



NEWORLD MEDICAL DETOX

PRE-ADMISSION INFORMATION

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Introduction

Welcome and congratulations on taking your first step towards complete recovery. We know that you may be anxious at this time and have questions prior to admission at **NEWORLD**. In this guide we aim to ease your anxiety and attempt to anticipate your questions with this information package.

If at the end of reading this information, you find that you still have some unanswered inquiries or require more clarification, we are always ready 24/7 to answer you. Please use our toll free number.

What to expect

Our guests at **NEWORLD** are treated in a fair, non-judgmental, caring and mutually respectful manner. We support our clients through the process of withdrawal using detox practices and a client tailored approach to ensure smooth and comfortable stay at our upscale facility.

Our Mission is to provide a high quality substance abuse detox treatment in a safe and comfortable environment. Each and every client deserves to have a new start for their lives. We help you grab this opportunity through professional detox management. **NEWORLD** will help you move forward with your journey to recovery.

Admission Process

Once you decide **NEWORLD** is the right place for your first and essential step, the detox, admission to our facility is quick and easy:

-  Complete an over-the-phone screening interview with **NEWORLD** staff or intake worker.
-  Prepare your necessary cards such as ID, health card and drug benefit plan if any.
-  Arrange financial matters for payment for your stay with **NEWORLD** prior to admission. This is done through calling Management at our toll-free number.
-  Pack your bag with what will be needed for the period of your stay as per the information you had from the screening interview. Please see below for more clarification on items to bring and what is not allowed.
-  You do not have to be sober prior to admission. **NEWORLD** will take care of you according to your last dose and time of use.

Admission and Discharge

- 🌐 Once you arrive at **NEWORLD**, the staff will greet you in and escort you through the facility. Your intake questionnaire will start right away by our nurse on duty; consents and other paper work will be filled in. The Medical Doctor will then commence your detox protocol as tailored for your condition.
- 🌐 While in detox and when you are ready, **NEWORLD** Addiction Counselor will spend as much time as needed with you to assess your psych status and help with your next step exit plan. You will be given a report at the end of your stay and will be directed with the aid of the counselor to the next recovery step post detox.
- 🌐 Once you have completed the detox, you will be ready for discharge to the post detox phase of recovery. **NEWORLD** will provide you with an exit plan to the recovery program post detox according to your situation, needs and circumstances as evaluated by our counselor. **NEWORLD** will also help you make arrangements through the next step according to your exit plan.

You will have to arrange for pick up. **NEWORLD** can help with your transportation arrangements.

Medications/Medical Concerns

- 🌐 While preparing for your admission, ensure that all medications prescribed by your doctor are packed with you. You must have enough supply for the period of your stay, preferably in blister packs; your local pharmacy can provide this for you.
- 🌐 **NEWORLD** Medical Doctor will go through your prescriptions and integrate what is permitted with your detox plan.
- 🌐 Do not bring over-the-counter medications to **NEWORLD**. All needed medication for detox and over-the-counter are on-site.
- 🌐 If you are on Methadone, you do not have to get your carry-on if you have any. **NEWORLD** will only need your prescription you got from your doctor or a proof of your current dose from the pharmacy. You have to drink your dose on the day of admission prior to arrival. **NEWORLD** will take over from this point.

Money and Valuables

You need to bring enough money for incidentals and fare for discharge transportation if necessary. Do not bring jewelry or valuables. **NEWORLD** is not responsible for jewelry or valuables lost or stolen. **NEWORLD** will keep your money in a safe place while in detox.

Clothes and Laundry

- 🌐 You are expected to be neatly attired at all times. Bring season-appropriate outdoor and clothing. Bring bedtime attire and comfortable clothes. You might also need indoor footwear.
- 🌐 Clothing with suggestive logos or inappropriate content is not allowed. Hats and sunglasses are not allowed anywhere inside the facility, however you may wear them outdoors.
- 🌐 Laundry is offered on site for all clients by our housekeepers. Laundry detergent and fabric softener are provided. If you have sensitive skin, please feel free to bring your own detergent and fabric softener.

Personal Hygiene

Please bring your preferred toiletries for your personal use. You are welcomed to have your own towels and face cloths if needed. Towels are provided onsite. We ask that you leave cologne, body spray and alcohol based toiletries (mouthwash) at home as we require a scent free and an alcohol free environment. Unscented aftershave is recommended.

Smoking

If you smoke, you must bring enough cigarettes for your stay. The cartons of cigarettes must be unopened upon arrival. Tobacco use is not allowed within the facility and smoking must be contained to the designated areas only. E-cigarettes are only allowed if the content is new and sealed.

Food

Do not bring any food, including junk food. All food is provided by **NEWORLD**. We will also take into consideration your food allergies and/or special dietary needs if any.

Electronics

Do not bring any electronic devices such as hair clippers, clock radios, laptops or cameras etc. You may get your favorite music downloaded on a device to listen to using headphones. Picture taking is not allowed due to confidentiality. You may bring your favorite reading books. You will not be allowed to use your cell phone. Cell phones will be kept with **NEWORLD** security in a safe place while in detox. Exceptions are made according to Management decision. Please call before admission if you need to bring above mentioned items.

Transportation

Please contact us for possible transportation arrangements. It is preferred to make your own arrangements for transportation through a friend or family member. Transportation to and from treatment must be arranged prior to admission.

Visitors/Phone

- 🌐 Each client is allowed a phone call to family upon arrival to let them know that he or she have arrived safely to **NEWORLD**. Thereafter, visitation and outgoing calls are generally not permitted during the treatment. Management can make exceptions. Family can always call to check on you at any time upon your consent.
- 🌐 Management will make exceptions at its discretion. Your safety and wellbeing as well as confidentiality and safety of other clients are top priority while deciding on phone calls or visits.

Facility RULES

Please read carefully

1.	The consumption and/or possession of alcohol or mind/mood altering chemicals are STRICTLY PROHIBITED . Failure to comply may result in immediate discharge.
2.	Clients who choose to self-discharge from NEWORLD prior to completing detox treatment and against medical advice will not be readmitted for at least 7 days following discharge date.
3.	Personal and professional business must be taken care of prior to admission. Computers and cell phones will not be used for personal banking, solicitation etc. Exceptions can be made according to Management decision.
4.	NEWORLD is a fragrance free facility. Respect others by NOT wearing cologne, scented hairspray or scented body spray.
5.	Bedrooms and common/kitchen areas are to be kept neat and tidy at all times. Please keep your towels and personal items in their proper place. The facility is monitored by cameras on an ongoing basis.
6.	Clients are required to only use bathrooms that have been assigned to them.
7.	No gambling is permitted of any kind, including lottery tickets, poker etc. Failure to comply may result in immediate discharge.
8.	Do not lend or borrow money from any client during your stay. Theft is a criminal offence and will be dealt with by the police.
9.	No pets are allowed at NEWORLD except by Management permission.
10.	No energy drinks are allowed at any time during your stay.
11.	It is at staff discretion to decide to appropriate music and volume during your stay.

Rights

- Receive treatment that is available as medically indicated, regardless of race, creed, and sex, national origin, and sexual orientation, language and religious/spiritual beliefs.
- Be treated with consideration, respect and full recognition of my dignity and individuality at all times and under all circumstances. This includes a professional relationship with all staff, free of psychological, physical, emotional abuse, neglect or humiliation.
- Not to be expected to perform services ordinarily performed by staff.
- Be assisted to exercise my civil rights.
- To know the identity of individuals providing service.
- To an individualized treatment plan, a periodic review of such plan and receiving sufficient information about my progress.
- Confidentiality, within the law. See Confidentiality Agreement below.
- Voice grievances to staff, with freedom from restraint, interference, coercion, discrimination or reprisal.
- To refuse any specific medication or procedures to the extent of the law. Should this refusal prevent the provision of appropriate care in accordance with the ethical and professional standards, the facility's relationship with me may be terminated upon reasonable notice.
- To obtain a receipt for the charges paid for the services received at **NEWORLD**.
- Receive a Discharge Letter from **NEWORLD** upon request.
- Have and retain personal items which do not jeopardize my safety or the safety of others or negatively impact the treatment (as determined by **NEWORLD** Management).

Responsibilities

As a Client at **NEWORLD**, I have responsibility for:

- Providing, to the best of my knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to my health. I must also report unexpected changes in my condition to the responsible staff.
- Making it known whether or not I clearly understand a contemplated course of treatment and the Exit Plan.
- Abide by my Exit Plan to the best of my ability. I have to research places suggested to me for post detox treatment options.
- I am responsible for my own actions and for the consequences of my actions.
- Treat others with consideration and respect at all times.
- Providing urine and blood samples for the purpose of laboratory analysis upon request of clinical staff. I understand that the results of these tests will be incorporated into my medical record.
- Following facility rules at all times during my stay.
- Being considerate of the rights of others and for assisting in the control of noise and abide by the smoking policy. I will be aware of my safety and the safety of others with regard to not bringing on campus any contraband, weapons or other dangerous items.
- I am aware and accept that **NEWORLD** facility is under surveillance monitoring for the purpose of ensuring the integrity of detoxification and the safety and wellbeing of clients.

Confidentiality

Everything Client conveys to the staff at **NEWORLD** is confidential except under the following circumstances, where **NEWORLD** must report to the appropriate authority:

- If we suspect that a child is being abused or neglected, it is the law that we report this information.
- If you reveal to the staff that you intend to harm another person, we are obliged to protect that person by notifying the appropriate authority.
- If a court subpoenas your chart we must release it to the party that requests it.
- If you become suicidal or homicidal, or unable to take care of yourself due to psychiatric condition, you might be held against your will to be assessed by a psychiatrist.
- If it is suspected that you are unable to drive a car due to a medical condition (which includes intoxication from alcohol or drugs), we are obligated to notify the Ministry of Transportation.
- Certain infectious diseases, when detected, must be reported to the Public Health Department; TB or HIV are examples.

We thrive to make your detox experience a thing NOT to remember!

*We promise you a **NEWORLD**[™].*

Please feel free to contact us for any clarification.

www.newworlddetox.ca

1(844) NEW-DETX (639-3389)

13604 6th Line, Limehouse, Ontario L0P 1H0