

What to Bring

- Comfortable, suitable clothing for the duration of your stay. Women's clothing must not be skimpy, revealing, etc.
 - A modest bathing costume for summer.
- Towels and toiletries.
- An extra blanket during winter or a fan during the summer.
- All prescription medication and a copy of your prescription if a refill is needed.
- Contact details for treating physician, psychiatrist and/or therapist.
- Medical history if pertinent to rehab admission.
- Books, magazines and other reading material. You may use a Kindle or E-Reader.
- Personal music player with headphones.
 - These are available for use before and after the daily programme and over weekends.
- A padlock or bicycle lock for your bedroom cupboard if you wish to lock away your belongings.
- Cigarettes or Vapes (these can also be arranged through the clinic café at an additional cost)
- Cash for the coffee shop which sells coffees, cold drinks, snacks, etc.
 - This needs to be handed in at reception.
 - Family members, PLEASE do not give money directly to patients on admission or during visiting hours.
- Medical aid information
- Copy of ID document

Guidelines & rules during the first seven days:

- If you admitted for detox and treatment you will not have access to your phone, laptop and other communication devices for the first seven days of admission*.
 - This allows time for you to settle into the programme, complete your initial detox and become familiar with the routine and structure of the clinic.
 - *Clients that have transferred from another treatment facility (e.g. Akeso) will have phone, laptop and tablet access, and visiting from the beginning of their admission.
- Child calls are permitted during the initial seven-day period.
 - Calls are normally made in the evenings on Monday, Wednesday and Friday or by special arrangement.
- Phones, tablets, laptops, etc. will be locked in a safe and clients will be given access to these from 12:00 - 1:00pm during weekdays (after the initial seven days).
- No devices are available over the weekend except by prior arrangement and only for professional purposes.
- Special arrangements can be made for clients who are self-employed or need access to email, etc in order to conduct business.
 - These times are scheduled, and structured, and additional arrangements need to be made on admission.
- Visitors are welcome after seven days as follows:
 - Wednesday 5:00 - 6:00pm (followed by family support group 4:00 - 6:00pm)
 - Saturday and Sunday 1:30 - 4:30pm
- Family members and support are welcome to call the clinic during the first seven days to check on client's progress (as long as we have permission to communicate with these individuals).

There are strict rules about the use of addictive substances (drugs and alcohol) on the clinic property and clients may not use any banned substances during any stage of their substance use treatment at the clinic.

- Clients may not use drugs and/or alcohol during their admission.
 - This includes any passes that are approved for a client to leave the clinic for personal/professional reasons.
- Clients may not drink energy drinks during the treatment programme.
- Clients may not engage in intimate relationships with any other person in the clinic.
- Violence, aggression and any bigoted/hate speech or behaviour will not be tolerated.

Any infringement of the rules will result in a 72-hour suspension on a first offense, 7 days on a second offense and programme termination thereafter.

- In the case of serious transgressions management has the right to terminate treatment if an individual's behaviour places themselves, other patients and/or staff members at risk.

Admissions and Medical Aids

- Admission paperwork needs to be completed in person on the day of admission.
 - In the case of a client being under the influence on admission, a family/support person will assist and remaining paperwork completed within 24 hours of admission.
- Administrative staff will assist with medical aid authorisations.
- Medical aid authorisation can be completed prior to admission.
 - If you wish to check your benefits prior to admission, we will supply you with the necessary codes and information to discuss your stay with your medical aid.
- Financial arrangements will be discussed prior to admission.
- Patient Management Fees are payable on admission.

If you need any further assistance, please feel free to call us with your questions on (010)900-3131.

Please ask to speak to the following people:

- Finance & Medical: Mureeda or Fatima
- For programme information, admissions, assessments, or any other information any of the team members at the clinic can assist you with your questions.