

CLIENT HANDBOOK

THE GRACE CENTRE



Eastern Health
P.O. Box 130
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Welcome to The Grace Centre

Congratulations on making the decision to attend our treatment program at the Grace Centre! The Grace Centre is designed to help individuals struggling with addictions issues begin their journey to recovery. At the Grace Centre every client is working toward the same goal, building a lifestyle free from addiction. Our interdisciplinary team is devoted to helping you reach this goal. We believe that addiction can affect every area of your life - your physical, psychological, emotional, and social health. As such, our programming is holistic in nature, and focuses on providing support, and education in all of these areas.

Our Vision

Our vision is to carry the message of recovery from addiction to those who are addicted, their families, and other community stakeholders.

Our Mission

The Grace Centre aims to provide best practice care to individuals, and their families, struggling with addictions. Through our program, we encourage and support individuals to make healthy choices that foster their physical, psychological, emotional, and social well-being. We aim to provide a caring, and safe environment responsive to the needs of our clients, and community.

Our Values

We value the physical, psychological, emotional, social and spiritual, well-being of individuals.
We value and respect the dignity, and worth of every individual.
We value an individual's right to self-determination.
We value ethical decision-making.
We value practices which are grounded in research and experience.

Clients Rights and Responsibilities

The Grace Centre has a number of policies and procedures which will affect your care. There are also provincial laws that may apply to aspects of your treatment while at the Centre. Quality care, safety, privacy, confidentiality, consent to treatment, and substitute decision-making are just a few of the considerations taken into account during your stay at the Centre. The following section outlines your rights and responsibilities as our client. Please review them with care.

As our client you have the right to:

- Non-judgmental, considerate care, and understanding.
- A safe, and secure environment to engage in services.
- Be free from discrimination based on race, creed, color, age, religion, gender, sexual

orientation, disability, or national origin.

- Know the names, and qualifications of all those involved in your care.
- Know that all health care providers involved in your care are bound by the professional ethics, and standards of their discipline and the standards and policies of the organization.
- Be informed of the policies and procedures that affect your care, and to ask questions regarding them. This includes information about how your health information is recorded, stored and how you can access your information (as described in, *Protecting Your Privacy* pamphlet, *available upon request*).
- Know the purpose, benefits and possible risks, of any testing, screening or assessment tools prior to their use, and to have the results presented in a way you can understand.
- Personal health information to be kept confidential to Eastern Health and those involved in your care. Personal information will only be released with your consent, or when required by law as outlined in the “*Limits of Confidentiality*”.
- Know that service providers within Eastern Health will work as team, and share information relevant to your care in order to provide a coordinated quality service. Where appropriate, this team includes other physicians involved in your care, and the Department of Child Youth and Family Services.
- Be informed in advance of the presence, and identity of any persons observing individual or group sessions for the purpose of supervision or training.
- Consent, or refuse to participate in any research or evaluation regarding the health care you receive - your decision will not affect the services you receive.
- Make a complaint about the care you received, and to have the complaint process explained to you.
- Leave at any time, if you so choose.

As our client you have a responsibility to:

- Be an active participant in decision-making matters that affect your care.
- Work with your health care providers to identify goals, and work toward these goals.
- Work with your health care providers in a respectful manner.
- Provide any knowledge important to your care, to your health care providers.
- Let your health care providers know if you have questions or concerns.
- Honor any uninsured financial obligations.
- Consider carefully the consequences of consenting to, or refusing treatment.
- Call and cancel/reschedule your admission time if you cannot make it.

Confidentiality and Limits

You have a right to privacy, and to have your personal health information treated with respect. Every effort will be made to ensure the confidentiality of information you have shared. However, when required to do so by law, information you provide will be released without your consent. These conditions are called the “*Limits of Confidentiality*” and include the following:

- If you threaten, or are assessed as being, a risk to harm yourself, someone else, or cause damage to property;
- If there are reasonable grounds to suspect that a child is being abused, neglected, or other circumstances where a child (under age 16 years) may be in need of protective intervention as outlined in the Children and Youth Care and Protection Act (2011);
- Where an adult is, or may be, in need of protective intervention as outlined in the Adult Protection Act (APA) (2014);
- In the event of a medical emergency where the release of certain health information would be beneficial to your medical care;
- Upon receipt of court subpoena, or warrant.

Families Please Note: To protect our clients’ rights to confidentiality, we are unable to release any information on your loved ones’ progress, or status, without prior written consent. Please understand if we are unable provide information when you call or inquire about your loved one.

The Grace Centre

The Grace Centre is an 18 bed facility designed to help individuals struggling with addictions issues begin their journey to recovery. The treatment program is open to male and female residents of Newfoundland and Labrador (18 years and older). The program at the Grace Centre is typically delivered over a four-week period. It is noteworthy however, that some individuals may require different lengths of treatment. This need will be assessed by the interdisciplinary team during the basic treatment program. If you arrive at the Centre under the influence, or exhibit signs of withdrawal, you may be admitted to a withdrawal management bed, and remain there until well enough to begin the treatment program.

Our staff at the Grace Centre believe that you have a right to considerate, non-judgemental and respectful care. All staff are trained in the area of addictions. In fact, many of our staff have years of experience in the field, and/or a combination of personal, and professional experience. This experience enables them to provide high quality service to our clients. All staff are registered with their professional bodies, and adhere to Codes of Ethics governing their conduct.

Staff at the Grace Centre work as an interdisciplinary team. This means that the team is composed of a number of different professions, who work together to provide you with the best care possible. Our nursing staff is comprised of registered nurses (RNs), licensed practical nurses (LPNs), and a nurse practitioner (NP). Our NP is a registered nurse with additional education

who can independently diagnose, order and interpret diagnostic tests, prescribe pharmaceuticals, and perform clinical procedures (*further information in section to follow*). Other team members include a doctoral level psychologist, clinical pharmacist, social worker, addiction counsellor, recreation development specialist, and an occupational therapist.

Our interdisciplinary team works together to provide our clients with group programming which is based on best practice guidelines. Details on the treatment program, and program expectations are included in the sections to follow.

Our Treatment Program

When you first arrive at the Grace Centre, you will complete an **intake and medical assessment** with our nursing staff, clinical pharmacist, and nurse practitioner. This assessment will involve gathering information related to your medical history, history of substance use, mental illness or other diagnoses. During this assessment, our NP will also review all of your medications, and will make any necessary changes, with the goal of improving your chances for a successful recovery. This may include increasing, holding or discontinuing medications. Medications such as sleeping pills (e.g., Zopiclone), benzodiazepines (e.g., ativan, clonazepam, valium, temazepam, etc.) can negatively impact your chances for a successful recovery. As per the best practice benzodiazepine withdrawal guidelines, during your treatment, these medications will be tapered, and where possible, discontinued. Our NP will work closely with you in safely detoxing from these medications. In addition to this support, you will receive education on how these medications are addictive, and can negatively impact your long term recovery. If you are being followed by a family practitioner, or psychiatrist, our NP may consult with them during your treatment.

During your first few days of treatment at the Centre, a clinical team member (e.g., psychologist, social worker), will also meet with you to review your substance use and mental health history, and discuss your goals for treatment, and any additional support or referrals required.

After you are admitted to the Grace Centre, you will be assigned a **navigator**. This person will be a member of our interdisciplinary team, who will function as your “go to” contact within the program. This person will meet with you weekly to check-in regarding your progress in the program, and answer questions that you may have. These meetings are supportive in nature; they are not designed as counselling sessions. Your care coordinator will be responsible for assessing whether any internal referrals to different team members (e.g., psychology, or occupational therapy) for further service, and support are warranted.

At the Grace Centre you will engage in our **group-based programming**. This programming includes group therapy, discussion groups, skill-building groups, and psychoeducational groups.

The following provides an overview of some groups offered at the Centre:

- **Group Therapy** - Group therapy sessions are offered during your treatment. During group therapy, the larger group is divided into two smaller groups (up to a maximum of 9 clients);

one group is facilitated by our psychologist, the other is facilitated by our social worker. You will be assigned to one of these groups, and remain in that group for all group therapy sessions. Group therapy is process-oriented, and unstructured, meaning that you can discuss whatever is important to you in that moment. Group therapy enables you to gain a deeper understanding of yourself, and gain insight into your addiction. It also encourages interpersonal learning, the processing of emotions, and installation of hope. Topics discussed in group therapy often focus on struggles with addictions, anxiety and depression, trauma, interpersonal relationships, family, guilt and shame, self-forgiveness and acceptance.

- **Relapse Prevention** - You will engage in groups focused on relapse prevention. Topics included in these groups include: high-risk situations, triggers, cravings, warning signs, and the stages of relapse. During these groups strategies for preventing a return to using alcohol, or drugs are discussed.
- **Recovery Group** - You will participate in a recovery group. This is a discussion group focused on topics related to addiction and recovery. Discussion topics are provided by facilitators, as well as group participants. Examples of topics include: gratitude, acceptance, self-forgiveness, the holiday season, hope, living one day at a time, saying no, etc.
- **Dialectical Behaviour Therapy (DBT)** - You will participate in DBT informed skills groups focused on distress tolerance, emotion regulation, interpersonal effectiveness, and setting healthy boundaries. You will be encouraged to apply, and practice these skills.
- **Mindfulness** - You will engage in mindfulness practice at the Grace Centre. Our mindfulness program is facilitated every morning, which includes: mindfulness skill teaching, informed by DBT, as well as mindful meditation, mindful eating, and mindful movement. After each practice you will record your experience in your mindfulness journal; this will help you notice any changes in your practice. A meditation room is also available for you to use, for your own self-directed mindfulness practice.
- **Cognitive Behavioural Therapy (CBT)** – You will engage in CBT groups; these groups focus on teaching you how your thoughts, emotions and behaviours are related. CBT also focuses on teaching you skills to challenge, and restructure your unhealthy thoughts to have a positive influence on your behaviour.
- **Addiction and the Brain**- This group is facilitated by our pharmacist and nursing staff; in this group you will learn the role that neuroscience plays in addiction, and your recovery.
- **Medical Education Groups** - You will engage in groups related to withdrawal management, Hepatitis C, benzodiazepine use, smoking cessation, nutrition, and sexual health.
- **Addiction and the Family** - You will engage in a group designed to provide insight and awareness into the effect your addiction has had on those in your family.

- **Sleep Hygiene** - You will engage in a group designed to provide education about the effects of addiction on sleep, as well as sleep issues you may experience in early recovery. Tips on healthy sleep hygiene will also be provided and discussed as a group.
- **Goal Setting** - You will engage in a group designed to help you learn about and develop smart (specific, measureable, attainable, realistic, timely) goals for your recovery.
- **Routine and Structure** - You will engage in a group related to the importance of incorporating routine and structure into our recovery plan. You will discuss ideas as a group, and create a plan for implementing the ideas discussed into your recovery after discharge.
- **Money Management** - This group will involve a discussion of common issues related to money management in addiction and recovery, and help you create your own plan and budget. You may also be able to practice the skills discussed on outings with the Centre.
- **Anger Management** - These sessions provide information on why people react to the same situation differently, and how thoughts, emotions, and self-talk influence this. These sessions will also provide skills for how to cope with anger in an effective, healthy manner.
- **Physical Activity and Leisure** - These sessions are facilitated by our recreation specialist, and focus on helping you engage in physical activity, as well as learn and practice healthy leisure activities. You will be supported through participation in different group activities.
- **Creative Art Expression** - Through the use of art, or related creative activities, you will be encouraged to explore recovery related issues.
- **Journaling** - You will be encouraged to journal about your thoughts, feelings and experiences on a daily basis to increase self-awareness and insight.
- **Grief and Loss** - You will engage in a group focused on the stages of grief and loss. In this group you will be able to discuss any loss you may have experienced, as well as discuss how the process of recovery is similar to the grief process.
- **Anxiety and Depression** - Throughout the program you will learn about anxiety and depression, and their impact on addictions issues. You will learn skills for managing these emotions in recovery.
- **Self-compassion** - Throughout the program you will learn about the relationship between self-esteem, self-compassion, and addictions issues. Through your treatment you will begin the process of enhancing your self-worth, and building a positive attitude.
- **Stress Management** - You will learn how to incorporate effective stress management into your life. You will be taught, and practice various relaxation techniques to assist you with anxiety, and stress management.

- **Daily Check-In** – As a group you will meet with our nursing staff daily (weekdays 9:30pm, and weekends 9:30am and 9:30pm). These check-in groups are intended to provide staff with an idea of how you are doing each day, and whether any additional support is necessary. During these groups you will also discuss topics related to your recovery.
- **Substance Use Education** - There are a number of education sessions specific to substance abuse that may be provided. In these you will learn information about different types of drugs, as well as about common concerns in early recovery. Information can be provided in the form of handouts or readings, if preferred.
- **Naloxone Training** – You will be provided information on the signs of opioid overdose, and how using naloxone can help in an overdose situation. You will also learn and practice how to administer naloxone.
- **12 Step & Self-Help Groups** - You will engage in self-help meetings at the Grace Centre (i.e., Alcoholics Anonymous, Narcotics Anonymous). These meetings are facilitated by program approved community partners. Approved alumni of the Grace Centre sometimes also attend these meetings. Additional meetings offered off-site at U-Turn are available to our clients twice per week; these off-site meetings are optional. Transportation to and from these meetings must be arranged with approved U-Turn members.
- **Community Integration Outings** - You will participate in community outings with other residents, and staff members (i.e., recreation specialist and occupational therapist). These outings are part of the programming, and function to help you integrate back into the community, and teach you healthy, substance free leisure activities.

Family Education Session

Our program offers a half-day session for family members or significant others. This session offers families an opportunity to share experiences with others, learn about addiction and recovery issues, and receive support. Family members can participate via Telehealth, or have the materials forwarded to them. For more information, or to register, please call 945-4500.

Therapeutic Passes

During your stay, you are required to **remain in the Centre throughout the first week of programming**. This is for your safety, to help you adjust to the treatment environment, and to minimize outside distractions. During your second week, you are eligible to apply for two passes to leave the facility, one on Thursday (6-8 pm), and another on either Saturday, or Sunday, for 4 hours. You may return home on your third weekend for an overnight pass, if adequate supports are in place. If it is problematic for you to go home, you may stay at the Centre.

Throughout your stay, you will be required to meet certain expectations in order to apply for a therapeutic pass. Some of these expectations include: attending all programming, keeping your

room and common areas tidy, personal hygiene, respect for staff and peers, etc. A list of expectations will be posted in your room as a reminder. Eligibility for passes will be assessed, and approved by the interdisciplinary team each week. Passes will not be approved if you are consistently unable to meet the posted expectations, or it is assessed that you may be at risk for relapse. Passes will not be approved if you received an infraction in the same week. It is often recommended by the team that you do not go on a pass by yourself. As such, it is possible that you may be required to have someone accompany you on your pass. Passes may be revoked at any time by staff, if concerns arise regarding your behavior, or risk for relapse.

Pass times:

Week Two - Thursday (6-8pm) & Saturday or Sunday (4 hours)

Week Three - Thursday (6-8pm) & one overnight, either Friday or Saturday

Week Four - Thursday (6-8pm)

Visitors

Visiting is only permitted outside of group programming hours. The team must be informed in advance if you are expecting visitors. Staff will note the names of visitors you expect to come to the Centre, and those names will be placed on an approved list. This is to ensure that your right to confidentiality is respected. Visits will only take place in a designated room, monitored by our security system. Length of visit, and number of visitors will be determined based on the application submitted. Drop in visits, and visiting on the parking lot are not permitted. Visitors are not permitted during your first week.

Visiting hours:

Thursday and Friday (4:30 – 9:00pm)

Saturday and Sunday (1:00 – 4:00pm & 6:00–8:00pm)

House Rules for Clients

While you are at The Grace Centre, you are expected to observe a number of rules and regulations. We reserve the right to discharge from the program any client who violates these rules, is not meeting program expectations, or demonstrating motivation to change. Please remember that these rules are not intended to remove your right to make decisions, only to ensure client safety, and give you guidelines to work within. Please review the following rules and guidelines with care.

- **Alcohol, non-prescribed, or illicit drugs** – Such items are not allowed in the Grace Centre. The consequence for use of alcohol or drugs may be discharge from the program.
- **Energy Drinks & Supplements** – Energy drinks, such as Red Bull, are not permitted at the Centre. Dietary supplements such as protein powders, protein bars, and meal supplements (e.g., Boost, Ensure, etc.), are also not permitted at the Centre.

- **Gambling** - All forms of gambling behavior and materials, such as Lotto Tickets and television shows involving gambling, are not permitted. The consequence for gambling while in treatment will be the loss of all pass privileges, and possible discharge from the program.
- **Medication** - All prescription and non-prescription drugs must be passed over during admitting procedures. Arrangements will be made with nursing staff in consultation with a physician/nurse practitioner for issuing of necessary medication. Please bring in any medications you are currently taking.
- **Permission to Leave** - Clients are required to sign-in and sign-out upon leaving/returning to the residential floor (white board by nursing station). Permission must be obtained from staff at all times to leave the Centre premises. You are required to sign-in and sign-out at the security office each time you leave the building.
- **Bedding & Towels** - Only bedding and towels supplied by the Centre are permitted for use. Please do not bring your own pillows, blankets, quilts, mattress covers, stuffed animals etc., into the Centre, as they will not be permitted. Clean sheets, pillowcases, towels, and facecloths are available anytime. You must change your linens at least once a week.
- **Laundry** - You are expected to take responsibility for your own laundry. Laundry detergent and dryer sheets are provided. Laundry can only be done during designated times.
- **Bedroom & Common Areas** - During your treatment you will have your own room, and bathroom. You are responsible for tidying your room each day. Residents are not permitted in each other's rooms. You are expected to tidy up after yourself, and keep common areas clean. Nursing staff will encourage you to complete chores each Sunday – completion of these chores will impact your ability to go on pass.
- **Wake Up & Lights Out** - You are expected to wake-up at 7am on weekdays, and 8am on weekends. If you wake early, you must remain in your room until 6am. On weeknights you must go to your room, and get ready for bed by 11pm. Lights out is 12am on weekends.
- **Television** - The television in the client lounge is only permitted for use after the treatment program day ends. Televisions are not allowed in the bedrooms. Programs with content that may be offensive, or disturbing, are not permitted; this includes behaviors that may be considered triggers to others (e.g., drug use). No one person is to hold the remote control, and all program choices must be made by the majority.
- **DVDs/Movies** – Only DVDs supplied by the Centre are permitted. Some movies may be limited due to their content of violence, sexuality, drug use, etc.
- **Electronic Devices** - Cell phones, tablets, DVD players, computers, electronic games, and cameras must be turned over to security upon admission. These devices will be returned on Fridays at 4pm, and must be passed back in on Sundays by 9pm. MP3 players or I-Pods

without internet capability are permitted for use outside of program time. If used inappropriately, these items may be confiscated until discharge.

- **Computer Room** - A computer room is available for your use at the Grace Centre. Access to this room is available in 1 hour slots, as per scheduled times.
- **Meals** - All meals are eaten in the dining room. Since nutrition is an important part of the program, clients are encouraged not to skip meals. Attendance during meal times will be monitored by staff. If you have any food related concerns, or difficulties, please advise staff.
- **Telephone** – A phone is available for your use outside of group programming hours. It is noteworthy however, that phone access is limited. You must sign-up for phone time, and calls must be limited to fifteen minutes. You must bring a pre-paid phone card for long distance calls. If a call becomes loud or upsetting, staff may ask for the call to be terminated. Staff will not answer the client phone, and it will not receive calls after bedtime. If there is an emergency, please have your family call the nursing station 945-4520.
- **Medical Attention** - If you need medical attention, please inform the Nurse Practitioner or a member of the staff at the Centre. If deemed necessary, you may be referred to the nearby hospital for further assessment.
- **Alcohol & Drug Screening** – Random observation urine testing for substance use will be required throughout the program. All testing will be administered by nursing staff. You may not leave the floor once a urine is requested. When requested, a sample must be provided within one hour. Failure to provide a sample after 3 attempts is considered a positive result.
- **Room Searches** - Random room searches will be executed during your stay at the Grace Centre. These searches are performed for your safety, as well as the safety of other clients.
- **Participation** - Unless excused by the staff, you must be present, and on time for all program activities. Non-compliance with programming, and program rules will result in consequences, and may be considered grounds for discharge from the program.
- **Respect** - Verbal or physical abuse, aggression, and sexual harassment of staff or clients will not be tolerated. Such behavior will result in immediate discharge from the program. Respect also includes respect for others space, and personal belongings. Defacing, or vandalizing any of the Grace Centre property (i.e., walls and furniture), will not be tolerated, and may result in discharge from the program.
- **Relationships** – Exclusive, or sexual relationships with any other individual at the Grace Centre are not permitted, and may result in discharge from the program.

- **Money** – Please make sure you have enough money to purchase personal items prior to attending the Grace Centre. The Centre is not responsible for paying transportation costs to medical appointments, hospital visits, etc. We discourage you from bringing large amounts of money to the Centre. Clients are not to borrow money from other clients, or lend money to other clients while participating in the treatment program.
- **Bars & Clubs** - You are not permitted to enter any bars, clubs, or other areas which might put you at risk/temptation for drinking and/or using substances.
- **Pornography** - The use of pornography is not permitted at the Grace Centre in any form.
- **Infractions** – Infractions will be given for non-compliance with program rules, behavior, disrespect etc. Receiving an infraction will impact your ability avail of a therapeutic pass. Depending on the nature of infractions, you may be asked to leave the program.
- **Prohibited items** - Certain items are not permitted at the Grace Centre. The following are examples of prohibited items: scented products, products containing alcohol, glass items, mirrors, cords, blankets, pillows, towels, vaporizers, fresh foods, any open food/drink, coffee makers, sharps, etc. This list is not exhaustive - if you have any questions about whether certain items will be permitted, please call 945-4500.

Volunteer Program

During your stay at the Grace Centre, there may be program approved volunteers available to help you with your homework, and provide peer support, or other programming (e.g., music therapy, pet therapy, physical activity, yoga, 12-step groups, etc.). Volunteers may be at the Centre outside of the basic program hours (i.e., on the evenings and weekends). Our program volunteers must adhere to the same privacy rules, and limits of confidentiality.

Scent Free Policy

The Grace Centre is a scent-free environment (i.e., perfume, colognes, body sprays). This policy serves to protect those individuals who suffer adverse reactions from scented products. You are not permitted to use any scented products. Please do not bring scented products to the Centre, as all such products will be confiscated upon arrival, and returned to you upon discharge.

Immunizations & Influenza Vaccination

Immunizations are recommended for those with chronic illnesses, such as substance dependency. As such, immunizations will be available to you at the Grace Centre; this will be discussed on admission. Given that the Centre is a communal setting, it is highly recommended that you have a flu shot at least two weeks prior to your admission date. Individuals diagnosed with influenza during their stay may be asked to leave, and return when they are no longer symptomatic.

Smoking Guidelines

The Grace Centre has a **smoke-free environment**. Smoking is not permitted on the grounds of the centre; smoking on Centre grounds will result in discharge from the program. Smoking is only permitted at designated times, outside of group programming hours. An area at the edge of our parking lot, monitored by our security cameras, may be used for smoking.

Vapour devices are not permitted. Smoking cessation resources, including nicotine replacement treatment (NRTs), such as the patch, gum, and lozenges, will be provided for all clients, as needed. Smoking is not permitted while on any community outing with staff from the Centre.

Dress Code Guidelines

The following guidelines are intended to encourage a respectful, safe environment for all clients:

- Clothing must be clean and presentable
- Clothing must not be provocative, revealing, or inappropriate (e.g. muscle-style shirts, clothes that are too tight or short, spaghetti strap tops, etc.)
- Clothing cannot contain sexually suggestive messages, drug, alcohol, or gambling logos
- No scrubs or uniforms are permitted
- No fatigues, camouflage clothing, military issue clothing, or items are allowed
- Hoodies cannot cover head, or face while in the building
- Sunglasses are not permitted to be worn inside the building
- You may be required to remove your hat at certain times

Parking

Parking is available for those who bring their cars to the Centre. Car keys must be turned over to staff upon admission. Cars may only be used at designated times. At all other times, cars are to remain locked, and may not be accessed. It is recommended that you not transport other clients in your vehicle. Vehicles on the property may be searched by staff upon admission if it is suspected that drugs or alcohol may be stored there.

What to bring to The Grace Centre

- MCP card or number. If no MCP#, then out-of-province health insurance number
- At least one piece of photo identification
- Drug Card
- Return plane or bus ticket (if applicable)
- You will require a pre-paid phone card to make long distance calls
- Please bring enough clothing for your stay
- Boots, coat, hat, gloves, etc. during winter for exercise walks outside
- Gym clothes, or other clothing suitable for active living sessions
- Shoes (gym Sneakers, closed-toe with support)
- Slippers and nightwear
- Personal toiletries (e.g., shampoo, toothbrush, sanitary napkins, etc.)
- Eye-glasses
- A clear water bottle
- All medications (prescribed and /or over-the-counter) that you are currently taking. All medications must be in their original packaging/vials.
- A locked areas is provided, so residents are responsible for their own valuables. Please bring a small amount of money for personal expenses, and in-town transportation cost. Do not bring large amounts of cash, jewelry, or other valuables. The Grace Centre is not responsible for lost or stolen items.
- Recreation, sports equipment. Depending on the season, clients are encouraged to bring their own recreation equipment (e.g., skates/rollerblades, swimwear, skis, snowshoes)

Discharge

Prior to your discharge from the program, you will complete a detailed recovery plan, which will be reviewed with your care coordinator. You will also work with your care coordinator, and other team members to identify any necessary referrals for further service that should be made. Recovery success will be increased if you make use of additional follow-up supports when you return home. These may include:

- Individual counseling with a mental health or addictions counselor, social worker, psychologist, or other professional.
- Follow-up groups. These groups are available at designated sites throughout the province, and meet weekly, or bi-weekly in some areas.
- Self-help groups: Alcoholics Anonymous, Narcotics Anonymous.

On your last day at the Grace Centre, you are required to attend group programming in the morning, and complete your discharge with our NP, and your care coordinator in the afternoon. You can arrange to leave, or be picked up after **4pm**. If required, for travel or safety reasons, you may stay at the Grace Centre Friday night, and leave Saturday morning.

Program Evaluation

During your stay you will be asked to fill out a program evaluation form. This form will ask about your thoughts on your treatment, and for any changes you might suggest. Your ideas and suggestions are important to us, as we strive to provide the best care possible to our residents.

*If you choose not to attend the program, or need directions to the Centre,
please call the Centre number, 945-4500, and leave a message.*

Directions

The Grace Centre (formally known as the Splash Centre) is located on Lady Lake Road, Harbour Grace. If you are driving to The Grace Centre, take Exit 31 off the Trans-Canada Highway on to the Veterans' Memorial Highway. Continue on the Veterans' Memorial Highway until Exit 75 on to Cathedral Street, take the 3rd right on to Military Road in which will lead to Lady Lake Road. The Grace Centre will be on your right.

The screenshot shows a Google Maps interface with the search query "splash centre, harbour grace, nl". The map displays a route from the starting point to the destination. The route is highlighted in blue and yellow, following the following steps:

- Head northwest on World Pkwy toward Airport Service Rd
- Turn left to stay on World Pkwy
- Turn right to stay on World Pkwy
- Turn left onto Portugal Cove Rd/NL-40 S
- Take the Trans Canada Highway/NL-1 W ramp
- Merge onto NL-1 W
- Take exit 31 to merge onto NL-70 N toward NL-75/Bay Roberts/Carbonear/Baccalieu Trail
- Continue onto NL-75 N
- Turn right onto Cathedral St/NL-70 S (signs for Harbour Grace/Carbonear S)
- Turn right onto Military Rd
- Continue onto Lady Lake Rd

The destination is marked with a green pin labeled 'B' on Lady Lake Rd. The map shows various roads including World Pkwy, Portugal Cove Rd, Trans Canada Highway, Cathedral St, Military Rd, and Lady Lake Rd. Other landmarks like Bog Pond and Service Canada Centre are also visible.

Directory of Services

RESTAURANTS

CHICKEN

Kentucky Fried	596-3534
Mary Browns	596-7677

PIZZA

Greco (Harbour Grace)	596-1511
Peter's Pizza	596-3535

CHINESE

Fong's Restaurant	596-5010
Don's Restaurant	596-8282

OTHER

My Place Restaurant	596-3240
Subway	596-1960
Kay's Restaurant and Takeout	596-3300
McDonalds	596-5036
Main Street Restaurant	596-3553
A&W	596-5126
Ches's Fish and Chips	596-2600

SPORTS

Carbonear Pool	596-7535
Old Mill Lanes	786-2034
Bay Arena	786-6343

HOTELS

Harbour Grace Hotel	596-5156
Fong's Motel	596-5114
Carbonear Motel	596-5662
Bay Robert's Hotel	786-4700

SHOPPING

TC Square Mall (Carbonear)	596-5009
Canadian Tire (Carbonear)	596-5103

TRANSPORTATION/TAXI

A-Cab	596-7333
A-1 Taxi	596-7526
DRL (toll free 1-888-263-1854)	738-8091
Birch Hills Taxi	786-4848
Love's Taxi	786-3014
Herb's Taxi	786-6111
Bradbury's Taxi	683-1655

RENT-A-CAR

Practi-Car	786-4009
Discount	786-1989

AIRLINES

Air Labrador	1-800-563-3042
Air Canada	1-888-247-2262
Provincial	1-800-563-2800

CULTURE (ARTS)

Sheila Nageira Theatre	596-7529
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COFFEE SHOPS

Tim Hortons	596-8467
Robin's Donuts	596-2300

CHURCHES

St. Paul's Church	596-0868
St. Joseph's Church	596-6182
United Church	596-7432
United Church Women	596-4888
Salvation Army Citadel	596-0100
S. A. Residence	596-6805
St. Patrick's Catholic	596-5232

BANKS

Scotiabank	596-4680
NL Credit Union	596-5044
The Cash Store	596-0755
CIBC (Branch & ATM)	596-1670

GROCERY STORES

Powell's Supermarket	596-0326
Foodland (Carbonear)	596-065
Dominion (Carbonear)	596-3084