

THINGS TO KNOW ABOUT OUR SERVICE:

Clients of our service have a right to:

- Receive professional, respectful, and competent care
- Be treated with dignity and compassion

During their stay, clients are expected to:

- Participate in the development of your plan of care
- Maintain environment of safety and respect for everyone

Our service provides short term, crisis support for those struggling with substance abuse. The length of time someone remains in the residential service varies depending on their physical withdrawal and their needs. Most remain here for about five days.

While our clients are in our service, it is important that they remain focused on their own care. We ask that phone calls and visitors be kept at a minimum as often these things can distract our clients from their immediate goals.

When you call, please remember that we are responsible to keep all information confidential. Most often, we will ask you to leave a message and if the client is here, they will receive it.

Visiting hours are from 6:30 - 7:30 pm on Tuesdays, Fridays, and Sundays. If you are planning on bringing in anything, please give it to one of our staff on duty first. We provide all the basic toiletries our clients need such as razors, soap, shampoo and pajamas. Clients are not permitted to use items such as electronics or cell phones while they are in our service. There are health regulations around the storage and reheating of food, so we ask that you please do not bring prepared food into the service. Please speak to our staff about other items that it might be best for you to keep at home.

Your feedback is very important to us and your suggestions help us to make important decisions on future programming and improvements. If you have any concerns regarding the care of your loved one while in our service, please speak to one of our counsellors.

If this process is not satisfactory, please speak to our Coordinator at 416-530-6000 ext.3321 or the Manager at 416-530-6000 ext. 3472.

Withdrawal Management Services

Client and Family Information

at St. Joseph's Health Centre



Withdrawal Management Services

Things to know during your stay in WMS

As a client of our service, you have the right to:

- Receive professional, respectful, and competent care
- Be treated with dignity and compassion

During your stay, you are responsible for:

- Participating in the development of your plan of care
- Maintaining an environment of safety and respect for everyone

We recognize that having a supportive network in the community is very important. During your stay, we encourage you to focus on the most important person - YOU!

We encourage keeping phone calls and visitors to a minimum. If you are interested in having a visitor to our centre, please speak with one of our staff.

Visiting hours are from 6:30 - 7:30 p.m on Tuesdays, Fridays and Sundays. To maintain confidentiality of our clients, all visitors must remain in the Group Room downstairs.

St Joseph's Health Centre is a Smoke-Free property. This means that you may not be able to smoke until we determine that you are safe to leave the property to do so. We do supply Nicorette gum to assist those who are not able to leave the building.

Your safety is our number one priority. As such, we ask that you bring any issues of concern to staff immediately.

We also ask that you do not bring any items that may be considered contraband. Please see the client guidelines for more information, or speak with our staff. There are health regulations around the storage and reheating of food, so we ask that you please do not bring prepared food into the service.

Your feedback is very important to us and your suggestions help us to make important decisions on future programming and improvements. Please complete a Client Satisfaction Survey before you leave our service.

If you have any concerns regarding your care during our service, please speak with one of our counsellors. If this process is not satisfactory, please speak with our Coordinator at 416-530-6000, ext. 3321 or the Manager at 416-530-6000, ext. 3472.