



NEWORLD MEDICAL DETOX

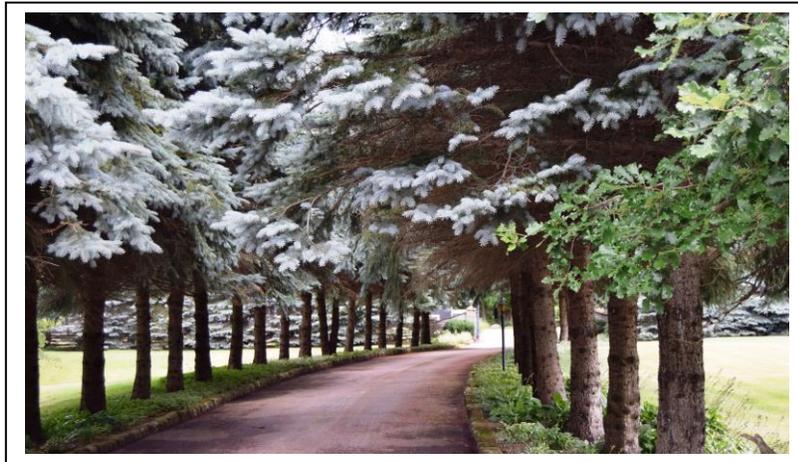
PRE-ADMISSION INFORMATION

Please read carefully



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WHEN YOU QUIT, IT'S A WHOLE NEWORLD!

INTRODUCTION

Welcome and congratulations for deciding on your first step towards complete recovery. We know that you may be anxious at this time and have questions prior to admission at **NEWORLD**. We aim to ease your anxiety, guide you through our seamless admission process and attempt to address your inquiries through this information package.

If you go through this package and still have some unanswered inquiries or require more clarification, we are always ready 24/7 to answer you. Please use our toll free number or send us an email.

WHAT TO EXPECT

Our guests at **NEWORLD** are treated in a fair, non-judgmental, and respectful manner. We expect similar manner in return.

We support our clients professionally during the process of withdrawal through a client tailored approach to ensure their smooth and comfortable stay at our upscale facility.

Our mission is to provide a high quality unprecedented substance abuse detox treatment in a safe and comfortable environment. We believe that each and every client deserves to have a new start for their lives, even if relapsed. We help you achieve this goal through professional and caring withdrawal management. **NEWORLD** will help you move forward with your journey to recovery.

ADMISSION PROCESS

Admission process to **NEWORLD** is quick and easy:

-  Complete over-the-phone screening interview with **NEWORLD** staff or intake worker.
-  Prepare your necessary cards: ID, health card and drug benefit plan card if applicable.
-  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 is needed for the period of your stay as per the information you were given from the screening interview. Please see below for more details 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 Director will then commence your detox protocol as tailored for your condition.
- 🌐 While in detox and once you are ready, **NEWORLD** Addiction Counselor will spend as much time as needed with you to help with your next step and exit plan. You will be given a report at the end of your stay and will be directed to the next stage of your recovery post detox.
- 🌐 Upon completion of your 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 and as evaluated by our counselor. **NEWORLD** can also help make arrangements to the next step according to your exit plan.

MEDICATIONS/MEDICAL CONCERNS

- 🌐 While preparing for your admission, ensure that all your prescription medications 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 suitable with your detox plan.
- 🌐 ***Please be advised that cannabis use is NOT permitted at NEWORLD. You cannot use cannabis in any format, even if you have a prescription from your doctor. Any cannabis products found upon the search process will be confiscated.***
- 🌐 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-ons if you have any. **NEWORLD** will only need the prescription you got from your doctor or a proof of your current dose from the pharmacy. You have to drink your dose at your pharmacy on the day of admission prior to arrival. **NEWORLD** will take over from this point.

MONEY AND VALUABLES

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

CLOTHES AND LAUNDRY

- 🌐 You are expected to be neatly attired at all times. Bring season-appropriate outdoor and clothing as well as comfortable bedtime attire. You are encouraged to bring a swimsuit if you are to use the sauna. 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 service is offered on site for all clients. 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. Towels are provided onsite, but you are welcomed to use your own towels and face cloths if preferred. You can also bring your preferred pillow. We ask that you leave cologne, body spray and alcohol based toiletries (mouthwash etc.) at home as we require a scent free and an alcohol free environment. Unscented products are recommended.

SMOKING

NEWORLD policy is to allow tobacco smoking while in detox. If you smoke, you must bring enough packs 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. Same rules apply to vaping.

Please be advised that cannabis use is NOT permitted at NEWORLD. You cannot use cannabis in any format, even if you have a prescription from your doctor. Any cannabis products found upon the search process will be confiscated.

FOOD

Do not bring any food or drinks. 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 e-readings or books. *You will not be allowed to use your cell phone or wifi.* Cell phones will be kept with **NEWORLD** security while in detox. Exceptions are made according to Management decision. Please call before admission if you have to bring above mentioned items.

TRANSPORTATION

You will have to arrange for drop off and pick up. We recommend that do not drive yourself to the facility. It is preferred to make your own arrangements for transportation through a friend or family member. **NEWORLD** can help with your transportation arrangements.

VISITORS/PHONE CALLS

- 🌐 Visits are generally not permitted during the treatment. Family and friends can always call to check on you at any time (upon your consent). These calls will be supervised by staff members.

- 🌐 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. We appreciate your understanding.



Facility RULES

Please read carefully

1.	The consumption and/or possession of alcohol and/or mind/mood altering chemicals is STRICTLY PROHIBITED . NEWORLD staff will do a search upon admission and at random times. Failure to comply will result in immediate discharge.
2.	Clients who choose to self-discharge prior to completing detox treatment and against medical advice will not be given any medications from NEWORLD upon discharge.
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. <i>Exceptions will be made according to Management decision.</i>
4.	NEWORLD is a fragrance free facility. Please 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.
6.	Clients are not allowed to each other's rooms at any time. The facility is monitored by cameras on an ongoing basis. Clients should follow appropriate behavior at all times.
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. NEWORLD staff have the right to search belongings at any time during your stay and upon discharge.
9.	No pets are allowed at NEWORLD except by Management permission.
10.	It is at staff discretion to decide to appropriate music and volume during your stay.

We ask that you keep your pets at home. The only exception is for service animals.
All service animals MUST have their certified vests and/or documentation present.

Your Rights

- 🕒 To receive treatment that is available as medically indicated, regardless of race, creed, sex, national origin, sexual orientation, language and religious/spiritual beliefs.
- 🕒 To be treated with courtesy, 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**.
- 🕒 To 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 am responsible for:

- Providing, to the best of my knowledge, accurate and complete information about present drug/alcohol use, past illnesses, hospitalizations, medications, and other matters relating to my health. I must 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 to maintain sobriety.
- I am responsible for my own actions and for the consequences of my actions.
- Treat other clients and staff members with consideration and respect their personal space, beliefs, property and safety. I respect the confidentiality of others present at **NEWORLD**.
- Providing urine and blood samples for the purpose of laboratory analysis upon request from clinical staff. I understand that the results of blood tests will be incorporated into my medical records.
- Follow facility rules at all times during my stay. Please see “*facility rules*” above.
- 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 the 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 requesting 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 promise you a **NEWORLD**[™].*

Please feel free to contact us for any clarification.

www.newworlddetox.com

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

Detox facility address: 13604 6th Line, Limehouse, Ontario L0P 1H0
Canada

