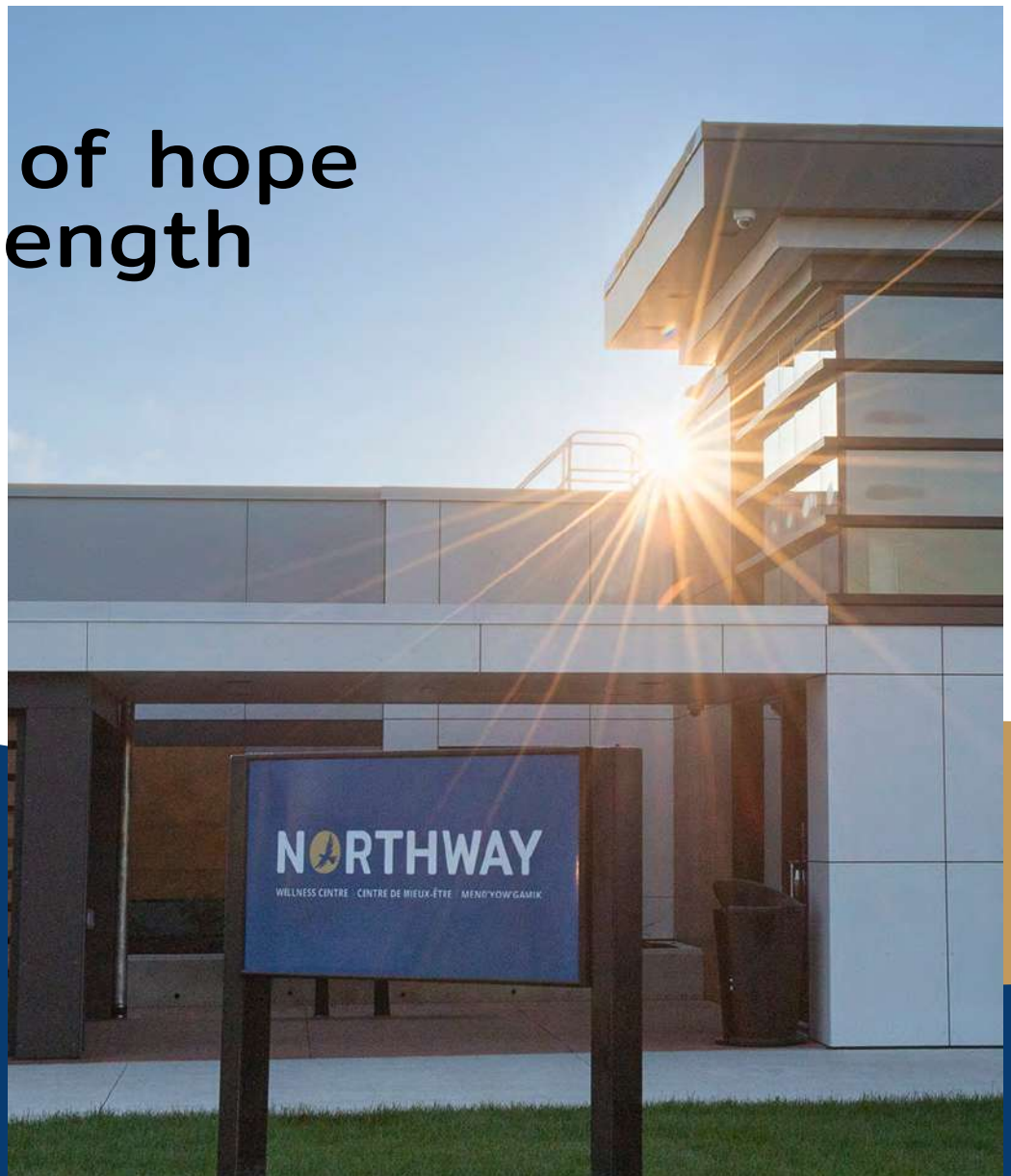

Northway Wellness Centre

Welcome

Information Guide

**A path of hope
and strength**



Welcome to Northway

All services at this location are voluntary. Participation and adherence to program expectations are required for staying. Staff liaise closely with primary care, social services, and police services.



We are here to support you

This guide aims to enhance your stay. Feel free to ask staff for more information.

Residential Withdrawal Management is a community-based program that offers safe, evidence-informed short-term care for individuals 16 years and older who are experiencing acute substance withdrawal, are intoxicated or are seeking help with relapse prevention.

Mental Health and Justice Safe Beds offers short-term residential support to individuals aged 16 and above who are experiencing a mental health or substance use crisis and cannot continue to stay at their current residence. The program offers support for both immediate and long-term needs.

Services Offered

We offer 24/7 residential care services that are compassionate and personalized to individuals voluntarily seeking support for acute intoxication, withdrawal management, relapse prevention, or safe bed support.

Our services include a thorough assessment, medical assistance such as medication-assisted symptom and craving management, education on healthy coping, harm reduction, life skills, relapse prevention, treatment planning and referrals, individual and group counselling/support, peer support, and self-help groups.

Core Care Team

- Social Workers
- Addiction Services Workers
- Nurses
- Nurse Practitioner
- Addiction Medicine Physician
- Support Services Staff

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Share Your Story

Compliments or Concerns

We welcome your feedback

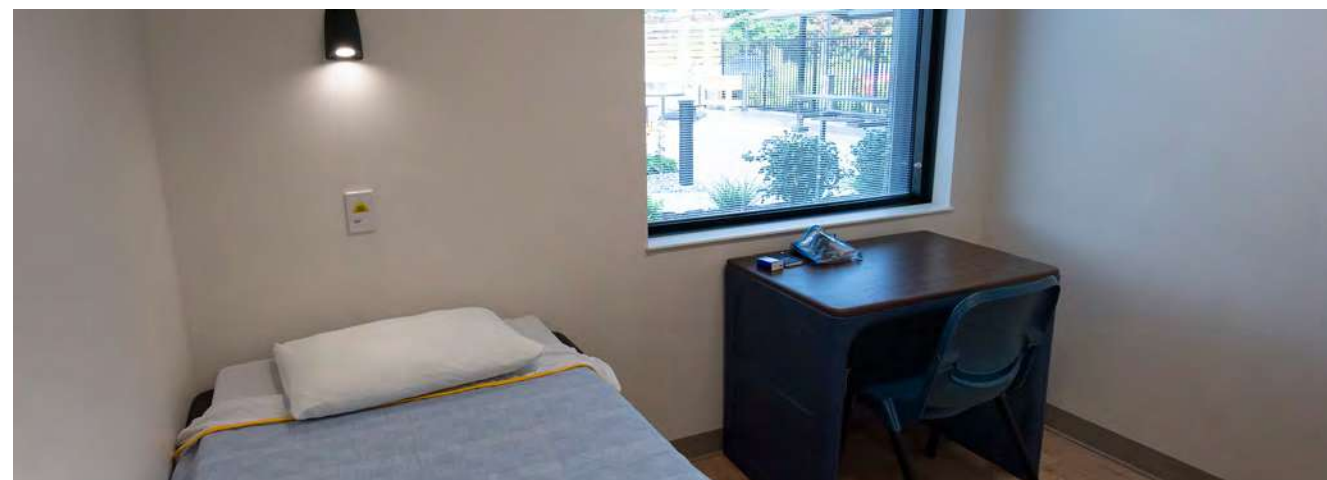
Northway is committed to improving the quality of our services for clients and their families. One key way we do that is through changes made as a result of patient comments.

- Speak to the person who provided the care or service.
- If you are not able to speak with the person who provided the care or service, ask to speak to Northway's Manager or Supervisor.

Your care and treatment will not be negatively affected as a result of bringing forward a concern.

They will be pleased to work with you to receive your compliment or resolve your concern.

If your concern has not been resolved additional information is available in the Share Your Story brochure accompanying this guide.



We are committed to ensuring a safe, respectful environment for everyone at Northway. We take these principles seriously and strive to uphold them in every aspect of the care we provide.

We believe that safety is paramount in all that we do, and we take great care to ensure that our clients are cared for in a healthy and safe environment.

We also believe in treating everyone with respect, regardless of their background or position, and we are committed to creating a culture of inclusion and diversity.

Our values guide us in every decision, and we are dedicated to providing exceptional care. By adhering to our Behavioural Expectations at Northway, you can support us in caring for you.

We look forward to working with you.

Behavioural Expectations

- To create a safe therapeutic environment for all, any form of aggressive, violent, threatening, and any other abusive behaviours may result in an early transition back to the community and the development of a limited-service plan.
- Distribution or attempt to distribute substances to other clients will not be tolerated. It will result in an immediate early transition back to the community and the development of a limited-service plan.
- To ensure a safe environment for everyone, all substances, including alcohol or other mood-altering/intoxicating drugs, are not permitted and may result in an early transition back to the community and the development of a limited-service plan.
- We respect the physical personal space of everyone. Touch can be a trigger to an unwanted memory of a traumatic event. To ensure that we do not inadvertently trigger another person by touch, hugs, or any form of physical unwanted contact, we promote an environment of caution regarding the use of touch.
- Discrimination, harassment or abusive language directed at clients or staff will not be tolerated and will result in an early transition back to the community.

Items to bring for your stay

We want you to be as comfortable as possible while staying with us. The following is a list of items you may want to bring with you. All items brought into the facilities will undergo a search:

- ▶ Comfortable clothing: sweatpants, sweatshirts, lounge wear
- ▶ Pyjamas
- ▶ Comfortable shoes or slippers to wear inside
- ▶ Outdoor shoes or boots (weather dependent)
- ▶ Personal hygiene products (deodorant, toothpaste/brush) Shampoo and body wash is provided
- ▶ Book, journals, colouring pages
- ▶ Water bottle
- ▶ Bank card for vending machine
- ▶ Laundry detergent
- ▶ Traditional Medicines are welcomed
- ▶ If you need additional items during your stay, you can arrange for these to be delivered



What you can expect during your stay

To enter Northway, you must pass through the metal detector and consent to a search of your person and belongings.

Length of Stay

- Withdrawal Management: generally, 1-7 days
- Mental Health Crisis Safe Beds: generally up to 14 days
- Justice Safe Beds: generally up to 30 days with appropriate referral

Client Privacy and Safety

- Each client is assigned a private bedroom/washroom (You are not permitted to enter other clients' rooms).
- For safety, an ID wristband is provided to all clients and is to be worn at all times.
- If someone calls to ask about you, we will keep your privacy by not disclosing your presence. You can add someone to your consent list by letting the staff know.

Medical Support

Medication & Prescriptions

- All medications will be provided to staff for safe storage and available at scheduled times. Health/life-sustaining medications (e.g., inhalers, epi-pens, etc.) will be reviewed by staff and remain with you.
- Clients may access their medications as prescribed. Please remember to access your medications at the scheduled and prescribed times. Staff will prompt clients about their medication schedules as required.
- Staff can arrange to have your prescriptions delivered to Northway, including Methadone, Suboxone, etc. (some exceptions may apply).

On-Site Nurse Practitioner (NP)

- An NP available Monday through Friday. If you are interested in anti-crave medication, the NP will gladly discuss your options.
- Should you have any health concerns during your stay, please get in touch with the RN, who will assess you and engage the NP as appropriate.

First Aid

- It is an expectation that any injury or accident be reported to a staff member. They will offer first aid if it is needed.

What you can expect during your stay

Cell Phone & Electronic Devices

Cell Phones

- Cell phones are permitted following the first 72 hours of your stay.
- Cell phones are to be used in client rooms ONLY. Cell phones are not to be used in public spaces.
- Staff can assist you should you need to make phone calls for treatment or discharge planning.

Electronic Devices

- We highly recommend that you keep all electronic devices at home.
- Electronic devices are to be used in client rooms ONLY.
- If you bring items such as a cell phone, laptop, gaming devices, etc., we strongly encourage you to utilize the personal safe in your room for safe storage. Northway will not be responsible for lost or stolen items.

Clothing

- Clothing should be casual, comfortable and appropriate for the weather.
- Hats/sunglasses are recommended for scheduled outdoor activities.
- We encourage you to be aware of clothing that could be triggering or offensive to others. If you are unsure, clarify with the staff.
- For your safety, footwear must be worn at all times.
- We ask that you bring outdoor shoes and slippers or indoor shoes.

Environment

- This is a shared environment; therefore, we ask that you keep it clutter-free.
- We ask that you make your bed and keep your room tidy.
- You will be asked to participate in light “household” duties once you feel better.
- You will be assigned light housekeeping duties.
- Please clear dishes and trays of leftover food or garbage after meals.

Food and Beverages

- Nutrition is an essential aspect of your health and wellness.
- Water bottle filling stations are available throughout the building.
- Snacks are available at posted times.
- Meals will be delivered to client rooms for those who are intoxicated or in active withdrawal.
- Food cannot be stored or saved in client rooms due to environmental control measures (ants, rodents, etc.).
- Vending machines are available to purchase snacks and beverages.
- Food and beverages brought to the facility must be sealed in original packaging. Any item not sealed (coffee, tea, take-out) will be disposed of or sent home with loved ones.
- Meals are planned; therefore, staff cannot change diet requests based on preference.
- If you require a special diet/meal change, please advise staff during intake.

Hygiene

- You may feel most comfortable with your own toiletries. 3 in 1 soap is available and stocked in all washrooms/showers.
- We are a scent-sensitive environment. To help reduce the risk of allergic reactions, we ask you not to wear perfume, body spray or heavily scented lotions.
- As soon as you can, you are encouraged to be showered and dressed by 9 am.

Infection Control

- It is essential to wash your hands throughout the day.
- Use proper handwashing techniques while working in the kitchen or handling food.
- All clothing brought into the facility will be placed in a dryer on high heat. Items that cannot be laundered will be sent home or bagged and placed in an inaccessible storage area until discharge.

Outings

- Outings are limited to ensure that the focus remains on your recovery.
- Arrangements will be made to have your prescriptions delivered directly to the centre, reducing the need to go to the pharmacy.
- If you have an urgent appointment that cannot be rescheduled, please discuss it with staff, and they will review your request.
- You will be required to check in and provide verification that you attended the approved outing.

Programming and Physical Activity

- Physical activity is an integral part of your recovery. Clients are encouraged to utilize our therapeutic and recreational outdoor courtyards and the fitness centre during scheduled times.
- As able, clients are expected to attend all in-house therapeutic programming.

Restricted Items

- Using illicit substances (alcohol, narcotics, and non-prescribed medications) while admitted to Northway is prohibited and may result in an early transition back to the community.
- Weapons are prohibited and must be turned over to staff at admission. Weapons found in a client's possession after admission will result in an immediate transition back to the community.

Searches

- All clients and their belongings will be searched upon admission.
- Staff will conduct regular environmental safety scans. When staff become aware of a concern, they may conduct a specific search. Clients have the right to be present during this search.
- Clients have the right to decline a staff search, but should this be the choice, clients will be transitioned back to the community.
- Substances like alcohol and drugs, illicit weapons, and paraphernalia will be disposed of during admission.
- You may be asked to change into hospital clothing during this search so that your clothing can safely be checked.
- **Everyone is responsible for ensuring Northway is a safe place to receive care.**

What you can expect during your stay

Sleep

- At 10 pm, we ask that clients wind down for the night. You will be asked to return to your room, as establishing routine sleep habits is vital in recovery. This is a time to do an activity that will help you relax, such as journaling.
- We understand that music can be very therapeutic, but we ask that it be played only in your room, at a respectful volume to others around you.
- Using personal earbuds or headphones is ideal.
- Difficulty sleeping is common during withdrawal; our experienced staff can support you.

Smoking

- Designated smoking areas are available. Smoking within the facility or outside of designated areas is strictly prohibited.

Television

- Televisions are located in the lounge areas and will be accessible at scheduled times throughout the day/evening.
- Clients are expected to keep their feet off of the furniture
- Clients are asked not to sleep/lie down in the lounge
- Television will be turned off at 10 pm (2200 hours)

Traditional Ceremonies

- Northway is committed to supporting clients' spiritual health as part of the healing journey.
- Clients can perform traditional ceremonies involving burning sacred medicines in the designated Cedar Room or outside courtyards at Northway. Northway will provide medicines.
- Spiritual ceremonies without burning, using liquid smudge, are allowed in client rooms.

What you can expect during your stay [cont.]

Transition Plan

- You are expected to work alongside staff to begin working on your transition (discharge) plans the morning after your intake. This way, you will have a thorough transition/relapse prevention plan when you leave our care.
- Transitions occur after 09:30. Please arrange for pick-up after this time. (If an earlier time is required, please discuss it with the staff).
- You are responsible for taking all belongings with you.
- Items left after your transition will be disposed of unless there is an approved plan to pick them up within one (1) week (including items left behind by those who do not return from an outing).

Visitors

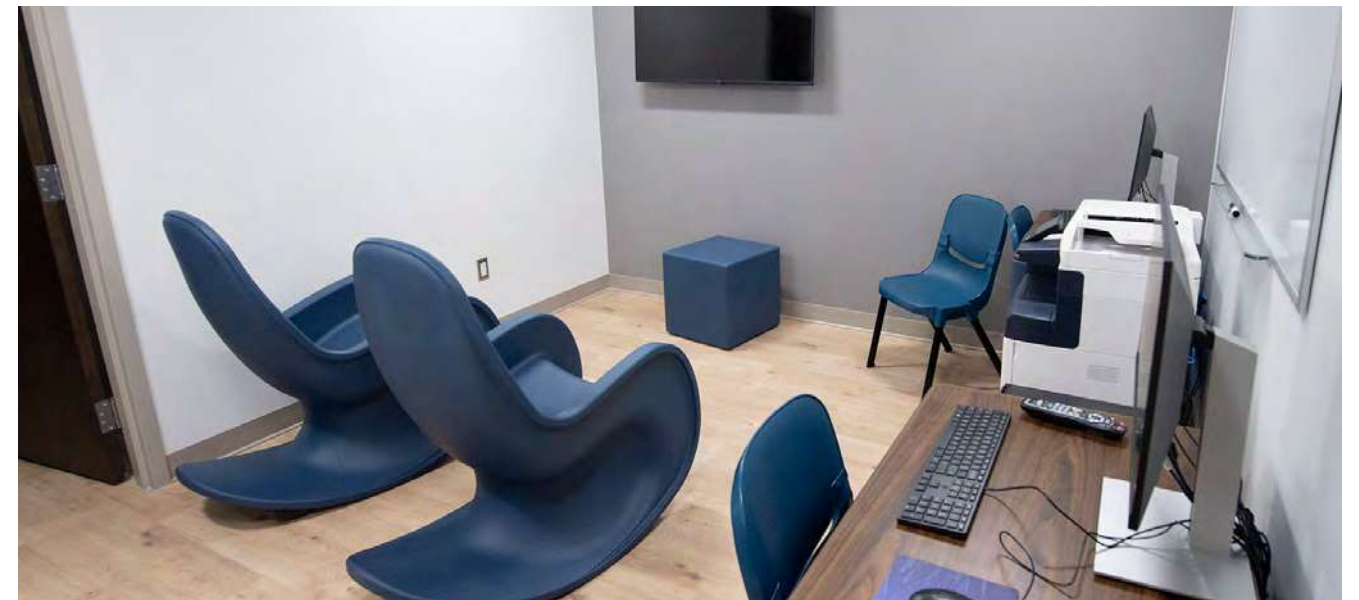
- Speak to your Care Team about having visitors.



Managing Bullying

Bullying is a conscious, willful, deliberate, hostile, targeted act toward an individual or group. It may reflect repeated behaviours by one or more people intending to harm others or gain real or perceived power and control. Aggressive behaviours are considered bullying when the actions become repeated or are done with the intention of causing harm or gaining power.

Withdrawal Management Service is intended to be a safe place for people to improve their lives. We require all clients to treat others with respect and dignity, as they would like to be treated. Bullying and any forms of aggression repute everyone's feelings of safety and harm other clients' recovery journey.



Important Phone Numbers

Northway Wellness Centre

705 942 - 1872

Sault Area Hospital

705 759 - 3434

Mental Health and Addictions

Elsie Ivic – Manager

Northway Wellness Centre

705 759 - 3434 ext. 7283

Heather Pritchard – Supervisor

Northway Wellness Centre

705 759 - 3434 ext. 7231

Patient Relations

Planning, Quality and Risk Department

Mailbox #83

Sault Area Hospital

750 Great Northern Road

Sault Ste. Marie, ON P6B 0A8

705 759 - 3807

E: patientrelations@sah.on.ca



Wellness Centre | Centre de Mieux-être
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