



# HEARTWOOD

## CENTRE FOR WOMEN

# Heartwood Centre for Women Information Package for Clients & Supplementary Referral Forms

### **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.



***The Heartwood Centre for Women*** is a community wherein staff and residents work together to create a holistic, therapeutic environment where women can engage in a process of healing and recovery.

The program at Heartwood focuses on supporting women to establish safety and stabilization in their lives. This includes stopping all substance use, working to establish safety in relationships, and avoiding self-harm behaviours. The program can be described as “Stage one” treatment based on Judith Herman’s “Three stages Model of Trauma and Recovery”. \*

During your stay at Heartwood, you will learn about the effects of trauma on the nervous system and the relationships between trauma, mental health and substance use. You will learn skills to regulate impulses, calm the body, and remain in the “here and now”. These foundational self-regulation skills, as well as interpersonal effectiveness skills, distress tolerance, sleep hygiene, nutrition, and life skills - are the necessary first steps that will support you to establish safety in your life and carry on with healing and recovery after Heartwood.

\*Judith Herman, *Trauma and Recovery: The Aftermath of Violence from Domestic Abuse to Political Terror* (New York: Basic Books, 1992)

### General Program Information:

- 90 day residential treatment program
- Mandatory group programming 5 days per week that generally takes place between 9am and 4pm. Some optional evening and weekend activities.
- Located at BC Women’s Hospital
- A program for both cis and trans women
- 28 clients from across the Province
- Shared accommodations (4 women in each room)
- Open to BC residents with a valid BC Medical Services Plan (MSP) number.
- First 2 weeks is **ST**abilization, **A**ssessment and **R**etreat (ST.A.R.)

### Funding:

- Heartwood does not charge a fee to clients. However, clients who are on Income Assistance or Disability will have their cheques reduced by the Ministry of Social Development and Poverty Reduction (MSD) to comfort allowances for the duration of treatment.
- If you receive CPP or funding from any other agency, please liaise with MSD to discuss what payments you would continue to receive while in treatment.
- Please liaise with your local MSD office to ensure that any housing payments made by MSD will continue to be made throughout your stay.

## **ST.A.R. (STabilization, Assessment, Retreat)**

The STAR program creates space and time to focus solely on yourself and your recovery. All women start with two weeks in STAR. Visitors and phone calls are not allowed during STAR.

Goals of the STAR program include:

- Managing withdrawal from substances
- Identifying and treating medical and mental health concerns
- Developing daily routines
- Learning to live in community
- Developing healthy sleep and hygiene habits
- Learning how to engage in structured programming

During these two weeks, you will:

- Meet your social worker
- Attend groups
- Be able to send and receive mail
- Have the option to go on staff-accompanied outings
- Not have access to telephone or computer. Exceptions can be made to allow for clients to contact young children.

After two weeks, you will transition to the full treatment program at Heartwood.

### **The program will help you to:**

- Identify your strengths and apply them to your long-term recovery plan.
- Improve your emotional, physical, mental and spiritual well-being.
- Understand the role that drugs and alcohol have played in your life.
- Understand the relationship between mental health, substance use, and trauma.
- Learn how proper nutrition can contribute to your recovery and overall wellness.
- Participate in regular fitness and leisure activities that support your recovery.
- Learn skills to improve the quality of your family and community relationships.
- Engage in spiritual activities of your choosing.
- Learn how to live without depending on drugs or alcohol.
- Set realistic goals for education and/or employment.
- Develop your transition plan to return to your community after treatment.

### **What you can expect from staff**

- Welcoming acceptance, engagement and a non-judgmental attitude.
- Treatment that is dignified, respectful and without discrimination.
- Confidentiality. There are some exceptions to confidentiality, which are outlined in the consent form signed at admission.
- Professional approach at all times.

## **The Heartwood Staff Team**

### **Clinical Services Manager**

The Clinical Services Manager 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.

### **Patient Care Coordinator (PCC) and Professional Practice Lead (PPL)**

The PCC and PPL provide overall coordination of the program and guidance to nurses and social workers to ensure the program runs smoothly.

### **Administration**

The administration team provide support to you while you are in the program by providing supplies, printing documents as needed and other office and facilities support.

### **Doctors**

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

### **Nurses**

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

### **Social Workers**

Social Workers provide group facilitation, individual counselling, and can liaise with community supports around your recovery goals. They can also support you with any child welfare or legal concerns you may have.

### **Dietitian**

The Dietitian supports you to set and review nutrition goals and care plans. This is done through individual assessment, nutrition class and menu planning.

### **Recreation Therapist**

The Recreation Therapist plans and implements recreation programming including exercise, art, cooking class, music, crafts, therapeutic gardening and outings.

### **Yoga Instructor**

The Yoga Instructor works with the basic principles of alignment and yoga philosophies. 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.

### **Indigenous Care Coordinator**

The Indigenous Care Coordinator offers cultural and spiritual support to clients as well as cultural group programming. She works closely with Indigenous clients to ensure that cultural safety is part of their treatment plan and liaises with community indigenous organizations as needed. The Indigenous Care Coordinator facilitates groups that are open to all women at Heartwood to learn more about the Medicine Wheel and Talking Circles. These groups promote holistic wellness and cultural support from an Indigenous worldview and create safe spaces for sharing and discussion.

### **Expressive Art Therapist**

The Art Therapist 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 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.

### **Music Therapist**

Music Therapy at Heartwood provides clients with a space to identify alternative coping skills, process emotions, and develop deeper self-awareness. Through creative musical interactions, aspects of the self are expressed and explored in a personal and meaningful way. Adapted music lessons are also provided to strengthen new or existing musical goals.

### **Access & Flow Coordinator**

The Access & Flow Coordinator plans intakes into the program, and is sometimes involved in discharges back to the community. She liaises with each BC Health Authority to make your entrance into the program as smooth as possible, and will probably be your first point of contact with us. *Please contact the Access & Flow Coordinator directly at 604-875-3152 with any questions.*

### **What We Need From You**

We ask that you arrive ready to participate in your own recovery and in the community of Heartwood. This includes the following:

- Communication that is open, honest and respectful. Assertive communication is preferred.
- An absence of gossip and other communication that is malicious or unkind.
- An absence of graphic “drug talk”, “war stories” or stories of self-harm.
- Respect for other people’s property including the property of Heartwood Centre.
- A commitment to resolving conflict without the use of violence
- Speaking to staff if you have thoughts of suicide, self-harm, or relapse.
- Asking for support when you need it.

*Please see the Heartwood Participation Agreement at the end of this package for more about this.*

### **Giving Urine and Breathalyzer Samples**

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

### **Going Offsite**

Some activities include escorted outings off the site. These escorted activities are part of your treatment plan that you will make with your social worker 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.

### **Scheduling Visits**

After STAR, visits are restricted to Sunday afternoon visiting hours.

### **Participating in the Community**

Heartwood holds a weekly Community Meeting to discuss issues related to community living at Heartwood. Residents are required to attend and encouraged to build community during these meetings and develop a sense of empowerment and responsibility. As you move through the treatment program, you'll have the opportunity to provide leadership to new residents. This is an important contribution in creating of a safe and welcoming environment.

You will be responsible for cleaning up after yourself and will be assigned a weekly chore to assist in the upkeep of the centre. Some chores include: helping to set up for groups, watering plants, doing laundry and tidying the lounge.

### **Respecting Confidentiality**

When it is determined by you and your treatment team that you are able to leave the Centre, 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.

### **Using the Computer**

A computer is available to clients for use after the first two weeks. The computer can only be used for 30 minutes per day per client and you must sign up.

### **Behaving Safely**

Socially acceptable behaviour is an important part of recovery. A community is not safe when threatening behaviour is tolerated and it affects everyone's recovery. Physical and verbal threats towards staff and other residents will not be tolerated. If this occurs, your treatment team will meet with you and assist you in changing your behaviour and developing new skills. If the behaviour continues, you may be asked to leave. If there is physical violence, you will be asked to leave.

Sexual/intimate relationships between residents are not permitted. We would like you to focus on your recovery and develop supportive friendships. If the impact is considered serious, you may be asked to leave.\*If you are asked to leave Heartwood, discharge planning will happen with your care team before you leave.

## General Housekeeping Information & Requirements

### Rooms

All 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 of all rooms except the kitchen at all times.

You are responsible for storing 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. Heartwood is not responsible for them and will not replace them. Only residents residing in the room are allowed in the bedroom.

### Laundry

All the women at Heartwood are expected to do their own laundry using the machines and laundry pods provided.

### 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 staff to discuss getting replacements.

### Scents

Heartwood is a scent-free facility. We ask that clients and staff not wear scents or bring strongly scented products for those who have scent sensitivities.

## What to Bring

- Your belongings in one piece of luggage.
- Comfortable clothing. (There is laundry on site and we provide you with laundry detergent.)
- Weather appropriate clothing for outdoor activities, and exercise clothes if you like.
- Three days' worth of any ARV medications or other specialty medications. *Please let us know if you are taking any medications that require Special Authority as these may require advance transfer of the prescription.*
- Make up, toiletries, hygiene products, hair dryer, etc. (We provide one locked cupboard.)
- A calling card for long distance calls (optional).
- A small amount of cash for bus tickets if you plan any leisure passes.
- ID if you wish to apply for any other benefits while you are here.
- If you arrive with a cell phone, please note that it will be locked with your belongings and not accessible for the duration of your stay.

### Please Do Not Bring Electronics

Laptops, tablets, iPods, cameras and cell phones are not allowed at Heartwood. If any of the above items are brought to Heartwood, they will be stored and you will not have access to them for the duration of your stay. Heartwood has mp3 players that you can borrow.

### Client experience Surveys

You will be given the opportunity to evaluate the services of Heartwood at the beginning, mid-way and before leaving the program. Please take a moment to share your feedback with us as this provides us with an opportunity to make improvements to the program.

### 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 social worker. If you wish to make a complaint about a Heartwood staff member, please speak with the Clinical Services Manager. If your complaint is about the Clinical Services Manager, please speak with Heartwood's Senior Program Director, or call the PHSA Patient Care Quality Office toll free at 1-888-875-3256.

## A Glimpse of the Physical Space...

The Art Room



A Bedroom



A Hallway



The Dining Area



The Reception Hallway



A Social Work Office



The Medication Room



The Nursing Station



*If you will be in the area, we welcome you to schedule a tour and conversation with our Access and Flow Coordinator.*



# HEARTWOOD

## CENTRE FOR WOMEN

## Supplementary Referral Forms

### **Referral Agents:**

After reviewing the Information Package with your client, please review and sign the following three agreements with your client.

Please include page 11 and 12 of this package in your referral package submission to your Health Authority Liaison.



## Heartwood Participation Agreements

*Please fully read through* this information package and then review these 3 agreements and decide if Heartwood might be a good fit for you at this time in your recovery.

### 1) Heartwood Smoking & Vaping Agreement

The Heartwood Centre for Women has a well-established program for smoking cessation, including a full range of nicotine replacement therapy and group programming. Many women choose to use their time at Heartwood to work toward their goal of quitting smoking.

Heartwood is located on the grounds of BC Children’s and Women’s Hospital, which is a designated smoke-free environment. This includes not only clients but also staff and visitors. You could be subject to a large fine if this rule is not respected.

- I will not use tobacco/e-cigarette products in my room, inside the facility, or outside the facility on hospital property.
- I will attend weekly smoking-cessation programming if I have used nicotine in the past 6 months.

Client Signature:	Date:
Case Manager Signature:	Date:

### 2) Heartwood Medication Agreement

Our program supports the use of non-pharmacological approaches to managing 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 concerns. Medications are, ideally, non-habit forming.

Please be assured 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 these decisions.

- I have read the above information and agree to be receptive to medication changes and non-pharmacological approaches towards my improved health.

Client Signature:	Date:
Case Manager Signature:	Date:

### 3) Heartwood Program Participation Agreement

- Upon arrival to Heartwood, I will:
  - Complete a physical examination with the program physician and nurses.
  - Participate in a medication review.
  - Provide all prescription and non-prescription medications to the nurse.
  - Provide my cell phone to the nurse for safekeeping for the duration of my stay.
  - Participate in the required bed bug protocol: shower and wash clothing.
  - Provide urine drug screens and breathalyser tests at intake and when requested by staff.
- Throughout my stay here, I will:
  - Participate in the development of a treatment plan and follow this treatment plan.
  - Participate in group and individual psychoeducational programming.
  - Abstain from all drugs, alcohol and over-the counter pharmaceuticals except medication prescribed by the program physician during my treatment.
  - Have the opportunity to be present when random room searches are conducted by staff.
  - Restrict visits from family and supports to Sunday visiting hours unless otherwise authorized by my treatment team (visits can occur after STAR)
  - Keep all information about other program participants confidential.
  - Treat others with respect, dignity and without discrimination.
  - Work with my treatment team to plan a successful return home.
  - Take all my belongings upon discharge (belongings left after discharge will be donated to charity).
- Throughout my stay, I will NOT:
  - Use perfume or strongly scented personal products.
  - Leave the program area unless it is planned with my treatment team.
  - Consume or store any food items in my room or other non-designated areas.
  - Have individuals in my room except for staff and my roommates.
  - Recruit others into gangs or sex work.
  - Engage in violent or threatening behaviour.
- I have reviewed the information in this package and would like to apply for treatment at Heartwood.
- I can commit to this 90-day abstinence-based program.

Client Signature:	Date:
Case Manager Signature:	Date: