and be active in your recovery (attending meetings and having a sponsor). The TRC Team will decide whether to approve your attendance.

PEER INTERACTION

A peer group is a group of people who share certain social characteristics, such as age, class, occupation, or education and interact on a level of equality.

- You will notice several blocks of time set out as Peer Interaction on your schedule.
- Peers offer and receive mutual support and encouragement in their treatment experience and their recovery gains strength in the process.
- This time is for you to work with smaller segments of your Primary Group on peer-interaction (PI) assignments (as noted on your treatment plan), share your results, and support each other in recovery.

MENTORSHIP

In your peer group, individuals who exemplify healthy recovery skills are chosen by the TRC Team as peer mentors. These individuals are to help their cohorts adjust to life at TRC, hold community members accountable, liaise between clients and the TRC team, assist in Community Meetings, and be supportive community leaders.

CANTEEN

There is no lending money or purchasing items for other individuals (unless it is your visitor).

- The Canteen is located next to the Front Desk.
  - Access times are posted and are subject to change.
  - Clients may only access the Canteen during their free time during these hours. Clients cannot make purchases during mandatory programming.
- Canteen is stocked with:
  - ATM
  - Personal Hygiene Items
  - Stationary
  - TRC Clothing
  - Recovery-based Books
  - Recovery Coins
  - Snacks (2 items, 1 drink per day – Fridays, clients can purchase 5 snacks and 2 drinks)
- The Canteen is not a hang-out. Loitering will be addressed.

DID YOU KNOW?

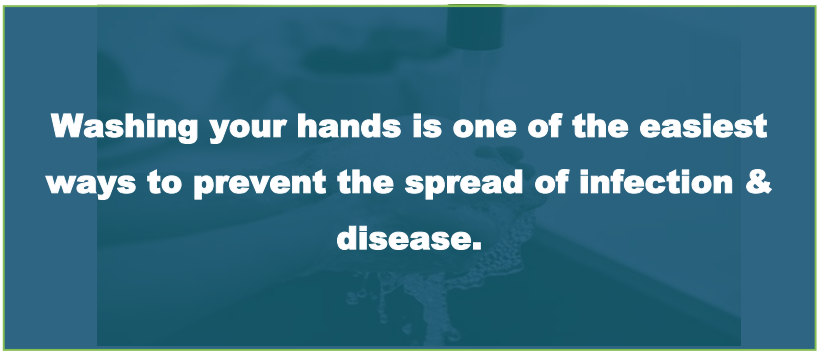
The Canteen has recovery-focused books for the whole family.

STAYING HEALTHY & SAFE

- A CCTV system is in place to monitor all appropriate areas of the facility.
- For the client's personal safety as well as the safety of other clients in the program, TRC staff will conduct safety checks requiring them to enter your room during the day and night. These safety checks will be conducted every night.

INFECTION PREVENTION & CONTROL

At TRC, we practice *Universal Precautions*, which ensure client and staff safety.



INSPECTIONS

PERSONAL

After returning from an outing or appointment, you must empty your pockets at the main desk. A TRC Team Member will also ask you to flatten your clothing and lift your pant legs to show that nothing is concealed. We may also ask you to remove your outerwear for closer examination.

Checks will also be done through any items coming into the building.

DORMS

The TRC Team conducts daily dorm checks to ensure clients take care of their personal space and note any hazards or risks. Upon receipt of an inadequate inspection, clients are expected to tend to client-oriented issues.

TRC staff regularly conduct random dorm and locker inspections and daily dorm checks to provide a safe environment. Please do not take the occurrence of these inspections personally.

MAIL

All incoming mail, parcels, and gifts must be pre-approved by the counsellor and opened with a TRC Team Member present. This includes items dropped off for clients anytime during the week, including visiting hours. TRC Team Members may ask to inspect some contents more closely. This aims to keep

prohibited items and substances out of the facility and ensure everyone's safety.

MEALS & SNACKS

- We try to structure mealtimes and limit snacking to promote a healthy recovery platform.
- Mealtimes occur as indicated on the Detox and Residential Program Schedules; please let the kitchen team know if you will be late due to an o/s appointment.
- Please advise the Admissions Team of any food allergies or dietary restrictions.
- Food and drinks (other than water) will only be consumed in the Dining Room. This is for healthy living and pest control.
    - Snacks purchased from the Canteen can be stored in your locker. Absolutely no food or snacks to be stored in dorm rooms.
    - You cannot store meal leftovers. If you find portions are too large, ask the Kitchen Team to reduce your meal size.
- No outside food is permitted into the building. This includes baked goods and fast-food items from visitors or outings.
- Water is good for you! Water is permitted all day throughout the facility (stored in a clear, sealed water bottle).
- Caffeinated coffee and tea are available until 2:30 pm.
- Energy drinks are not permitted at any time.
- Clients are not permitted in the Kitchen unless invited and supervised by a TRC Kitchen Team Member to assist with preparation tasks

MEDICATION

- Your medications will be discussed during the admission process.
- Medications entering the building upon intake should be in sealed containers or in a bubble/blister pack.
- All medications are to be turned in to Nursing upon admission. This includes any over-the-counter medications and topical ointments, including:
  - Vitamins
  - Acetaminophen (Tylenol)
  - Ibuprofen (Advil)
  - Analgesic Creams (Rub A535)
  - Cough & Cold Remedies
- Medications are only administered from the medical area at the designated times listed below. If medication is required at any other time, please consult with a Nursing Team Member.
- If you want to change or stop any medication a provider has ordered, you must speak with a nurse to arrange a visit with the physician.

MEDICATION TIMES

MORNING	5:00 am – 6:30 am 7:15 am – 7:50 am	
NOON	12:00 pm– 1:00 pm	(Monday -Saturday)
SUPPER	5:00 pm – 6:00 pm	
EVENING	8:30 pm – 10:30 pm	
Sunday	5:00 a.m. – 6:00 am 7:30 am – 8:30 am 9:30 am - 10:30 am 12:30 pm – 1:30pm 5:00 pm - 6:00 pm 8:30 pm - 10:30 pm	

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SUBSTANCE TESTING

- You may be asked to provide a urine or saliva specimen at random for testing. These tests help ensure a safe environment.

PHYSICIAN

Physician services are available throughout your stay as needed, either virtually or in person. Let the TRC Nursing Team know immediately if you have an ailment or issue that requires medical attention. The Nurse will determine whether it is necessary to schedule time with the physician if the Nurse can handle the issue or if your issue requires emergent intervention.

If you would like to arrange a visit with the physician, please do so through nursing.

RECREATION

- Participation in scheduled recreation is mandatory, as noted on your schedule.
- If you find an activity beyond your physical abilities, please speak with a TRC Team Member and visit the Nurse on duty.
- The fitness room is available to you as noted on your schedule.

DAILY WALKS

- After lunch each day, the group walks outside during good weather or participates in a gym activity when it is too cold or miserable outside.
- Like all other recreational activities, the daily walk is mandatory (if you are physically able) and contributes to your attendance.
- Smoking/vaping is **not** permitted during walks or other scheduled programming.

SMOKING/VAPING

- Clients who smoke and/or vape are encouraged to bring enough cigarettes and/or vape juice for their entire stay.
- TRC is one of the few facilities that permit smoking/ vaping; therefore, it is a privilege.
- Cigarettes must be sealed, as well as vape juice containers must be unopened.
- Chewing Tobacco or tobacco products with alcohol-dipped flavours are not allowed.
- Partially used products or open packages will be disposed of upon intake.
- Smoking/vaping is restricted only to certain times that do not conflict with the program schedule and only permitted in the designated smoking pad in the courtyard. Smoking/vaping indoors may result in immediate discharge.
- Please dispose of your butts in the receptacle provided, and all vapes must be kept in the CSW office. You may retrieve your vape at scheduled smoke/vape times and then return to the CSW office.
- No smoking/vaping on outings or walks.
- No sharing or lending products.
- Thinking of quitting smoking? Talk to your Primary Counsellor about our Smoking Cessation program.
    - Smoking cessation products (Nicorette gum, lozenges) are not permitted during scheduled activities; only during scheduled 'smoking/ vaping' times.

Smoking/vaping times are firm so they do not interfere with your recovery programming. Not following these times and COVID-19 regulations will result in everyone losing this privilege.

TOBACCO PURCHASES

- Approved tobacco products may be dropped off (they must be new and in original packaging) and are subject to inspection. Clients have the opportunity to purchase weekly smokes (Tuesday).
- If you wish to purchase approved tobacco products:
  - Orders must be submitted to staff by 4:30 PM on Mondays. Further information about this process will be provided at admission.
  - Be sure to include:
    - First name and dorm number
    - Brand, size, and quantity of product
    - Cash to pay for the purchase
  - Your product and change will be returned to you.

WHAT TO DO IN AN EMERGENCY

CLINICAL EMERGENCIES

If you witness or experience a severe change in health or behaviour, alert the nearest TRC Team Member. Our onsite medical staff will attend to you as quickly as possible and if necessary, may refer the affected individual to the Lloydminster Hospital. If you are referred to the hospital, you will be transported by ambulance. The individual's emergency contact will be notified, and we will correspond with the hospital staff regarding your re-admission into programming.

If a medical discharge is necessary, all belongings will be packed by the TRC Team and made available for pick up by a friend or family member listed on the release of information.

FIRE SAFETY

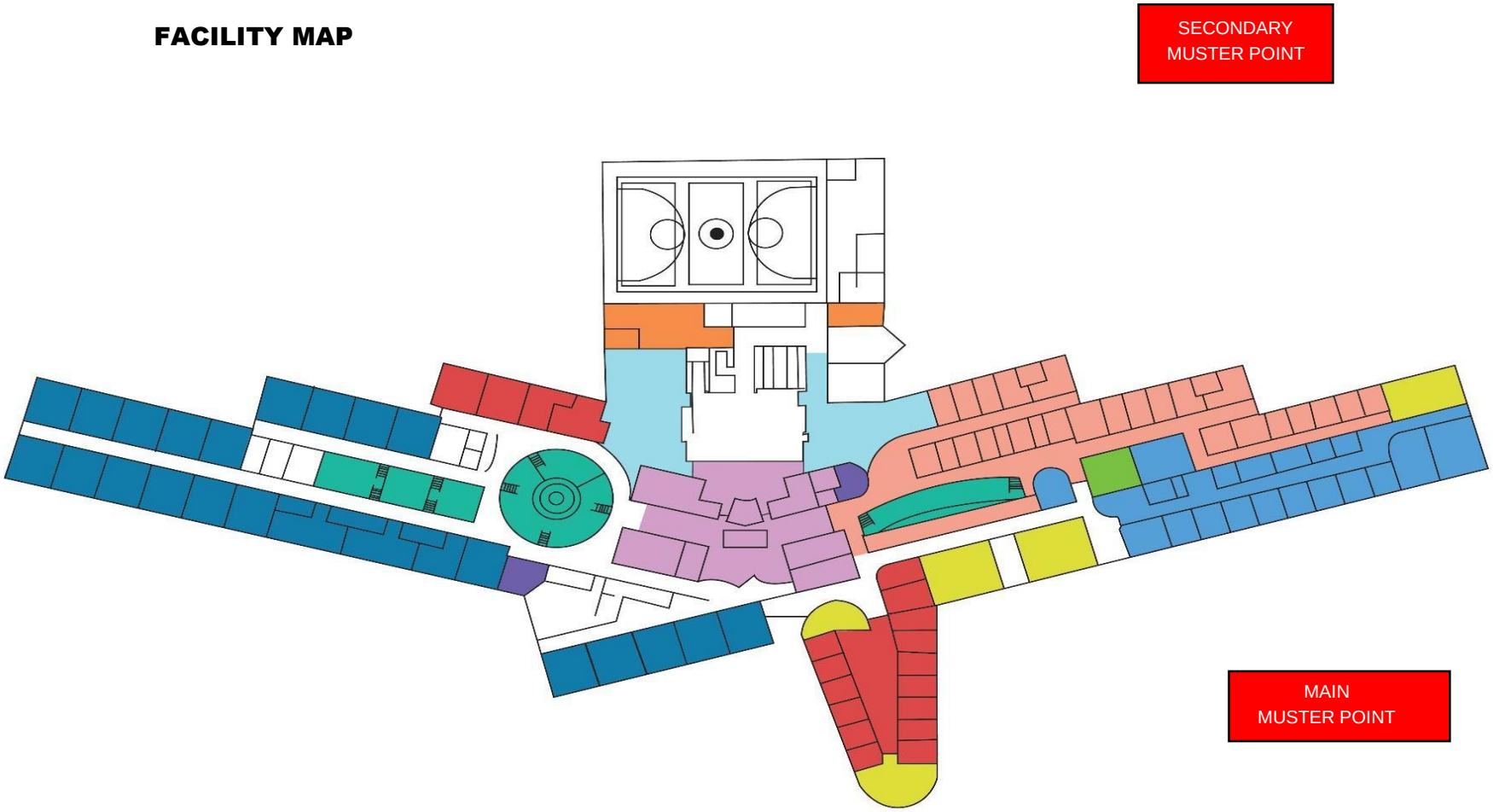
BE AWARE

- All electrical devices, including hot hair tools and razors, must remain unplugged when not in use.
- The facility abides by the County of Vermilion fire bylaws and will comply with any fire bans.
- Use the enclosed map to familiarize yourself with your dorm's location and draw the shortest exit route for night-time evacuations.
- The facility initiates fire drills regularly. React as though every alarm is a true emergency. In any evacuation, go to the nearest Muster Point:
    - Main Muster Point: Front of the building, southeast corner of the parking lot
    - Secondary Muster Point: Rear of the building, near the maintenance shop

REACTION

- If you see a fire, shout, 'FIRE', then proceed to the nearest exit and pull the red fire alarm.
- Do not try to fight the fire.
- When you hear the fire alarm or see the flashing fire alarm lights, immediately vacate the building through the nearest exit. Walk, do not run.
- Proceed to the nearest muster point:
    - Main Muster Point: Front of the building, southeast corner of the parking lot
    - Secondary Muster Point: Rear of the building, near the maintenance shop
- Do not re-enter the building unless instructed by an emergency official or TRC Team Member. Give your attention to TRC Team Members for roll call and any further instruction.
- If and when safe to do so, a TRC Team Member will direct those from the Secondary Muster Point to the Main.
- In poor weather, and if it is safe to do so, everyone will be guided to safety in the maintenance shop.
    - For your safety, do not touch any tools, chemicals, or machine

FACILITY MAP



	Residential Dorms		Program Offices		Community Areas
	Intensive Wing		Detox & Nurses Station		Canteen
	Dining Rooms		Chapels		Administration Wing
	Workout Rooms		Lecture Rooms		

POWER FAILURE

BE AWARE

Planned outages or severe weather may result in power failure. Our backup generator will provide essential lighting in common areas and service key equipment in the building. In the event of a power failure, or programming will continue as best as possible.

REACTION

- Remain where you are; if in your dorm, proceed to the Dining Room during the daytime.
- Flashlights will be available from the TRC Team. Ask to borrow if necessary.
- Give your attention to TRC Team Members for roll call and any further instruction.

TORNADO SAFETY

BE AWARE

Often, weather advisories will be issued if a tornado is expected. A Tornado Watch means that conditions are favourable for a tornado. A Tornado Warning means that a tornado is occurring or imminent. TRC Team Members will communicate any safety concerns and guide you to the safe zone.

REACTION

- If you see a tornado or funnel cloud, alert the nearest TRC Team Member.
  Do not evacuate the building when notified of a tornado warning.
- Proceed to the Tornado Safe Zone in the core of the building: Canteen or Staff Room. A TRC Team Member will guide you.
- Give your attention to TRC Team Members for roll call and any further instruction.
  If there is a touchdown/impact:
  - Curl onto your knees, covering your neck and head from potential debris.
  - Follow the evacuation procedure to the nearest muster point when safe to do so.

WHEN IT'S TIME TO GO…

THIS IS IT! YOU MADE IT!

If you've joined us only for Detox, we hope you have identified your support network and will continue to work on your recovery. Please think of TRC if you decide to continue your treatment journey.

If you are completing our Residential Addiction Treatment Program—you've just finished 6+ weeks of intense work.

DISCHARGE PROCEDURES

Note: Regardless of the completion status, clients will not be permitted to depart together or rideshare. TRC is not responsible for transportation to/from the facility. You may ask a TRC Team Member to book a taxi, for which you will pay the $30 fare to Lloydminster.

BEFORE YOU GO…

When leaving the facility, a few administrative tasks require your attention and/or signature.

- Medications and lockup items will not be returned to you until exiting the facility. This also includes your cell phone, electronics, or any other items kept in safe keeping.

SCHEDULED DISCHARGE (SUCCESSFUL COMPLETION OF PROGRAM)

Monday to Friday: 10:30 am
Luggage will be returned to you the night prior to leaving to pack and prepare for departure. You will be required to have your room packed by 9:00 a.m. the day you leave.
Please make travel arrangements before your discharge date. TRC is not responsible for your transportation to/from the facility. You may ask a TRC Team Member to book a taxi, for which you will pay the approximate $30 fare to Lloydminster.

UNSCHEDULED DISCHARGE (WALK/ POLICY DISCHARGE)

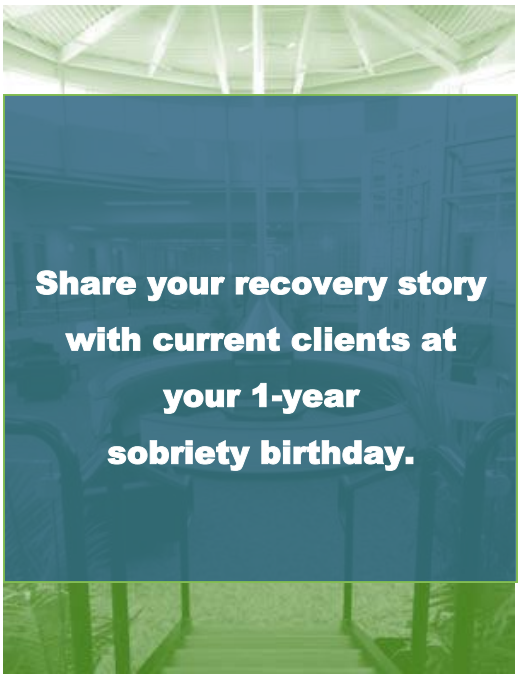
If the TRC Team believes you are at risk of harm upon leaving the facility, the RCMP will be notified. TRC is not physically or financially responsible for arranging a ride when leaving the program

COMING BACK TO TRC

We love to hear from our Alumnus. You can speak with our Team to see if you're eligible to attend our in-house 12-Step Meetings on Wednesdays, or when you are approaching your 1-year date, give us a call or send us an email update! You can share your recovery experience at one of our Community Meetings to inspire others. Also, we like seeing our former clients!

If you didn't successfully complete Detox, either by choosing to leave or being discharged for non-compliance, you cannot be re-admitted for a minimum of 48 hours.

If you did not successfully complete the Residential Treatment Program, you will not be eligible for readmission for a minimum of 42 days. This ensures that your peers in programming during your first stay will not be present during your second. To be readmitted, you must reapply through the Admissions Department.



FOR FAMILIES

Upon intake, clients are asked to sign a *Release of Information* listing who may have access to a particular client's information while in treatment. This list can include family members, spouses or partners, employers, counsellors or therapists, and probation officers. Individuals can be added or removed upon client notice and signature to amend the document

KNOCK, KNOCK… WHO'S THERE?

Anyone inquiring about the whereabouts of a client will not be given information. A TRC Team Member will state that they *cannot confirm or deny if that person is at the Centre however, they will take the caller's information for reference.* This information is passed onto the client's Primary Counsellor who will speak to the client about the call. It would be up to the client whether they wish to reach out to the caller and/or add them to the release of information.

For direct access to the Primary Counsellor, please reference their name when calling the Centre.

STAYING IN TOUCH WITH YOUR LOVED ONE

While in treatment at TRC, clients are encouraged to focus on their own health and wellness. To promote self-care, we limit contact to telephone calls, letters, and once-a-week visiting hours. There is no television or internet access during programming. Special arrangements can be made for banking or other personal and business transactions; however, we encourage all clients to prepare before admission.

- We will **not** disclose any information about a client unless permitted by the client on the *Release of Information* signed upon intake.
- There is no fax or internet access.

CONTACT BY A TRC MEMBER

If you are on the Release of Information within the first few days of the client's stay at TRC, the clients Primary Counsellor will let you know how they settle in. The Primary Counsellor will address questions and concerns you have throughout the treatment period and may ask questions of you to help further develop the treatment plan. The Primary Counsellor will also inform you about the Family Intensive and encourage participation. If you're interested in attending our Family Intensive, a staff member will contact you regarding registration and program dates.

EMERGENCY CONTACT

There are circumstances when a TRC Team Member will contact the client's Emergency Contact, including:

- Self-discharge from the program. It is also called a "walk" from the program (discharged by staff)
- A significant change in client health or behaviour resulting in a medical discharge or temporary referral to emergency services for stabilization.
- A significant event at the facility, including fire, tornado, or other act of nature.

CONSULTATION CALLS

As active participants working collaboratively for your loved one's care, family conference calls will be conducted between program days 21-28 of their 42-day treatment program. This approach helps your loved one feel supported and ensures their services are properly coordinated.

SUPPORTING YOUR LOVED ONE

Entering treatment can be a time of great opportunity as well as anxiety for your loved one. As such, people with addictions may fluctuate in their commitment toward recovery.

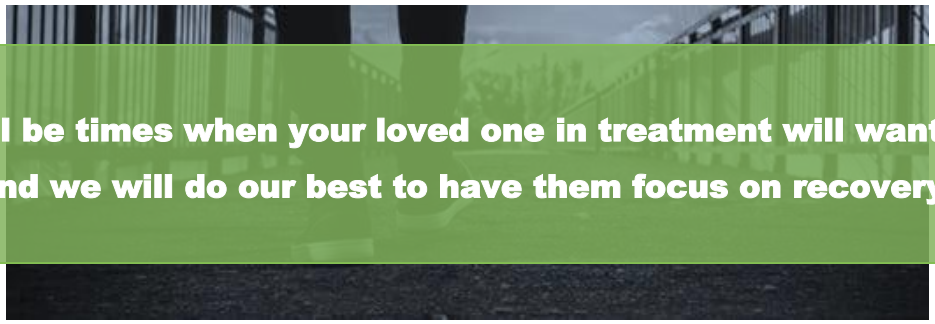
Your loved one may not fully grasp the severity of their chemical dependency or process addiction or may deny there is a problem and be resistant to treatment. They may go through a "grieving process" over the loss of their relationship with their drug of choice. We ask you to understand that such resistance or grieving— accompanied by bargaining and a roller coaster of emotions—is a normal part of the healing process.

There will be times when your loved one in treatment may want to leave, and we will do our best to have them focus on recovery. Bear in mind that such efforts are not always successful, and your loved one has the right to refuse treatment and leave the facility. Thus, your understanding and helpful support are crucial.

EMERGENCY SUPPORT PHONE NUMBERS

Below are **Emergency Support** numbers we provide upon Discharge to help support your loved one in their journey to recovery:

- Thorpe Recovery Centre: 1-877-875-8890
- Alberta Mental Health Crisis Line: 1-877-303-2642
- Alberta Addiction Help Line: 1-866-332-2322
- Saskatchewan Crisis Line: 1-866-456-4566
- AA Hotline: 1-780-875-3571
- Lloydminster Men's Shelter: 1-306-825-3977
- Lloydminster Interval Home: 1-780-875-0966
- Child & Family Services: 1-780-871-6402 (AB) 1-306-820-4267 (SK)
- Narcotics Anonymous: 1-780-421-4429 (AB) 1-306-652-5216 (SK)
- Gamblers Anonymous: 1-780-463-0892 (AB) 1-306-781-9522 (SK)



There will be times when your loved one in treatment will want to leave and we will do our best to have them focus on recovery.

Thorpe Recovery Centre
PO Box 291
21060 Tranquility Way Blackfoot, Alberta T0B 0L0

780.875.8890 | 1.877.875.8890
info@thorperecoverycentre.org | **thorperecoverycentre**.org