

Family & Supporters Information

PHONE AND VISITING TIMES

NO CONTACT WITH FAMILY / SUPPORTERS FOR FIRST 7 DAYS, THEREAFTER:

WEEKEND & PUBLIC HOLIDAY VISITING TIMES	WEDNESDAY	3:00 – 4:00PM
	SATURDAY, SUNDAY & PUBLIC HOLIDAYS	1.30PM – 4.30 PM
PHONE TIMES AFTER THE COMPLETION OF DETOX	<p>To maintain a connection with your support systems, you will be able to have access to your phones. NO phones are allowed in group sessions.</p> <p>Wi-Fi will be available until from 6:00am – 10:00pm (weekdays) and 6:00am – 12:00am (weekends).</p> <p>These are liberal phone policies, and if they are found to be interfering with the treatment process will be changed at the discretion of the management team.</p>	
PHONE CALLS TO CHILDREN	MONDAY, WEDNESDAY & FRIDAY DURING DETOX	By prior arrangement for alternative time
<p>Patients who transfer from a primary facility will have access to phones & other technology from the day following admission. They may also have visitors from the first week. This is to ensure that transfer clients continue to move forward in their recovery process.</p>		

NO CASH TO BE GIVEN TO PATIENTS ON ADMISSION OR VISITING DAYS ETC

For tuckshop payments and / or top-ups, please send a cash or an E-wallet to:

- **the 12 Step Café - George on 081-210-3968** with the patient's name as a reference,
- **or cash can be handed in to reception and will be allocated accordingly.**

Recovery Wellness / Out-Patient / Aftercare & Family Meetings		
MONDAY, TUESDAY, THURSDAY	OUT-PATIENTS & AFTER-CARE PATIENTS	4:00 – 6:00 PM
WEDNESDAY	OUT-PATIENTS & AFTER-CARE PATIENTS	5:00 – 6:00 PM
FRIDAY	OUT-PATIENTS & AFTER-CARE PATIENTS	3:00 – 4:30 PM
WEDNESDAY	FAMILY EDUCATION GROUP: IN-PATIENT & OUT-PATIENTS' FAMILY & SUPPORT NETWORK	4:00 – 6:00 PM

FAMILY SUPPORT AND EDUCATION GOES A LONG WAY TOWARDS HELPING
FAMILIES COME TOGETHER AND HEAL TOGETHER...

Should you require clarity or to make special arrangements,

Please call the clinic on

MAIN LINE (062)676-1807

CALL (010)900-3131 during office hours

CALL/WHATSAPP (061)526-0581 24 hours/day

Email: info@thefoundationclinic.co.za

The Foundation Clinic PR 047 000 0281360

41 Pretoria Street, Oaklands, Johannesburg

(010)900-3131 info@thefoundationclinic.co.za

THE FOUNDATION CLINIC TREATMENT AND RECOVERY PROCESS

Your loved one is in a treatment and recovery process, and we are here to support everyone involved. As part of the process, we *recommend that you also consider engaging in an individual or group support system*. The idea of getting your own support is to help you move through past situations that are a result of the chaos that has been created through the substance use disorder of a loved one.

Taine Newport, our social worker, always works towards facilitating at least one family session. The aim of these sessions is education and support, so that everyone can begin to move forward. Our professional recovery coaches are also available for additional couples' and family sessions, to help you decide on the next steps for your family. This is particularly relevant to individuals in extended treatment programmes. Please enquire with the administration about these therapy and coaching sessions.

We also offer group support on a Wednesday afternoon from 4:00 – 6:00pm so that families can connect with one another, while getting education and support of their own. The group is facilitated by David Collins, the clinic owner, who has plenty of experience working with families. We strongly encourage clients to engage in individualised family sessions, but this is a recommendation, and we cannot force your person to engage if they are not ready. Following the 60-minute family group, the families and clients will attend a combined group from 5:00 – 6:00pm.

With regards to confidentiality, the therapeutic team is only able to share information that your loved one is comfortable with us sharing. Engaging in family and/or couples' therapy is also about rebuilding trust and connection. In the case of emergency, abscondment and rule breaches, you will be contacted and informed about the situation. In the case of medical emergencies, we will contact you to share any necessary information. We take every measure to support and assist your loved one, so when situations do arise, we do our best to support the entire clinic in a healthy, structured, and respectful way.

Please be mindful that a 3- to 6-week treatment programme is just the beginning of a long-term change process, and that we are here to support in creating a recovery foundation for individuals and families to build on. We know that healthy recovery requires consistent commitment to be sustainable, and that is why *we offer our clients, and their families access to the Recovery Wellness group for 11 months following inpatient treatment*.

Yours in Recovery,

The Foundation Clinic Treatment and Support Team

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