



Box 250 | 3741 Holland Ave | Cobble Hill, BC | V0R 1L0  
P 250.733.2006 F 250.733.2509 www.cedarscobblehill.com

## FAQ'S

### HOW IS MY PRIVACY PROTECTED?

We understand the stigma attached to seeking help for drug and alcohol addiction. Our private facility is situated on 60 acres of forested, private land, and is located over 20 minutes from the nearest City Center. Our highly professional staff are bound by confidentiality agreements and are only able to communicate with your permission to those individuals for whom a Release of Information form has been completed. Your privacy is vital to your treatment experience and is protected by us.

### IS THERE A FITNESS PROGRAM?

We at Cedars believe it is vital to one's physical, mental, emotional and spiritual well being to incorporate a blend of physical activities. We have daily walks in our forests, weekly yoga classes and afternoon fitness classes with our personal trainer.

### WHAT IF I HAVE PHYSICAL LIMITATIONS?

Each request for admission is assessed on an individual basis. If it would be in your best interest with your physical limitations to go elsewhere we will recommend that, otherwise we will accommodate you.

### CAN I BRING MY PETS?

Cedars has several resident dogs. Dogs on leash are welcome on the property during visiting hours each Sunday afternoon. At Cedars we understand the challenges of having to leave behind pets in order to attend treatment and build a life in recovery; however pets are not allowed to stay with individuals full time in treatment. We highly recommend a local Dog Care Company Happy Tails Dog Daycare who would be happy to take care of your dog while you are in treatment. Dogs staying at Happy Tails can be picked up by family members or members of our Cedars Alumni and be brought to see you during visiting hours.

### WHEN AM I ABLE TO VISIT? PHONE?

We require seven days with no outside contact in order to stabilize and orient the patients in their recovery process. Thereafter they may use the telephone for ten minute intervals at scheduled times and have visitors on Sunday afternoons.

### CAN I SEND/BRING FLOWERS/ FRUIT BASKET/ CHOCOLATES/ CIGARETTES/ BOOKS TO MY LOVED ONE?

We can receive flowers for patients however we cannot accommodate any outside food or drink. Please speak to your family member's counsellor regarding bringing any other gifts.

### CAN I WRITE TO MY LOVED ONE?

Letters are welcome and mail is received Monday – Friday, please make sure to use our post office box and not our street address when addressing your letters. Our mailing address is: P.O. Box 250, Cobble Hill BC, V0R 1L0.

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### WHAT IS CEDARS ALUMNI?

You are not forgotten once you leave Cedars at Cobble Hill. Patients who complete the program become Cedars Alumni, and are afforded a myriad of opportunities to continue to grow, connect and serve. Specific alumni opportunities include, mentoring peers, an annual reunion, a weekly on site 12 step meeting and monthly celebrations of recovery.

### DIETARY CONCERNS?

Good nutrition is an essential part of recovery. Every effort is made by our team of trained and talented chefs to provide well balanced, nutritional, and tastefully prepared meals that meet the needs of our patients. Special dietary needs are easily accommodated.

### WHERE ARE YOU LOCATED?

We are located in Cobble Hill, British Columbia on Vancouver Island.

### DO YOU OFFER TRANSPORTATION SERVICES FOR OUT OF TOWN CLIENTS?

We are able to provide transportation to and from major travel terminals on Vancouver Island. Please see "how to get here" for details and travel information.

### DO I NEED A DOCTORS REFERAL TO COME TO TREATMENT?

Cedars at Cobble Hill does not require a medical referral in order to attend any of our programs. Self referral is accepted. Request for treatment will be evaluated by our clinical team and medical professionals. Approval of this request is all that is required.

### How do I get started?

If you're reading these Frequently Asked Questions, you are already well on your way! We would advise you to take a look at our "Treatment Programs & Services and our "Admissions" sections of our website for further details. If you have any questions or want to register for any of our addiction treatment programs call us toll free at 1-866-716-2006. Our staff is available 24 hours 7 days a week.

### DOES YOUR PROGRAM TREAT DRUGS AND ALCOHOL?

Our Residential Treatment program treats all addiction disorders. Patients present with a variety of process addictions including gambling, sex, internet and all eating disorders. Some of the substances we treat at Cedars are: Alcohol, Marijuana, Heroin, Cocaine, OxyContin, Crack, Fentanyl, Morphine etc.

### IS THERE ANY ACCESS TO SERVICES SUCH AS MASSAGE THERAPY AND HAIR STYLING?

cedars has a hair stylist on site available for hair cuts one evening per week. All other self care appointments (such as massage therapy, chiropractic, acupuncture, physiotherapy, eye care, dental and other health services) are available locally by request, but do require referral from our Cedars Addiction Medicine Physician.

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### WHAT CAN I EXPECT ONCE I LEAVE RESIDENTIAL TREATMENT?

Following completion of our residential inpatient treatment program all individuals will receive a personalized continuing care plan. Our continuing care program includes (but is not limited to) 6 months of group therapy sessions either online or with a professional where the patient resides, referral to Cedars Alumni in their area, 12 Step meeting location lists, alumni programs and events, subscription to our monthly Recovery Connection E-Newsletter and Daily Inspirational emails. Our staff is also available to our alumni 24 hours 7 days per week for support at our toll-free number 1-866-716-2006.

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### HOW LONG IS THE PROGRAM?

Our treatment philosophy is based on individual needs. A treatment plan for each individual is created and includes inpatient treatment, continuing care and monitored recovery agreements if applicable. The average stay for inpatient treatment is 6-8 weeks, however; at Cedars we focus on a full recovery for every individual and focus is placed on quality of treatment over duration of treatment. A full recovery experience for our patients is essential to their sustained sobriety.

### WHAT IF I HAVE MENTAL HEALTH ISSUES?

At Cedars we treat each patient on an individual basis. It is not uncommon for people with addiction disorders to also present with mental health issues (such as Post Traumatic Stress Disorder, Bi-Polar Disorder, Depression, Anxiety Disorders etc.) and those patients will require a customized treatment stream.

### WHAT IS A TYPICAL DAY LIKE IN YOUR PROGRAM?

During a typical day at Cedars, our patients participate in a number of structured activities, including morning meditation, mindfulness practices, specialty groups, individual and peer assessments, group therapy, 12 step work, assignments, individual counselling, walks in our 60 acres of forest, fitness classes with our personal trainer, yoga, movie/games nights, AA/NA meetings, and Cedars Alumni Night Friday meeting. We do incorporate some open time for patients to watch television, interact with peers, and participate in other social activities. There is also an opportunity for patients to attend local offsite meetings, and participate in our Equine Therapy program facilitated by Generation Farms. Please refer to our Weekly Schedule for a detailed outline of our daily activities.

### IS THERE A WAITLIST FOR TREATMENT?

Not at this time. At Cedars we understand the urgency associated with the disease of addiction. We will make every effort to accommodate requests that require immediate admission. Please contact our admissions department for more details.

### WHAT IS THE COST?

Because our program is based on individual needs, the final cost for treatment is different for everyone. Please contact one of our Admissions Coordinators for details on the required deposit for treatment and further details.

### CAN YOU HELP ME ENROLL SOMEONE IN TREATMENT WHO IS UNMOTIVATED?

Although no one can force a family member or friend into treatment there are highly trained individuals available to help you through the process of an intervention. Please contact our Admissions Department at 1-866-716-2006 for a referral to a professional in your area. Cedars will collaborate with counsellors and interventionist to ensure a supportive transition into treatment.

### DO I NEED TREATMENT?

Upon admission in to Cedars a comprehensive evaluation is done by our addiction medicine specialist physicians in order to ensure treatment is suitable for the individual. If treatment is not required we will connect you with other resources.

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