

Ashley

PRE-ADMISSION INFORMATION PACKET

www.AshleyTreatment.org | 800.799.HOPE (4673)
800 Tydings Lane, Havre de Grace, MD, 21078



“Welcome to Ashley. The nightmare is over.”

— Ashley’s Co-founder, Father Joseph C. Martin

It is our hope that you will find the path to recovery during your time with us. We know this is a challenging time, and you may feel anxious about what will happen next. We are here to help you start your recovery journey and make your treatment experience as meaningful as possible.

Addiction, or as we prefer to call it, substance use disorder (SUD), is a treatable disease, not a moral failure. At Ashley, we are committed to a compassionate and holistic approach to your care, utilizing innovative, evidence-based treatment modalities to help heal your mind, body and spirit. We go one step more to help you enter a path of lifelong recovery!

YOUR ADMISSION TO ASHLEY

When you arrive at Ashley, we will welcome you and your loved ones and begin the intake process. As your health and safety is our top priority, we implement best practices and recommendations from the [CDC](#), [State of Maryland](#) and [Harford County Health Department](#) to respond to the COVID-19 pandemic and protect our community. For us, this includes confirming upon your arrival that you do not exhibit any COVID-19 symptoms and performing a COVID-19 test. Please note that we strongly recommend every patient be fully vaccinated and boosted prior to their admission to Ashley. Vaccination may be required based on community transmission rates reported by the CDC. To reduce the risk of exposure for you and your loved ones, we ask everyone to wear a mask while at Ashley.

While we wait for the results of your COVID-19 test, we will review your consents to treatment. If your COVID-19 test is POSITIVE, we will defer admission and provide you with informational material on what to do when you test positive for COVID-19. Our Intake Department will follow up with you within 24 to 48 hours after the positive test to reschedule your admission for seven to ten days after your admission was deferred. If you are cleared to continue admission to Ashley, we will proceed with the intake process as planned.

While you are meeting with an intake coordinator to admit to Ashley, a member of our clinical team will meet with your family to answer their questions and collect any information that will support us in providing you with the best possible care.

Once you have completed all consents to treatment, you will meet with one of our nurses to complete your nursing assessment and receive your Patient Handbook. This process typically takes 30-45 minutes. At this time, we will conduct a thorough search of your person and your belongings. We do this to ensure the safety of our environment of care. We will secure any items you cannot bring to treatment for the duration of your stay.

As a part of our admission process, we will provide you with a tablet to complete your first Trac9 assessment. This tool is a critical part of our commitment to measurement-based care, and you will continue to take these assessments to track your progress throughout your stay. Please review the additional information about Trac9 provided in your Patient Handbook and turn to your counselor with any questions.

NEXT STEPS

After you have completed the admission process, you will be greeted by one of our clinical aids. They will take you on a tour of the campus and answer any questions you may have. Within the first 24 hours, you will participate in our patient onboarding with a member of our clinical team. In this meeting, we outline the expectations we have for patients in our care, including a review of our policies and procedures. Ashley is committed to creating a culturally responsive environment where everyone is welcome and cared for with dignity and respect. As a member of our community, it will be your responsibility to uphold these values while you are with us.

Additionally, you will meet with one of our medical providers to complete your medical history and physical exam. This is an important part of our holistic model of care and ensures your physical needs will be met while you are in treatment.

OUR TREATMENT MODALITIES

We use every available tool to help you heal. This may include medication supported recovery to ease withdrawal symptoms, minimize cravings and help you focus on recovery, especially during the initial phase of treatment.

To provide you with a balanced treatment experience and maximize your recovery at Ashley, our programming consists of a variety of services: individual and group counseling sessions, educational workshops, a variety of specialty and support groups, 12-step meetings, spiritual services and a Family Wellness Program to help your loved ones strengthen their relationship with you. We also offer various wellness services and activities to support your foundational fitness, sleep hygiene and nutrition. As part of your treatment experience, we will develop a continuing care plan tailored to your specific needs that will help you navigate recovery when you leave Ashley. During this process, we will connect you with our alumni community that meets regularly and supports each other.

ENVIRONMENT OF CARE

Ashley is a special place, and we are so glad you are coming here to heal. We hope that the serenity of our beautiful surroundings will help you heal and enter a path to lifelong recovery. To maintain our unique environment of healing and care, we ask everyone to treat each other with respect and refrain from offensive language or violence. Please be considerate of our inclusive and diverse community — everyone deserves a chance to heal.

“Ashley was built to be a beautiful and dignified atmosphere — free of blame, shame and judgement.”

— Ashley’s Co-founder, Mae Ashley Abraham



UNIVERSAL MASKING

Statement on Universal Masking of Staff, Patients, and Visitors at Ashley



Ashley Inc. in accordance with The Joint Commission supports the CDC's recommendations on Universal Masking within healthcare settings. Ashley Inc. believes that Universal Masking is a critical tool to protect staff and patients from exposure to asymptomatic and presymptomatic individuals infected with COVID-19.

To address asymptomatic (infected individuals who do not show observable symptoms) and presymptomatic (infected individuals who have yet to develop symptoms) COVID-19 transmission, the CDC recommends that healthcare facilities "...implement source control for everyone entering a healthcare facility (e.g., healthcare personnel, patients, visitors), regardless of symptoms."

Source control involves having people wear a cloth face covering or medical grade face mask (surgical or procedural mask) over their mouth and nose to contain their respiratory secretions and thus reduce the dispersion of droplets from potentially infected individuals. And in order for source control to be effective, it requires that everyone wear a mask within healthcare buildings to prevent the spread of respiratory viruses such as COVID-19.

Masking universally - in addition to physically distancing and practicing frequent hand hygiene - will significantly decrease the likelihood that an individual in the community with an unrecognized COVID-19 infection could infect others.

PATIENTS

All patients will be instructed to wear at least a cloth face covering when entering any Ashley building. If they arrive without a face covering, one will be provided. In accordance with CDC recommendations, face masks and cloth face coverings will not be placed on anyone who is having difficulty breathing or on anyone who is unconscious, incapacitated or otherwise unable to remove the mask without assistance. Patients may remove their face covering when in their rooms, eating, or outside and able to physically distance from one another. Patients experiencing any respiratory illness symptoms (e.g., persistent cough or sneeze) will be required to wear a surgical or procedural mask.

ASHLEY STAFF

The current standard for all Ashley employees is that they wear a face mask at all times when in any Ashley building while continuing to physically distance, practice good hand hygiene, and continually monitoring themselves for signs and symptoms of illness. There are very few areas or situations in which staff are not required to wear a face mask. Here are a few. They are not required to wear a face mask when outside and at least six feet away from patients, when eating, or when they are alone in non-patient-care areas. If staff have face-to-face meetings with one or more of their colleagues in an enclosed area such as an office or a break room, however, they will wear a face mask.

Physically Distancing, Practicing Frequent Hand Hygiene, Daily Monitoring for Signs and Symptoms, & Universal Masking. These are the four main pillars of our viral transmission-based precautions. One does not negate the importance of the other. They are all essential.

STRIVE FOR ZERO EXPOSURE

Keep Ashley Safe

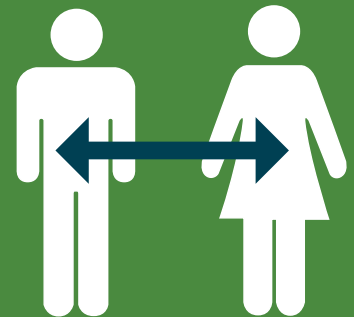


UNIVERSAL MASKING

Wear your face mask over your nose and mouth to protect others.

PRACTICE PHYSICAL DISTANCE

Maintain 6 feet apart
(2 arm's length) from others.



HAND HYGIENE

Wash your hands frequently with soap for at least 20 seconds.

Packing List

WHAT TO BRING:

PLEASE LIMIT LUGGAGE TO TWO PIECES.

- Picture ID
- Insurance and/or prescription card
- **COVID-19 vaccination card**, if applicable
- Comfortable casual attire – laundry service is provided.
- Exercise clothing – gym shorts/shirts and sneakers (Patients in our Pain Recovery Program should bring a one-piece bathing suit and water shoes for hydrotherapy)
- Weather appropriate outerwear
- Unopened personal hygiene items – shampoo/soap/toothbrush/toothpaste/shaving kit
- ***Medications – please bring your existing prescribed medications in the original bottles and a list of all over the counter medications, vitamins, herbals, or other supplements you are currently taking. Our medical staff will review the existing medications and additional list to determine which may be helpful for you during your stay at Ashley. Your personal medications will be used for verification purposes only. Upon admission, these medications will be stored and then returned to you at the time of discharge. You should provide information on your prescription insurance coverage at the time of admission. If insurance does not cover your medications, you will be responsible for the charges.***
- Unopened smoking & tobacco products – Ashley will not provide these items. Cigarettes aren't available to purchase on campus. We do not permit the use of E-cigarettes or “vape” equipment.
- Method of payment – credit card or cashiers' check for amount agreed to during the pre-admission phone assessment
- Cash/Credit or debit card for incidentals. You will need funds for treatment-related reading materials you may wish to purchase, incidentals and extra services such as dry cleaning, massage and acupuncture. The Oak Store on campus sells personal-need items, recovery-related materials and Ashley items. Please limit your cash to \$100.
- Journal for writing / novels and nonfiction books are permitted, but will be evaluated for appropriateness during luggage searches.

WHAT NOT TO BRING:

- **Reusable water bottles/containers are not permitted as a result of COVID precautions.**
- Alcohol or non-prescription/illegal drugs
- Opened packs of cigarettes
- Electronic vapor cigarettes
- Over the counter medications and vitamins – **please bring a list of what you've taken regularly**
- Medical testing devices – consult with your Intake Coordinator if you have specific medical testing device to ensure that you should not bring it with you
- Cell phones*, tablet/iPad, camera, laptop, or Smartwatches (ie. Apple, Fitbit, Garmin, etc.)
- Body powder or baby powder of any kind
- Scissors or sharp objects, including metal nail files, bottle/can openers and straight-edge razors, Leatherman-type tools, lighter fluid refills
- Perfumes or any product containing alcohol
- Inappropriate or revealing clothing – that includes short shorts; pants that hang below the normal waist revealing underwear; any clothing with alcohol or drug logos/graphics
- Food, candy or drinks – our dining room provides snacks and drinks 24/7
- Guns, knives or any item commonly used as a weapon
- Sports equipment
- Decks of cards
- Bedding, pillows and stuffed animals
- Items of significant expense – i.e. jewelry, watches, clothing, bags, etc.
- Under the Americans with Disabilities Act (ADA), Ashley Addiction Treatment welcomes the use of service animals by any person with a disability. Comfort or emotional support animals according to the ADA, are not considered service animals and therefore are not permitted.

*You may bring your phone to admit to Ashley, but we will secure it for the duration of your treatment.



FAMILY WELLNESS PROGRAM

VIRTUAL PROGRAM

We know how important it is to involve the whole family in the recovery process. Therefore, we offer a virtual Family Wellness Program so that family members can support their loved one in recovery as well as their own healing.

During our virtual programming, we will provide you with education, coaching services and opportunities to interact with other family members. Having the opportunity to share experiences with other families can lend additional support and help you gain a greater understanding to support your loved ones' successful recovery. We will also provide you with additional resources once your loved one has completed treatment.

FOUNDATIONAL EDUCATION

One of our family services team members will supply this information via email to your loved one's primary contact.

FAMILY COACHING

Your loved one's primary contact will engage with one of our family counselors, one-on-one to process through the videos and concerns.

FAMILY WORKSHOPS

We hold weekly virtual family workshops via ZOOM to help unpack different topics that impact you as a family. The topics rotate on a regular basis. Workshops are live and interactive with a family counselor and other families present.



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FAMILY SERVICES

Patient FAQ

Why should my family be involved? Why should I participate in family services?

Research has shown that family participation increases positive outcomes for patients in treatment.

Who do you call in my family?

We contact family member(s) identified as your primary contact for a family coaching session. We provide videos and written information from our Family Wellness Program so they can gain a foundational understanding of the disease model of addiction, the process of recovery, and how to recognize unhealthy behavioral patterns in themselves.

What do you talk to my family about?

We talk to your family about the disease of addiction and its progression, as well as the process of recovery. We also help family members recognize unhealthy patterns of their own, such as codependency, enabling, and trying to control you and your addiction. We educate families about how to support you in a healthy way. We also provide resources that your family can utilize to support themselves, in order to better support you in your recovery.

Do you tell them what I say to my counselors?

No. We do not talk about what you discuss with your primary counselors, spiritual counselor, psychologist, etc.

Do you tell them what drugs I use?

No. We do not talk about what substances you've used, how much, how long, etc. It is not our place to disclose these things to your families.

Will you tell my parent to cut me off? Or tell my significant other to leave the relationship?

No. We do not tell your family members how to proceed in your relationship. We help them to identify unhealthy patterns in the relationship and what they are able to do to help heal your relationship.



Do you tell them what I'm doing in treatment?

We can provide a general overview of what a typical day looks like at Ashley. We do not go into great detail about your treatment.

What happens after you talk to them?

Families are provided with additional resources including links to peer support groups such as Al-Anon, Nar-Anon, and SMART Family. Families are encouraged to attend Family Workshops, which provide information and education regarding

topics relevant to family recovery. Finally, our hope is that your family will engage in their own program of ongoing recovery in order to support you in a healthy way and heal the family system as a whole.



FAMILY SERVICES

Family FAQ

Why do I need family services? What are the benefits of family services?

It is common for people or family systems to develop some unhealthy coping skills during times of stress, and dealing with a loved one's addiction is no different. Family services can help you identify ways in which the whole family system can support your loved one in healthy ways.

Will these services include my loved one?

The initial family coaching session will not include the patient. The focus of this session is linking family members with resources and information, as well as provide support and direction on how to support your loved one in a healthy way moving forward.

Who is allowed to attend that coaching session?

We must respect HIPAA guidelines during family coaching sessions. Therefore, we can only allow those for whom the patient has signed a release of information authorizing us to share private information. This appointment is only for those that have been identified in the scheduling process.

What happens if my loved one revokes a release of information?

When a release of information is revoked the facility can no longer communicate with you, even if appointments were set up before the release was revoked. At that point the facility cannot confirm or deny a person is at the facility.

What is Al-Anon/Nar-Anon?

Al-Anon and Nar-Anon are "sister fellowships" of AA and NA; they are 12-step groups designed for families navigating a loved one's addiction. Family members have the opportunity to learn from the experiences of others who have been in a similar situation.

What do I do when my loved one comes home?

This is the million-dollar question. Use the resources that you gained during the family coaching session. Attend the family workshops as long as you need, engage in your own recovery program, and take care of yourself.

What should I expect in the workshops?

Each workshop lasts for one hour. The first half of the session consists of information presented by one of our family counselors. After the information is presented, family members have the opportunity to ask questions and share their experiences.

Are the workshops live?

Yes, they are. Part of our goal for the workshops is to have family members interact with one another to experience the benefits of the group process. Plus, during the workshops, you have a family counselor at your disposal for any questions or concerns you may have.

Am I able to continue to come to the workshops after my loved one is discharged?

Absolutely! The Zoom links do not change, so you can continue to participate even when your loved one is discharged. Feel like you need to review some things? Feel free to attend the sessions more than one time.

Can my children attend the workshops?

While children are certainly impacted by a family member's addiction, it is important that they receive information that is age-appropriate. For this reason, children must be at least 17 years old in order to participate in the family workshops. Please refer to the Recommended Reading list for resources for younger children or ask your family counselor for additional resources geared for younger kids.

What if I have additional questions or need to talk?

You can reach out to a family counselor for issues related to family dynamics. If your questions are related to discharge plans or progress in treatment, the primary counselor would be the point of contact.

What Is Trac9 & *Why Are We Using It?*



Trac9 or Trac9 Informatics is an assessment tool that monitors specific factors that have a scientifically validated and evidence-based association with long-term recovery. We track our patients' outcomes through assessments during and 12 months following their treatment with us.

Each of the assessments is normed, psychometrically validated and available in the public domain, enabling their utilization in Trac9.

WHY ARE WE USING IT?

- Trac9 allows us to measure the effectiveness of treatment and is an essential tool in addressing your individual treatment needs.
- With Trac9, we assess your needs and assign a clinician that helps you and your family create an individualized path through treatment and into recovery.
- Your participation in Trac9 allows us to advocate for continued insurance authorization with your insurance company while you are in treatment.
- The data we collect through the Trac9 assessments help us improve treatment services and enhance patient outcomes.

In short, Trac9 will help us provide you with truly individualized care, maximize your treatment outcomes and advance the science of addiction medicine – saving more lives through more effective care.

HOW DOES TRAC9 WORK?

You will be registered in the Trac9 system during the admission process, and one of our staff members will help you complete the initial assessment, identifying your treatment needs and the clinician best suited to address them.

During your time with us, you will take the Trac9 assessment on a weekly basis. We will use your assessments to develop your individualized treatment plan, identify beneficial clinical services and create a comprehensive aftercare plan for you.



trac9
I N F O R M A T I C S

For the first 12 months following treatment at Ashley, you will receive a monthly email invitation to complete your Trac9 assessment online from home; they are anonymous and take less than five minutes.

HOW DO I TAKE MY ASSESSMENTS?

INPATIENT & EXTENDED CARE

Initial assessment:

One of our staff members will help you take the assessment on a tablet.

Weekly assessments:

You will take each assessment on a tablet assisted by one of our staff members.

OUTPATIENT

You will be able to take all of your assessments online from home.

Initial assessment:

One of our staff members will help you complete the initial assessment online.

Weekly assessments:

You will receive an email prompt asking you to complete the survey online.

You will receive email invitations for your post-treatment assessments on a monthly basis. These are to be filled out online from home.

Completing your assessments while in treatment and after treatment will greatly improve our ability to create an individualized treatment plan for you and use the data to **change the face of addiction medicine – saving more lives through even more effective care!**

**Completing your assessments
is a great way to give back!**

ADDITIONAL BENEFITS OF TRAC9

- Trac9 will help us identify your personal treatment needs and which counselor best meets these needs, resulting in an even better patient-clinician match.
- Throughout treatment, Trac9 will help us adjust your treatment plan based on your assessment outcomes and prepare a comprehensive aftercare plan.
- The data we collect from your assessments will allow us to advocate on your behalf with insurance companies and, if necessary, help justify the need for continued treatment.
- When you fill out your post-treatment assessments, and your answers indicate a recurrence of use, Trac9 will automatically ask you if you would like to notify Ashley. Trac9 will only contact Ashley on your behalf if you ask them to.
- We can use Trac9-generated data to showcase the effectiveness of treatment to insurance providers, making treatment more accessible.
- Trac9 will help us advance the science of addiction medicine by furthering our understanding of how treatment works and what types of services we need to invest in more.

WHAT FACTORS DOES TRAC9 MEASURE?

Trac9 monitors resilience and pathology factors that have a scientifically validated and evidence-based association with long-term recovery. Both types of factors are equally important in your recovery journey.

RESILIENCE FACTORS:

- Commitment to sobriety
- Optimism
- Spirituality
- Quality of life in recovery

PATHOLOGY FACTORS:

- Anxiety
- Depression
- Stress
- Verbal craving
- Visual cue reactivity of craving

FREQUENTLY ASKED QUESTIONS

Will my assessment data stay confidential?

Yes, all data we collect is protected health information and will be handled according to the HIPAA Privacy Rules.

How long does the assessment take?

On average, it takes 13 minutes to complete the in-treatment survey. The post-treatment survey averages less than five minutes.

Please take your assessments; it's a great way to give back to the community!

How will you use my assessment data for treatment?

We will use your in-treatment data to assign a counselor that best fits your needs, create an individualized treatment and aftercare plan for you and advocate with insurance companies on your behalf. Your post-treatment data, together with other patients' data, will help us monitor long-term treatment success and give you a direct option to reach out to us in case you're struggling.

What will Ashley do with the data besides using it directly for my treatment?

In-treatment and post-treatment data combined will help us measure the effectiveness of treatment, improve treatment services across the industry, advance the science of addiction medicine and improve and increase insurance coverage long-term. We will look at the data for each level of care, inpatient, extended and outpatient care, separately as duration and intensity vary.

What Is WHOOP & Why Are We Using It?

With an advanced understanding of how behaviors influence and improve outcomes, WHOOP pairs a wearable that monitors sleep, cardiovascular strain and recovery metrics with personalized health and wellness insights. In our partnership with WHOOP, we utilize wearables to support your recovery journey by tapping into the power of biometric data. With insights from WHOOP, we equip you with a better understanding of your body and encourage you to lead meaningful conversations with us while empowering you to respond to your body's needs to support your long-term recovery.

WHY ARE WE USING IT?

We know that physiological factors like sleep and general physical health are associated with improved recovery outcomes. To enhance treatment, we collect biometric

Ashley and WHOOP are on a mission to transform health care and support patients' healing long-term.

data pertaining to these factors that will inform clinical treatment planning and interventions at Ashley. In doing so, we not only support your recovery journey but the entire treatment industry.

With WHOOP, we will:

- Gain more in-depth knowledge about the role of sleep, circadian rhythms and cardiovascular health in substance use disorder recovery.
- Create an enduring model for tracking these outcomes at Ashley.

WHOOP UNITE™

- Inform treatment plans and interventions for you and other Ashley patients.
- Empower you to live a healthy life in recovery, promoting your happiness and overall well-being.
- Gain knowledge that we will share with other treatment centers to improve treatment services across the industry and advance the science of addiction medicine.

WHAT IS A WHOOP?

A WHOOP is a wearable sensor that collects biometric information on circadian rhythms and general health by focusing on three aggregate metrics: sleep, strain and recovery. These metrics are derived from:

- Resting heart rate
- Respiratory rate
- Basal metabolic rate
- Heart rate variability
- Blood oxygen levels (SpO2)
- Skin temperature

HOW DOES WHOOP WORK?

During your 28-35-day residential program at Ashley or your time in one of our extended care programs, we will provide you with a WHOOP wearable that monitors your sleep and cardiovascular data. The wearables are waterproof, and you should wear them 24/7 throughout your treatment. We have placed Bluetooth hubs, called WHOOP Gateway, around our inpatient campus and the extended care houses to facilitate an automated, secure and continuous data upload with proven reliability and accuracy. We will charge your device during every group counseling session. Our nursing staff will collect your WHOOP wearable when you leave our inpatient or extended care.

How will you benefit?

During our compilation phase:

- We will provide you with a WHOOP wearable at zero additional cost.
- We will provide you with comprehensive sleep and health analysis insights through meetings with our research staff and/or summary reports prior to discharge.
- Your participation supports a unique contribution to improving treatment services across the industry advancing the science of addiction medicine.

During our future intervention phase:

- You will have all benefits that you will be available during the compilation phase.
- The wearables will provide objective data about how well you are recovering.
- Our counselors will be able to monitor your health patterns and address maladaptive habits with you.

Your data will support individualized and informed treatment plans for patients long-term, helping us make a unique contribution to improving treatment services across the industry and advancing the science of addiction medicine.

FREQUENTLY ASKED QUESTIONS

Why should you agree to wear a WHOOP?

WHOOP will provide data that can be used to enhance your treatment plan and provide objective data on how well you are recovering. It will also help us make much-needed improvements in substance use disorder treatment.

How often do you need to wear the WHOOP?

You should wear your WHOOP 24/7 during your 28-35 day inpatient programs and for your entire stay at our extended care houses. It is most important that you wear your WHOOP overnight.

What if you no longer want to wear the WHOOP?

If you would like to take the device off, please return it to our clinical aide or nursing staff.

What type of data does WHOOP track?

WHOOP measures your heart rate, respiratory rate, heart rate variability, skin temperature, oxygen levels, sleep performance and daily strain levels.

Will your WHOOP data stay confidential?

Yes. All data we collect is protected health information and will be handled according to the HIPAA Privacy Rules.

Who will see your data?

All data will be de-identified in the WHOOP platform. Only your primary counselor and Ashley's data personnel can view your data.

How will we use your WHOOP data for treatment?

This data will be used by your counselors to monitor your health throughout treatment. With this data, they will be able to address habits (e.g., physical activity and sleep) that may be affecting your recovery.

What will we do with the data besides using it directly for your treatment?

We will use this data to help us identify the implications of physical activity and sleep habits throughout treatment, improve treatment services across the industry, and advance the science of addiction medicine.



STILL HAVE QUESTIONS?

Please visit AshleyTreatment.org/WHOOP to learn more.