FAMILY HANDBOOK

Your family member has made the 'next step' in his recovery by moving into one of our homes. This is a fantastic move in the right direction, and we applaud this decision. Our family handbook is designed to educate you, the family, about what you can expect from NSR of Asheville during your family member's time with us.

While we wish there was a 'magic bullet' that would cure all addictions, unfortunately there is not. NSR is not an inpatient treatment center but rather a 12-step structured extended care/sober living environment. It is a step toward independence after in-patient treatment is complete. We do however offer an Intensive Outpatient Program (IOP) that runs for 12 weeks.

Living sober is a new experience for most of our clients and therefore it is not unusual for them to experience frustrations as they work toward independent living. At NSR, there is always someone available for the client and for you, the family. We encourage you to ask questions, to contact us with worries, and most of all, to BREATHE. We will work with you as family members to understand that feelings of guilt, shame, anxiety and depression are predictable at this early stage of recovery. We believe that working with you is a sacred trust and we will never take the responsibility lightly.

Confidentiality

Your loved one is an NSR of Asheville client. As an adult, he can choose to whom to release his personal information. When it comes to confidentiality, you may have heard people refer to a federal law commonly referred to as HIPAA (Health Insurance Portability and Accountability Act of 1996). This law provides blanket rules and regulations regarding how information can be disclosed, and to whom. An even more thorough piece of federal legislation, which is specific to those receiving substance abuse related services, is called 42 CFR Part 2. These sets of rules have a much deeper impact in terms of confidentiality and the use of Protected Healthcare Information in providing these services. We are governed by both rules and will always meet or exceed these standards per our professional duties. Please understand that if we are unable to share information with you, it is due to the scope of these rules as we otherwise committed to having healthy lines of communication with families.

Eating Disorder Diagnosis Policy

NSR of Asheville does not admit clients with active eating disorders. If an eating disorder is diagnosed while the resident is in our program, NSR will follow the recommendations of a medical professional regarding continued participation. If treatment for the eating disorder is deemed appropriate within the structure of our program, the cost is the responsibility of the client/family. Next Step reserves the right to refer out those clients diagnosed with eating disorders when the client is in medical peril and/or requires more supervision than we can offer.

A Family Disease

You are warmly invited to join our Family Support Group, a welcoming space designed specifically for family members with loved ones in addiction recovery.

We understand that supporting someone through recovery brings unique challenges and emotions. This group offers a safe, compassionate environment where you can share experiences, gain practical tools, and connect with others who truly understand what you're going through.

About Your Facilitators:

Terry Streeter, Program Director at Next Step Recovery, brings both personal and professional insight to this work. With 17 years of sobriety and 16 years of experience in the addiction recovery field, Terry understands the journey from multiple perspectives and is passionate about supporting families through every step.

Liz Craig comes to us with over 20 years of experience teaching and researching relationships and communication as a professor, and now applies this expertise in private practice as a therapist. Liz specializes in helping families navigate the complex dynamics and stressors that come with having a loved one in recovery.

Together, Terry and Liz are dedicated to providing guidance, support, and evidence-based strategies to help you manage stress, improve communication, and care for yourself while supporting your loved one.

Meeting Details:

Go to Zoom.us to download the app, then click in the app from your desktop/laptop and copy and paste this address into your web browser:

Family Support Group: Join Zoom Meeting

https://us06web.zoom.us/j/83511894274?pwd=ckF6aFNzQjA3eEd2MkU0d2pSR3VLUT09

1. Meeting ID: 835 1189 4274
2. Passcode: 397000

Family Communication and Staying in Touch

It is helpful for people in recovery to learn to plan, anticipate their needs, delay gratification, and establish boundaries. Many of our clients have become too dependent on family members, which hampers their recovery process. We recommend that you schedule a weekly phone appointment with your loved one to catch up, discuss business items, and to connect.

A communication plan cuts down on random phone calls that can add to your loved one's anxiety. We understand for some families that more frequent communication is more suitable; however, we have found that planned communication once or twice a week helps people in recovery begin to reclaim their independence and also helps the family release some control over their loved one's life choices.

As regards mail and packages for residents, please send everything to our main office: **900 Hendersonville Rd, Suite 203, Asheville, NC 28803**. We will disseminate all mail daily. We also require that residents open packages in the presence of a staff member.

Home Visits

For the first 30 days, residents are not allowed to return home for a visit. Families can come and visit at any time, but we do not encourage parents to spend their time in our recovery homes while visiting. Our residents share their space with many others who have schedules and lives of their own, and we ask residents and their families to be mindful of this fact.

A request for a home visit pass may be denied if a resident is not in compliance with our house policies that include, but are not limited to, attendance of mandatory meetings and daily chores. Please take a moment to read our house contract located on our website.

Girlfriends and other intimate relations are not allowed to visit any of our men's recovery homes. It is our belief that sexual relationships interfere with early recovery progress and we do not encourage dating until the resident has been in the program for at least 90 days or longer. If your son or loved one does come into NSR of Asheville in a long-term relationship or marriage, we do not prohibit contact.

Refund Policy

Our entrance fee and monthly program fees are **nonrefundable**. If a resident is asked to leave NSR for any reason, the entrance fee and the current week's program fees will not be returned. The same is true for IOP services if there is an out of pocket charge for Intensive Outpatient services.

If a relapse occurs in the middle of the night, we will have him stay with one of our staff members before calling in the AM (only with his permission). Upon admission to NSR of Asheville, every resident must develop a relapse prevention plan. This plan specifies whom we call in the case of a client relapse and the procedure to be followed to ensure the client's safety and the well-being of our other community members.

We do ask that you complete our 'Crisis Plan' form in case of relapse. This will inform everyone involved of the next appropriate step ahead of time, so you don't have to figure

it out in a time of crisis. Please share with us your thoughts on this matter and your plan as soon as possible.

If we suspect a client to be intoxicated, we reserve the right to restrict driving privileges by whatever means necessary. If the resident is threatening to harm himself or others, NSR will make a professional decision to involve the emergency department, law enforcement, or area mobile crisis unit.

Urine Screens

NSR performs daily drug and alcohol tests at random throughout the entire population. With the rising rate of designer drugs, opiate abuse and the use of fake urine and other tools of deception, NSR works with an outside lab to collect and send urine samples once a week for further screening.

The use of a urine screen to be sent to a lab will ensure the integrity of the extended care/sober living home for all residents, staff and the community at large. Through these tests, NSR will be able to see levels of substances go down and to rule out any false positives due to prescription medication.

Contracts

We utilize several types of 'contracts' at NSR as motivational tools during challenging periods of your loved one's recovery. These include (but are not limited to) Zero Tolerance Contracts, Behavioral Contracts, Motivational Contracts, and Vehicle Use Contracts. All of our contracts are time-limited, require the resident to meet measurable and achievable goals, and assist the resident in refocusing his efforts on what he came here for- recovery.

Zero Tolerance Contracts are used very sparingly and in exceptional circumstances; these typically address behaviors associated with relapse risk and are used to strictly reinforce community standards and escalate program participation to maximize benefits. Behavioral Contracts are written to help resolve problems arising in how a resident is conducting himself within any aspect of the program. If we choose to use this type of contract, trust that several warnings have been issued, or that the actions were severe enough to warrant an immediate plan of correction. We implement Vehicle Use Contracts when a resident is misusing their vehicle, or if it is a past or present impediment to their recovery. These are perhaps the most common form of contract, as residents will often ask for something to help hold them accountable in exchange for the ongoing privilege of driving.

Medication

If a client is on prescription medication upon entering NSR of Asheville, he will be required to continue that medication as it is prescribed by dose and frequency, until such time as a doctor or psychiatrist conducts an assessment and advises otherwise.

It is our policy to require a psychiatrist or doctor follow up with all residents who are taking prescribed medications. Scheduling appointments, follow-ups and cost for these services will be the responsibility of the resident and/or family, although we will help locate appropriate medical professionals as necessary.

Communication with Staff

Staff members are available during business hours but if not able to take your calls, we will typically return non-urgent messages within 24 hours. Emergency calls will be handled after hours by our on-call staff; however, we encourage you not to contact staff after hours with non-emergency matters. For updates on progress, with a resident's consent, you may find it helpful to schedule regular phone meetings with Susan Stader or a senior staff member by calling **828.350.9960**.

Intensive Outpatient Services (PHP/IOP)

If insurance policies are used, they can only be used for PHP/IOP services and not sober living fees. PHP is conducted 5x's a week Monday-Friday from 10:00-2:00PM. IOP is conducted 3x's a week (Wednesday, Thursday, and Saturday) from 10:00AM-1:00PM. All PHP/IOP clients will be seen weekly by one of the three therapists on staff. If you are paying for PHP/IOP services out- of-pocket on a monthly basis, that fee is non-refundable.

Next Step Recovery is in-network with BC/BS and Aetna. We can take all major insurance policies, but deductables and co-pays will need to be assessed.

Cash Accounts

We highly recommend putting client funds into our Cashbox system online or to advise how much should be taken from the credit card kept on file for food and incidentals. NSR staff can track where money is being spent on a weekly basis by collecting receipts. Money is dispersed once a week on Wednesday's in preparation of grocery shopping that evening (and Friday nights as well).

Usual amounts are $125-$150 a week. Learning how to budget funds is a new concept for most and we are here to help, but please do not exceed more than $600 a month in client funds. Once a job has been secured, the amount each week should be reduced. We are trying to avoid clients having a lot of money at one time.

Counseling After Treatment

Next Step Recovery has a policy that states that counselors currently seeing people for PHP/IOP are not allowed to offer their personal private-practice as an exit plan. Individual counseling can be offered if the counselor uses telehealth and bills through Next Step Recovery's (the agency) system. Please check if your policy can or cannot use Next Step Recovery for individual counseling once PHP/IOP services are over. If not, we can still charge an out-of-pocket rate which is $100 per 60 min session.

Men's House Contract

Please take some time to read the House Contract so we can all be on the same page while your son is here. Any questions or concerns, please contact the office or Susan directly at 828-350-9960 or susan@nextsteprecovery.com.

Please sign and send back to us as soon as possible.

Acknowledgment of Receipt of the Family Handbook

We, the undersigned, acknowledge that we have received a copy of Next Step Recovery's Family Handbook and are familiar with the polices contained within. We agree to abide by the policies stated in the Family Handbook.

_____

Signature of Family Member *Date*

_____

Signature of Family Member *Date*

If you have any questions regarding this handbook, please contact Susan Stader, Executive Director at **828.350.9960**.