

SALVATION ARMY, CENTRE OF HOPE, WITHDRAWAL MANAGEMENT

WHAT IS THE WITHDRAWAL MANAGEMENT CENTRE?

Withdrawal Management is an entry point into the addiction treatment continuum. It is a safe, controlled and welcoming environment in which men and women can detoxify from addictive substances.

WHAT ARE THE GOALS OF THE CENTRE?

- To provide safety, dignity and support to clients that may find themselves in crisis with addiction.
- To provide exemplary care, information and treatment options that will assist clients to make informed decisions regarding their own health and recovery.

WHO CAN STAY AT WITHDRAWAL MANAGEMENT?

Men and women over the age of 16 that are intoxicated, in withdrawal or in crisis due to alcohol and/or drug use can stay at the Centre. Clients must be conscious, ambulatory and medically stable upon admission.

HOW MUCH DOES IT COST?

Withdrawal Management is fully funded by the Ministry of Health and Long-term Care and is a service of the Salvation Army, Centre of Hope. There is no direct cost to clients.

WHAT HOURS IS THE WITHDRAWAL MANAGEMENT CENTRE OPEN?

The Centre is open and accepts referrals 24 hours a day, 7 days a week 365 days a year. Referrals may be made in person or by any service provider or individual and can be made by phone or at the door.

ARE THE STAFF DOCTORS AND NURSES?

The Withdrawal Management Centre is a non-medical facility and the staff are neither doctors nor nurses. They are however, well qualified, CPR trained and specifically skilled in addictions. They provide support safety and care through the acute stages of intoxication, withdrawal and crisis. Clients are monitored closely and are referred to immediate medical care when necessary or appropriate.

HOW MANY BEDS ARE AT WITHDRAWAL MANAGEMENT?

There are a total of 18 beds at the Withdrawal Management Centre. Eight (8) beds are designated as Observation beds specifically for clients in acute stages of withdrawal and crisis. The other ten (10) beds are called Program beds and are for clients that have completed their physical detoxification and are moving forward in their recovery process.

HOW LONG DO CLIENTS STAY AT WITHDRAWAL MANAGEMENT?

The average length of stay at Withdrawal Management is between 3 – 7 days based on a client's individual withdrawal recovery plan.

WHAT IF I CALL AND NO BEDS ARE AVAILABLE?

Due to the large numbers of requests for beds, there is no waiting list at Withdrawal Management. Beds become available on a regular basis as clients are moved to Program beds or leave the Centre. Therefore, it is important to continue to call frequently for example every hour or two.

WHAT IS THE INTAKE PROCESS?

The client will be required to speak directly with a Withdrawal Management staff. The screening process will determine if a client meets the criteria for admittance. It involves a series of questions relating to physical and mental health, personal information and currently prescribed medications.

WHAT ABOUT MEDICATIONS?

If a client is on a life sustaining medication, they will not be admitted to Withdrawal Management without it. All other medication must be in the originally prescribed container and the counts must match. Medications that are over or under in counts must be cleared by the prescribing physician or by the dispensing pharmacist prior to, or soon after admittance. Pregnant women must be medically cleared prior to admittance into the Withdrawal Management Centre.

DOES WITHDRAWAL MANAGEMENT SUPPLY MEDICATION TO AID IN WITHDRAWAL?

No, medications to assist with withdrawal must be prescribed by a physician. Clients wishing to withdraw in this manner must see their physician prior to admittance into Withdrawal Management.

WHAT IF A CLIENT IS ON METHADONE?

Clients on methadone will be released daily for one (1) hour to get their methadone. They must provide proof of attendance at the methadone clinic upon their return. Methadone will not be stored on the premises of the WMC.

CAN A CLIENT GO DIRECTLY INTO A PROGRAM BED?

No, all clients coming into Withdrawal Management must spend a minimum of four (4) hours in an Observation bed in order for staff to monitor them to ensure medical stability.

WHAT HAPPENS IN PROGRAM?

Program life in Withdrawal Management is very structured and clients are expected to participate in all groups and programs. Daily groups provide education, information and support to promote positive lifestyle changes. Volunteers from both AA and NA facilitate weekly meetings on the unit. Clients that indicate an interest in further recovery may be provided with the provincial assessment tools that will pave the way for referral to treatment.

CAN A CLIENT GO TO WITHDRAWAL MANAGEMENT JUST TO GET AN ASSESSMENT?

No, assessments are not our primary mandate. Withdrawal Management services are for clients that are under the influence of alcohol or other substances, currently in withdrawal, or experiencing a crisis Only clients that are not connected to other addiction agencies and have not completed assessment tools in the last three (3) months are eligible to have an assessment done.

CAN I SMOKE AT WITHDRAWAL MANAGEMENT?

Clients entering Observation beds will be unable to smoke for the first (4) hours. After that time, they will be taken outside to smoke regularly by our Peer Support staff. Clients in Program beds are also able to smoke on a regular basis until 11:00 p.m.

WHAT IS A PEER SUPPORT STAFF?

The Withdrawal Management Centre is located within the Centre of Hope homeless shelter. This environment can be difficult at times for those choosing to abstain from drugs or alcohol. The Peer Support staff escorts WMC clients for meals and smoke breaks and provides a buffer between Withdrawal Management clients and the general shelter population. As well, they provide ongoing support and encouragement.

ARE VISITORS ALLOWED WHILE AT WITHDRAWAL MANAGEMENT?

Visitors are not permitted at Withdrawal Management due to the lack of available space and the limited time that an individual is in the unit.

ARE CELL PHONES ALLOWED AT WITHDRAWAL MANAGEMENT?

Cell phones, electronic games, ipods and all other electronic devices are not permitted at Withdrawal Management as they distract from the focus on withdrawal and recovery. Clients can feel free to bring reading and writing or sketching material.

WHAT SHOULD A CLIENT BRING TO WITHDRAWAL MANAGEMENT?

It is good for the client to bring their health card, a few changes of clothes, personal grooming items, slippers, housecoats and their own pillow and comforter if they want it. The WMC does not have storage so please encourage clients to pack lightly. They may bring a padlock for their locker and a quantity of change (quarters) for laundry, the telephone and vending machines. If a client smokes, they may want to bring enough cigarettes to last them through their stay.