

Services available

- ◆ Clients will have the opportunity to meet a social worker and an addiction worker while on the detox unit. Clients can discuss discharge plans and available mental health and substance use community resources. The social worker may accommodate individual family meetings (in person or via phone) upon client request, when necessary, and when unit capacity allows.
- ◆ Regularly scheduled AA, NA and LifeRing meetings are offered on the detox unit. Participation is encouraged but not mandatory.
- ◆ Acupuncture is available while at detox. Some clients find this beneficial while they are going through withdrawal or are in early recovery.
- ◆ Clients will also have access to a Psychiatrist if our detox Physician feels that this would be beneficial. Our Psychiatrist does not follow clients post detox. Access to this service is not guaranteed.
- ◆ Clients will be provided with a menu, which they can use to choose their meal preferences. Special diets can be accommodated in most cases.

Supports

Vancouver Island Crisis Line

- Phone 1-888-494-3888 to talk 24 hours a day.
- Text 250-800-3806 from 6:00 pm to 10:00 pm nightly
- Chat service via www.vicrisis.ca from 6:00 pm to 10:00 pm nightly

Umbrella Society for Addiction and Mental Health

Support from people who have experienced your struggle firsthand. Call 250-380-0595 for more information.

Connections

Umbrella Society and Island Health together offer welcoming, safe and accessible group for people considering reducing or stopping substance use, looking to make supportive connections in the community, or have questions about services. Drop-in groups are offered on Tuesdays and Fridays at 2:30 pm - 3:30 pm at 1125 Pembroke Street. Family members, friends and supports are all welcome. Call 250-213-4441 for further information, or feel free to just drop in at a group time.

Al-Anon

World-wide organization that offers a self-help recovery for families and friends of alcoholics. Members give and receive comfort and understanding through a mutual exchange of experiences, strength and hope. Call 250-383-4020 for further information.



**What to expect when a
friend or family
member is at Detox**

**Eric Martin Pavilion
2334 Trent Street, Victoria
5th floor**

Phone: 250-519-7708

viha.ca



Admission

- ◆ Individuals who are admitted to the Detox Unit will complete an admission interview, during which our nurses or addiction workers will collect information pertinent to the client's care.
- ◆ Clients will also have the opportunity to meet with a detox physician.
- ◆ A typical detox stay is approximately seven days, with exceptions to either extend or reduce the stay based on their current health and/or biopsychosocial status.

Expectations

- ◆ Clients are not allowed to leave the Detox Unit at any time during their stay.
- ◆ Clients cannot smoke on the Detox Unit but nicotine replacement therapy will be provided at clients' request (gum, lozenges, patches or inhalers).
- ◆ Non-adherence to program guidelines can lead to discharge
- ◆ Verbal abuse or violence will not be tolerated

Connectivity and communication during the stay

- ◆ Detox staff will keep family informed as much as possible about the plan of care, effectiveness of treatment and opportunities for family input. Clients have the right to include or not include family members in their care. The degree of family involvement is influenced by the busyness of the unit and laws regarding information sharing.
- ◆ Clients have access to Detox telephones from 8:00 am – 11:00 pm. Client's may not have access to their personal cell phones during their stay due to unit guidelines.
- ◆ Clients do not have access to social media during their stay.
- ◆ Clients do have access to television and exercise equipment and mats during their stay.



Visitors

- ◆ Due limited private space clients are only permitted one scheduled visit per stay (up to two people).
- ◆ Visits need to be initiated by the client and approved by staff.
- ◆ Visitors need to be substance free during their visits. This is assessed at the door by detox staff.
- ◆ Visitors are only allowed for 30 minutes.
- ◆ No outside food or beverages can be brought onto the detox unit – thank you!
- ◆ If visitors want to bring something for their loved ones, this should be limited to clothing, books and magazines. Electronics (MP3 players and portable DVD players) are permitted with earbuds.
- ◆ All items brought onto the unit must be heat treated to ensure the safety and comfort of clients and staff.