

Phone calls

1. Family members are asked to exercise caution when talking with clients about matters that may be upsetting, particularly during the first week following admission when clients are settling into treatment. Please do not hesitate to contact the family support liaison at 1-866-487-9040 ext. 205 beforehand if you have any questions.
2. To help ensure our clients' confidentiality, staff members will not provide the phone number for the client phones to outside parties. Clients who wish to receive calls from family and friends are responsible for providing these numbers.
3. Georgia Strait Women's Clinic is legally bound to safeguard information about a client—including the client's presence in our program—unless that client has signed an Authorization to Communicate with a specific party. In the absence of consent, GSWC will neither confirm nor deny the presence of a client in our program. Clients may revoke Authorization to Communicate at any time. (Remember: For most purposes, the client is in control of information that staff may disclose. This means that staff may be free to converse with you about the client one day, but not free to do so the next.)
4. In the event of an atypical discharge (a client leaving At Staff Request or Against Staff Advice), the Emergency Contact will be notified provided the client has not revoked the Authorization to Communicate.

Mail

1. You may send letters or packages.
2. All client packages will be opened in the presence of a staff member.
3. Onsite Internet access is available to clients.
4. Please do not use our Fax number for routine correspondence with clients.

Visiting

1. Visiting is permitted on Saturdays and Holidays, from noon to 5:00 PM. It is advisable that the client be allowed sufficient opportunity to transition into the program and peer group before visits. If you have any questions, please contact the family support liaison at 1-866-487-9040 ext. 205 before booking travel plans.
2. Visitors must check in at the Reception desk and sign a Confidentiality Agreement before meeting with clients.
3. Any items brought to GSWC will be searched by a staff member.

How you can help while your loved one is in treatment

Entering treatment can be a time of great opportunity as well as an occasion for anxiety. People with addictions may fluctuate in their commitment toward recovery. Many alcoholic or chemically dependent people enter treatment with a secret wish that they will learn how to drink or use drugs without experiencing severe consequences. Such individuals have not come to terms with the fact that they have a potentially life-threatening situation. Furthermore, alcoholic or chemically dependent people will usually go through a “grieving process” over the loss of their relationship with intoxication or addictive substances. Family members and loved ones understand that such grieving—accompanied by bargaining and a roller coaster of emotions—is a normal part of the healing process. There will be times when clients in treatment will want to leave; there will be other moments when they experience incredible hope for the future. Loved ones need to keep in mind that when a client acts on a desire to end treatment it may well prove counterproductive—especially if what they are thinking or feelings is a natural part of early recovery.

Helpful Support

- Be patient and remain calm. Give the treatment process time. A loved one’s commitment to recovery, particularly in the first week of treatment, can fluctuate.
- Call us before taking action after a loved one calls with disturbing news.
- Find alternative ways of dealing with challenges at home before involving your loved one in treatment.
- Use a loved one’s time in treatment as an opportunity to begin your own healing journey.
- Look after yourself. Begin your own healing journey. Be a role model.

Unhelpful Support

- Joining with your loved one without understanding the full situation. Call us to get the other side of the story.
- Distracting your loved one from their recovery process. Get professional help if you are struggling with the absence of your loved one.
- Demanding answers to past unresolved issues while a loved one is in treatment. Get professional help if you are struggling with resentment.
- Rescuing a loved one from upset during treatment. Lows are opportunities for healing and growth.
- Accepting an excuse for leaving treatment early. The last day of a client’s stay is critical.