



**BC MENTAL HEALTH
& SUBSTANCE USE SERVICES**
An Agency of the Provincial Health Services Authority

Heartwood Centre for Women Supplementary Referral Forms & Information

BC Mental Health & Substance Use Services Mandate

BC Mental Health & Substance Use Services, an agency of the Provincial Health Services Authority, provides a diverse range of specialized and one-of-a-kind tertiary mental health and substance use services for individuals across the province.

Section One: Supplementary Forms

**Please complete all forms and include in Client Referral Package submission to
your Health Authority Liaison.**

Funding Information

There is a per diem cost for Heartwood of \$40 per day for 90 days for a total of \$3600. There are several ways to receive funding:

- If on Income assistance an application can be made to Ministry of Social Development (form attached). Please ensure that client's rent is covered while in treatment (maximum allowable is \$375 per month)
- If a First Nations woman with status, she can contact First Nations Health Authority at 604 693 6500 to discuss options.
- Self-pay. The client must provide a signed letter indicating that the client is prepared to pay the full amount. They are also responsible for paying for all medications while in the program. Heartwood will provide the client with detailed invoices documenting prescription costs.
- Extended benefits. Heartwood requires a letter from the client's provider that accompanies this application.
- Clients may apply to their health authority through their Case Manager/Counsellor for accommodation fee subsidy for partial or full payment

Treatment program will be paid (please check one box below):

- Client/Family Paid – Please have the client submit a letter from the payee that is dated with the payee signature, confirming they will pay for treatment and provide the following information:

Billed to name: _____

Billed to address: _____

Billed to phone: _____

Please note the Provincial Health Services Authority will bill directly for per diem costs each month.

- MSDI - Please complete the form on the next page, please submit to MSDI for approval and confirmation
- Accommodation Fee – Please attach the relevant Health Authority Accommodation Fee Subsidy Approval form.
- Employer Paid – Please have the Benefits Administrator from the client's employer fax confirmation to 604 875 2039.
- First Nations Health Authority - Please have a First Nations Health Authority Representative fax confirmation to 604 875 2039.
- Canada Pension Plan (CPP)

MINISTRY OF SOCIAL DEVELOPMENT - FUNDING VERIFICATION FORM: HEARTWOOD CENTRE FOR WOMEN

TO: MSD	Office:	Fax:
	Attn:	Tel:
FROM:	Name:	Position:
	Tel:	Fax:
CLIENT:	Name:	SIN#:

The above named client has been referred for admission to a qualifying residential addictions program, **Heartwood Centre for Women**. Prior to admission, the facility requires confirmation that the client's per diem costs (less and non-exempt income) will be paid by the MSD (Ministry of Social Development) while in receipt of, and eligible for, income assistance.

Client Authorization

I _____, authorize the Ministry of Social Development to confirm my eligibility for funding, and to release any related information to the above name staff.

Client Signature: _____ **Date:** _____

MINISTRY OF SOCIAL DEVELOPMENT – COMPLETE & FAX ABOVE

Client has an open and active file	<input type="checkbox"/> YES <input type="checkbox"/> NO
Client has NOT applied for MSD within the last 30 days	<input type="checkbox"/> YES <input type="checkbox"/> NO
Client funding eligibility	<input type="checkbox"/> YES <input type="checkbox"/> NO
Client's per diem will be paid by the MSD as per current eligibility less a non-exempt income from other.	<input type="checkbox"/> ELIGIBLE <input type="checkbox"/> INELIGIBLE
Sources:	Per Diem Rate: \$40
<i>If applicable:</i> Less any non-exempt income (monthly amount divided by 30 days) Non-exempt income from: _____	\$ \$

If applicable:
Nutritional Subsidy, \$ _____ per month

Completed by:

PRINT NAME: _____

SIGNATURE: _____

DATE: _____

MSD OFFICE STAMP

Medication & Programming Agreement

The main structure of our treatment is from the core matrix program, which occurs between the hours of 9:30 AM to 4:30 PM and attendance to each class is complementary to the next. You will gain the maximum benefit by attending the full program.

The program also supports our advocacy for non-pharmacologic approaches towards anxiety, pain and sleep; which include the use of mindfulness exercises, acupuncture, yoga and exercise.

We also acknowledge the benefits of medications to assist with these health issues; these are, ideally, non-habit forming medications.

Please be reassured that at the time of your intake, your medications will be reviewed and adjustments will be made to optimize and align your treatment program here; you will be included in all of those decisions.

To summarize, for consideration of the waitlist at Heartwood, we hope that you are in agreement with a medication change, if applicable, and to attend the core program while here.

I have read the above information and agree participate in programming to the best of my ability and to be receptive to medication and non-pharmacological approaches towards my improved health.

Signatures

Client:

Date:

Smoke-Free Acknowledgement

Case Manager

Date:

- I am aware that the Centre and grounds are designated smoke-free environment. For clients who are motivated there are many resources to empower clients in our smoke free community.
- I will not use tobacco/e-cigarette products anywhere on Centre grounds. I will not smoke in my room, inside the facility, or outside the facility on Centre property. This includes not only clients but also staff and visitors.
- I will not bring tobacco/e-cigarette products, lighters and other smoking paraphernalia onto the unit.
- I understand and accept that all tobacco/e-cigarette products and paraphernalia found in other areas of the building will be destroyed by Centre staff. No e-cigarettes or nicotine-free cigarettes are allowed.

- I understand and accept that repeated violations of smoke-free policies will result in discharge from the program.
- I am aware that the Centre has a well-established program for smoking cessation – a full range of nicotine replacement and psychosocial treatments are available at the Centre.
- We are not requiring clients to quit, rather, staff will work with clients to respect the guidelines set out by this provincial mandate. This is similar to smoke-free legislation in malls, beaches, parks, etc.

Signatures

Client Name (please print):

Date:

Client Signature

Participation Agreement

I have agreed to apply for treatment at the Heartwood Centre for Women and have reviewed the program services available.

- I understand that Heartwood is an abstinence-based program and I agree with the following:
- I will participate in the following activities upon arrival to Heartwood and commit to the 90 day treatment program:
 - Complete a physical examination with the program physician and nurses
 - Meet with the psychiatrist if it is recommended
 - Participate in a medication review upon intake.
 - Will participate in the required bed bug protocol: shower and wash clothing on admission
 - Will treat others with respect, dignity and without discrimination.
 - Participate in an assessment and development of a treatment plan and follow this treatment plan
 - Participate in group and individual counselling programs
 - Will follow the “retreat time” (2 weeks) of the program and not have contact with outside people unless prearranged
 - With my Treatment Team if there is an urgent need and will not leave the unit without staff permission
 - Work with the Heartwood Treatment Team in order to plan a successful return home after treatment

- Follow program guidelines including no violence and no recruitment of others into gangs or prostitution.
- Will restrict or not use any tobacco products during my treatment , consider the goal of tobacco abstinence
- Will abstain from all drugs, alcohol and over-the counter and pharmaceuticals except medication prescribed by the program physician during my treatment
- Will not use scents during my treatment
- Will not leave the program area unless it is planned with my Treatment Team
- Will restrict visits from family and supports to visiting hours unless otherwise authorized by my Treatment Team
- Will not bring cell phones, cameras, mp3 players, Ipods or personal data devices
- Will keep all information about other program participants confidential
- Will provide urine drug screens and breathalysers when requested by the staff
- Will provide all prescription and non-prescription medications to the nurse
- Will share a room during my stay with up to three other women
- Will not have or store any food items in my room or other non-designated areas of the centre
- Will keep my room clean and clutter free
- Will not have individuals in my room except for staff and my roommates
- Staff may conduct random room searches in my room throughout my stay at the centre
- Will take all my belonging upon discharge. Belongings left after discharge from the centre will be donated to charity

Signatures

Client:	Date:
Case Manager	Date:

Section Two: Client Information

Please provide this section to your client for their information.

Who We Are

The Heartwood Centre for Women is a community where staff and residents work together to create a holistic, therapeutic environment where women can engage in a process of healing and recovery. The overall Heartwood team includes many professionals that are here to assist you in your recovery. You will have a treatment team who will help guide you through the program at the Centre. The community is here to help and support you. We want you to succeed and will help you as much as possible.

Program Information

General:

- 90 day program
- First 2 weeks is stabilization period (STAR)
- Treatment starts in week 3
- All female program
- 28 clients from across the province
- shared accommodations

S.T.A.R:

- First 2 weeks of the program with restrictions (no phone calls or visits). Please note there are some exceptions such as contacting young children.
- Clients can go offsite with staff during these 2 weeks.
- Gentle start to the program to help with the transition into treatment.

What to bring:

- Please bring your belongings in one piece of luggage.
- Comfortable clothing; there is laundry on site and we provide you with laundry detergent. Weather appropriate for outdoor activity, also exercise clothes if you like.
- Make up, toiletries, hygiene products, hair dryer, etc. We provide one locked cupboard.
- 2 days' worth of medications bubble packed (you do not need to bring 3 months' worth) is suggested.
*Please advise Salena if you are taking any special Authority medications, which will require advance transfer of Rx.
- Also suggest (if available) a calling card for long distance, petty cash for bus tickets if you plan any leisure passes in future. ID if you wish to apply for any other benefits while you are here

Please feel free to contact Salena Wilson, Pre-Admission Coordinator, directly at 604-875-3152 with any questions or concerns.

S.T.A.R. Program (Stabilization, Assessment, Retreat)

On arrival at Heartwood, you will meet with a nurse to discuss your medical and social needs and plans for treatment. The goals of the S.T.A.R. program include:

- Managing withdrawal from substance use
- Identifying and treating medical and mental health concerns
- Developing daily routines, learning to live in a community
- Developing healthy sleep and hygiene habits and learning how to engage in structured programming
- Your primary contact during S.T.A.R. is your counsellor and your Nurse.

Retreat lasts for two weeks. During this time you will not have contact with anyone from your home community, except young children. In some cases, you will only go out with staff, to ensure that you begin to focus solely on yourself and your recovery. You will be able to receive mail. If there are any serious issues, you will be able to contact people back home with staff assistance.

During S.T.A.R., you will attend groups and individual sessions. Heartwood is smoke and tobacco free. If you are a smoker, you begin to attend a smoking cessation group.

We will help you to reduce your use and to work towards a goal of abstinence from tobacco. You will get help with this including “the patch” and other nicotine replacement therapy such as lozenges and gum. After two weeks, you will begin to attend larger treatment groups, which will continue for the rest of your stay.

What We Do

The Program will help you to:

- Identify your strengths and apply them to your long-term recovery plan;
- Improve your emotional, physical and mental well-being;
- Understand the role drugs and alcohol have played in your life;
- Understand the role of mental wellness with substance use;
- Learn how proper nutrition can contribute to your recovery and overall wellness;
- Participate in regular fitness and leisure activities to support your recovery;
- Learn skills to improve the quality of your family and community relationships;
- Engage in spiritual activities of your choosing;
- Set realistic goals and learn how to live without depending on drugs and alcohol;
- Set realistic goals for education and/or employment;
- Decrease your involvement with the law;
- Develop your transition plan to return to your community after treatment;
- Complete applications for services such as income assistance

What You Can Expect from Heartwood Staff

- Welcoming acceptance, engagement and a non-judgmental attitude;
- Treatment that is dignified, respectful and without discrimination;
- Confidentiality—your personal information is not shared (unless consent is given). Exceptions are outlined in the consent form signed at admission;
- Professional approach at all times.

Our Team

Program Director

The Program Director oversees the program and works with Health Authorities and the Ministry of Health to ensure the program is meeting the current needs of women coming from across the province.

Program Coordinator

The Program Coordinator provides overall coordination of the program and guidance to staff at Heartwood and ensures the program runs smoothly.

Administration

Administration provides support to you while you are in the program with providing supplies, handing out phones, printing documents as needed and other office and facilities support.

Doctors

Doctors at Heartwood work with you to ensure that all your medical needs are being attended to while participating in the treatment program. They work closely with you to review your medical history, medications and other health issues related to your recovery.

Nurse Practitioner

The Heartwood Nurse Practitioner works closely with the doctors and you to provide ensure that all your medical needs are attended to.

Nurses

Nurses at Heartwood provide and coordinate nursing care for you. This includes assessment, providing treatment and managing medications. They work with the inter-disciplinary team to ensure that your health care goals are met and to ensure your safety.

Counsellors/Social Workers

The Counsellors and Social Workers at Heartwood provide counselling support for you. They provide group and individual counselling, conduct family support and relapse prevention sessions, and deliver educational seminars. The social workers also support you with any MCFD concerns and provide a family and friends education group on Sundays.

Dietitian

The Dietitian at Heartwood works closely with you to review, plan and set nutrition goals and care plans both while attending the program and afterwards. This is done through individual assessment, healthy eating classes, menu planning activities, and simulated grocery store tours.

Elders

Indigenous Elders are available for consultation at Heartwood. Some of these Elders work within other community organizations. The Native Friendship Centre and the Aboriginal Wellness Program are available in Vancouver and visits can be organized to attend these organizations and to meet with Elders.

Recreation Therapist

The Recreational Therapist at Heartwood plans and implements recreation programs for your recovery from substance dependence and mental health issues. Activities include exercise, art, music, crafts, therapeutic gardening and outings.

Recent offsite outings have included: Hillcrest Recreation Centre, Granville Island, and Bloedel Conservatory. As offsite outings are staff escorted, all clients, regardless of pass level, are encouraged to attend. Recent onsite activities have included: daily walks, “back and abs” classes, spa nights, cooking classes, gardening on the patio, hoola hoop fitness and board game nights.

Expressive Art Therapist

The Art Therapist at Heartwood supports clients to begin working on emotional healing, awareness and self-development. Art is used to explore and express emotions, thoughts, and behaviors in a personal and creative way. Much of the artwork you see at Heartwood is created by women in the program.

Acupuncturist

The Acupuncturist at Heartwood works closely with you to attend to physical and emotional concerns through the use of acupuncture techniques and other complementary therapies. Acupuncture can treat a wide range of health concerns, including, but not limited to: headaches, phobias, asthma, arthritis, addiction, menstrual cramps, lower-back pain, and carpal tunnel syndrome.

Yoga Practitioner

The yoga practitioner works with the basic principles of alignment and yoga philosophies in the program. These will encourage a well-rounded practice that promotes a deeper sense of inner stillness. Yoga allows you to remain more flexible in body and mind which can open you to more opportunities in your daily life.

What We Need from You

- Communication that is open, honest and respectful. Assertive communication is preferred, and it is understood that we can only speak from our own experience;
- An absence of gossip and other communications that are malicious or unkind;
- Expressions of feelings using respectful language, and an awareness of how language (i.e. swearing) might impact others;
- An awareness of the feelings and needs of others and considerate actions;
- An absence of graphic “drug talk”, “war stories” or stories of self-harm. Healthy and constructive information on substance use is good, but “drug talk” is detrimental;
- A respect of the property of others including the property of Heartwood Centre;
- Conflict resolution free of the use of violence. Violence will result in discharge;
- An openness to speak to staff if you are having thoughts of self-harm;
- An openness to get support if you are under stress with upcoming court appearances, family conflicts, cravings, triggers etc;
- A commitment to follow safety and security procedures to keep everyone safe.

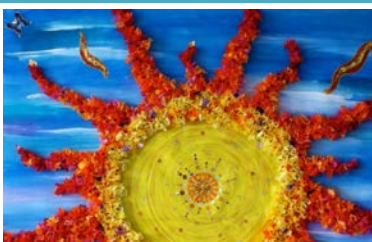
The Impressions of One Heartwood Woman

My name is Emma, and I am a mother of two young boys. I am a daughter to a father with 35 years’ sobriety. I arrived at Heartwood in the summer of 2012. I was scared, nervous, curious, but most of all broken. My heart ached for a way out, a solution to my problems. When I first got here, I did not want to be here. I did not think I needed to be here, but my soul knew I was in the right place.

Now, several weeks later, I know that Heartwood has shown me light at the end of the tunnel. The Heartwood community is full of women and staff who provide an atmosphere of healing, love, compassion, and support. If I am having a bad day, there’s always another resident to listen or give a hug when I really need one. As Heartwood women, many of us are going through similar struggles, and that is the glue that holds us together until we mend the holes in our hearts ourselves.

With every day, I grow and gain hope, courage, and wisdom. I believe that one day I will truly love myself again, and that my journey at Heartwood is only the beginning of my new life. I am truly grateful and blessed to be here and hope that other women step through the doors of Heartwood and experience what I have. There’s nothing to lose and only your life to gain.

Going Offsite



Some activities include escorted outings off the site. These escorted activities are part of your treatment plan and the degree to which you will be involved is worked on with your counsellor and recreation therapist. Over time, you will be able to leave the site without an escort. Unescorted passes will be arranged when you and your treatment team decide that it is a safe option for you.

Family and Friend Visitors

During S.T.A.R. you will not have any family or friend visits, unless approved by staff due to special circumstances.

Urine Testing/Breathalyzer

You are required to provide breath/urine samples when requested by the staff. This is done on an individual basis and samples may be requested at any time. You may also request that a breath/urine sample if you would like to. A sample will also be requested after passes longer than four hours. If you do not provide a sample when requested, it will be considered to have tested positive for substances.

Community Participation

Heartwood holds a weekly community meeting to discuss issues related to community living at the Centre. Residents are required to attend and encouraged to build community during these meetings and develop a sense of empowerment and responsibility.

This means that you will become more and more involved in the Heartwood community, by doing chores like helping to set up for groups, acupuncture and yoga, by watering the plants, doing laundry, tidying the lounge, setting up and returning tables to their original condition in rooms, and cleaning the quiet room.

As you move through the treatment program you may become a peer mentor and assist new residents coming to the Heartwood Centre. You may also escort women on walks and short outings.

Therapy Interfering Behaviours

Socially acceptable behaviour is an important part of recovery. A community is not safe when physical or verbal threatening behaviour is tolerated and it affects everyone's recovery.

Sexual/intimate relationships between residents are not permitted. We would like you to focus on your recovery and develop supportive friendships while at the centre. If the impact is considered serious, you may be asked to leave the Centre.

Physical and verbal threats towards staff and other residents will not be tolerated. Your treatment team will meet with you if this occurs and assist you in changing your behaviour.

However, if this behaviour continues you may be asked to leave the Centre. If there is physical violence you will be asked to leave the Centre.

Heartwood requests a commitment from all clients not to bring, share, sell drugs, drug paraphernalia or tobacco products on site, not to recruit others into sex work or gangs. (All will result in discharge).

Note: If you are asked to leave Heartwood, discharge planning will happen with your care team before you leave.

Hospital Grounds – Respect for Neighbours

When it is determined by you and your Treatment Team that you are able to leave the floor, we ask that you remember that the grounds are shared by many other programs and people, including BC Children’s Hospital. Please be aware of your surroundings and take care not to share confidential information. If anyone makes you feel nervous or unsafe, please tell a member of the Heartwood staff team immediately. Smoking is not permitted on Hospital grounds. Smoking on Hospital grounds or in the hospital may result in a large fine and will result in discharge from the Heartwood program.

Rooms - Cleanliness

Please remember that your bedrooms are shared spaces. Bedrooms must be kept in a neat and orderly fashion at all times and the entrance cannot be blocked. To keep the Centre free from bugs and small rodents, we require that food be kept out all rooms except the kitchen at all times.

We invite you to post decorations on the bulletin boards provided but ask that no posters or other pictures be put on the walls using tape. Nursing staff will provide you with adhesive tack to post on walls. We strongly encourage you to store all personal belongings (such as clothing, spending money etc.) in the locker assigned to you. We ask that you keep all of your belongings and money secured. The Centre is not responsible for them and will not replace them. Only residents residing in the room are allowed in the bedroom. Please do not invite other residents into your room.

Laundry – Machines and Soap Included

All the women in Heartwood are expected to do their own laundry, using the facilities in the Centre. Heartwood will provide you with six laundry pods in your welcome bag. When you are entering the Treatment Phase of your treatment, please see Administration to get the remainder of your laundry pods for the duration of your stay. Please be sure to lock your laundry pods away as Heartwood is unable to provide you with any more pods than those that you are provided when you connect with Administration.

Linens

Heartwood provides you with your bed linens while you are here. If you notice that there is a tear in any of your linens or that they are stained, please see Administration to discuss getting replacements. We want to ensure that you are sleeping comfortably and part of this means having nice bed linens.

Scents – Not Permitted

Heartwood is a scent-free facility. We ask that clients and staff not wear scents for those who have negative reactions around smells. For this reason, we ask that you not bring nail polish remover with you when you come to Heartwood. We will supply it to you for use at Spa night. You are welcome to bring nail polish with you for use on Spa night as well.

Electronics

Please note that laptops, tablets, , iPods, cameras and cell phones are not allowed at Heartwood. Heartwood has mp3 players that you can borrow. Please see the Recreation Therapist for details.

Computer Use

A computer is available to clients. The computer can only be used for **30 minutes per day** per client and you must sign up, using the sign-up sheet located in the nursing station. You must be a yellow or green pass-holder to use the computer.

Please see the guidelines for computer use posted by the computer in the Onawa Room. Please avoid the following when using the computer:

- Changing the Password
- Pornography
- Viewing violent/graphic images, videos, materials
- Gambling
- Shopping
- Saving pictures, files, videos or any other media to the computer
- Downloading to the computer
- Allowing Guests to use the computer
- Fraudulent activity
- Setting up a webcam
- Installing software, plug-ins, etc.
- Dismantling hardware
- Phone charging or downloading/uploading to/from phone
- Harassing other clients who are using the computer
- Consuming food or drink near workstation

When there is a violation of the above our computer services department will lock the workstation, resulting in the computer being unavailable for use for up to two weeks. Misuse of the computer can result in suspension of computer use for the duration of your stay.

Concerns and Complaints

If you have a complaint about the program staff or another participant, please first speak with the person involved. If the complaint remains unresolved please speak to your counsellor. If you wish to make a complaint about a Heartwood staff member, please speak with the Program Coordinator. If your complaint is about the Program Coordinator, please speak with Heartwood's Program Director.

Client Experience Surveys

You will be given the opportunity to evaluate the services of Heartwood at the end of retreat, mid way and before leaving the program. Please take a moment to provide us with feedback as this provides us with an opportunity to make improvements that improve your experience.