

# Ashley Outpatient **PRE-ADMISSION INFORMATION PACKET**

**AshleyTreatment.org** | 800.799.HOPE (4673)  
Elkton • Bel Air



Welcome to Ashley!

We are committed to ensuring the health and safety of our patients and staff. We have a team dedicated to identifying and implementing best practices and recommendations from the [CDC](#), [State of Maryland](#), and the [Harford County Health Department](#).

We are currently offering the following services using the HIPAA Compliant Platform ZOOM®:

- New Patient Registration and Intake Assessment
- [Partial Hospitalization Program \(PHP\)](#)
- [Intensive Outpatient Program \(IOP\)](#)
- [Outpatient Program \(OP\)](#)
- Follow up visits with the Nurse Practitioner

We are currently offering the following services live, following CDC guidelines related to hand hygiene and social distancing:

- History and Physical with the Nurse Practitioner
- Follow up visits with the Nurse Practitioner
- Withdrawal Management
- Daily dosing of medication
- Vivitrol or Sublocade injections
- Toxicology Screening and Labwork

Should you have any questions or concerns prior to your appointment, please reach out to us.

Bel Air Campus – 443.760.3456  
[802 Baltimore Pike, Bel Air, MD 21014](#)

Elkton Campus – 443.760.3620  
[Union Hospital Professional Building, 111 W. High Street, Suite 109, Elkton, MD 21921](#)

We look forward to working with you!

Kindest Regards,  
Ashley Team

## HELPFUL LINKS TO VISIT

Please use the following URL's for visitation and COVID-19 updates:

<https://www.ashleytreatment.org/coronavirus/>  
<https://www.ashleytreatment.org/programs/outpatient/op/>

Ashley offers additional support services to our families. We encourage you to attend one of the Parent Family Connection telegroups listed on our website:

<https://www.ashleytreatment.org/recovery-support/parent-family-connection/>

We highly recommend Nar-Anon or Al-Anon meetings. These can be found using the following links:

<https://www.nar-anon.org/>  
<https://al-anon.org/>



# TABLE OF CONTENTS

How Do I Enroll in Treatment? .....	4
Services That We Currently Offer .....	6
What to Expect - Withdrawal Management or Medication Supported Recovery?.....	8
How Do I Attend Treatment Virtually? .....	9
Telehealth Patient Info Sheet .....	10
Telehealth Patient Walkthrough .....	12
Telehealth Background Rules .....	15
IOP Schedule .....	16
What is Trac9 & Why Are We Using It? .....	17
Universal Masking Statement.....	19
Safety Habits.....	20
Family Program .....	21
Additional Supports .....	22



# HOW DO I ENROLL IN TREATMENT?

You should expect to receive an email from the Ashley Team the day before your scheduled intake assessment; the email will include the following:

- A link to the Zoom telehealth session for your Registration and Intake Assessment
- Informational material about our new assessment tool Trac9.

If you do not receive this email, please reach out to an Outpatient Administrative Assistant.

Bel Air Campus – 443.760.3456  
Elkton Campus – 443.760.3620

## PATIENT REGISTRATION

During this 30 minute session with our Administrative Assistants, you will receive the Patient Handbook and go over documentation related to our program. You will be asked to provide contact information and sign a release for Emergency Contact, Guarantor (if applicable), as well as any social supports, medical providers, or other individuals/agencies that you would like engaged in your treatment process.

Ashley bills insurance plans for services provided, when able. Please provide the administrative staff members with your most current insurance information, including a copy of your insurance card. In the event your insurance benefits change or terminate, please notify Ashley staff.

We will also register you within the Trac9 assessment system and help you take the initial Trac9 assessment.

You will then receive the time and a link to complete the Intake Assessment. (Usually scheduled within 30 minutes of completing your Patient Registration).

## INTAKE ASSESSMENT

Please expect to spend at least one hour in this telehealth session with a licensed behavioral health provider. They will ask you questions about your medical history, employment/educational history, legal history, past use of substances and treatment, as well as your family/social relationships and mental health history. You may include a family member or friend during this session if you sign a release beforehand.

Our counselors will determine the best level of care to meet your needs. The Ashley Team will discuss with you our treatment recommendations, develop an individualized treatment plan and schedule future appointments at this time.



## LAB WORK

The Ashley Team will ask you to come into the clinic to provide blood work and urinalysis the same day as your intake assessment.

### REQUIRED LAB WORK

Our in-house LabCorp Tech is available for bloodwork. We require testing at intake for Tuberculous for all patients and routine pregnancy testing for female patients.

### PHLEBOTOMY HOURS

#### BEL AIR

Monday - Thursday 11:00 am - 7:30 pm

Friday 9:00 am - 6:30 pm

Every other Saturday 9:00 am - 12:00 pm

#### ELKTON

Monday/Wednesday/Friday 9:00 am - 5:00 pm

Tuesday/Thursday 10:00 am - 6:00 pm

During treatment at Ashley, you will participate in observed toxicology screenings on a regular and random basis. You should expect to receive a phone call or secure e-mail from the Ashley team asking you to come in for your observed urinalysis; you will have 24 hours grace period from the time of the phone call or voice mail message to come in.

During your intake assessment, you are asked to inform the counselor of all medications and/or substances that you have been using. During treatment, your assigned counselor will be monitoring your urinalyses; results indicating use of unapproved or illicit substances may result in recommendations for extended stay or referral to a higher level of care.

Depending on your insurance coverage, you may be responsible for the costs associated with laboratory testing.



**'If you stay sober one day at a time,**  
**good things will happen in your life.'**

*- Fr. Joseph C. Martin, Ashley Co-Founder*

# SERVICES WE CURRENTLY OFFER

## PARTIAL HOSPITALIZATION (PHP)

This program is an excellent step down from residential treatment, or step up for someone who may not be able to go to residential treatment. PHP is a commitment of six hours daily, five days a week. Because every plan is individualized, the length of PHP treatment is dependent on how your symptoms improve over time. You'll participate in group and individual therapy and engage in case management sessions. A multidisciplinary team (nurse practitioner, licensed practical nurse, licensed social worker) will help you to overcome addiction and gain the skills needed to achieve long-term recovery.

## INTENSIVE OUTPATIENT PROGRAM (IOP)

Our most popular program, IOP consists of three-hour groups up to four days a week for approximately eight weeks.

### Group Structure:

Our IOP groups incorporate the following into each three-hour session:

**MINDFULNESS:** All IOP group sessions begin and end with a counselor-led mindfulness exercise, meant to provide you with a technique to use in your daily life outside of treatment.

**PROCESS:** You will discuss current strengths and challenges with your group members in a discussion facilitated by our licensed counselors.

**PSYCHOEDUCATION:** Using evidence-based curriculums The Matrix Model™ and Living in Balance™, you will learn more about the disease of addiction and essential relapse prevention skills to assist you in maintaining abstinence.

## OUTPATIENT PROGRAM (OP)

Our OP is ideal for someone who has a strong support system and a positive environment to work toward and sustain recovery. This program allows you to continue your education or career pursuits, maintain your recovery network within your community, and continue to be a part of activities or commitments that bring meaning to your life. While in OP, you will attend group therapy weekly or twice weekly. OP is anywhere from six to eight months in duration and is individualized to meet your needs. As you progress in your treatment, your schedule will taper off.





## MEDICATION SUPPORTED RECOVERY (MSR)

MSR can ease withdrawal symptoms and lessen or eliminate cravings to improve your ability to engage and focus in treatment. Ashley's medical staff can evaluate you to see if you are appropriate for anti-craving medication. We currently offer:

### For Alcohol Users:

1. Disulfiram (Antabuse™): prescribed to deter alcohol use; comes in tablet form and taken orally-once daily
2. Naltrexone: Reduces cravings and reduces the risk of relapse; comes in tablet form (Revia) and extended-release injectable form administered as a monthly injection (Vivitrol).
3. Acamprosate (Campral™): prescribed to reduce craving for alcohol; comes in tablet form and taken orally-three times per day.

### For Opiate Users:

1. Buprenorphine: prescribed to reduces withdrawal symptoms and opioid cravings; comes in film, tablet, and extended-release form administered as a monthly injection (Sublocade).
2. Naltrexone: prescribed to block the effects of opioids; comes in tablet form (Revia) and extended-release injectable form administered as a monthly injection (Vivitrol).

## WITHDRAWAL MANAGEMENT

If you are actively using substances, it may not be safe for you to stop use without medical care. We offer ambulatory detoxification services to assist you over a period of five to seven days, three to six hours a day. Ashley's medical team will monitor your symptoms and provide comfort medications so that you can safely stop use of substances without an inpatient or hospital stay.

## CASE MANAGEMENT

While at Ashley, you will meet with your assigned counselor for individual sessions to work on addressing your personalized treatment plan goals. Your counselor can provide you with referrals to community supports that may assist you in reaching your goals (such as mental health treatment), or may coordinate with any existing social supports that you would like involved in your treatment (such as social services, probation/parole, EAP, DMV, attorneys, primary care providers).



# WHAT TO EXPECT

*How do I start withdrawal management or Medication Supported Recovery (MSR)?*

## WITHDRAWAL MANAGEMENT

During your Intake Assessment, the Ashley team may recommend that you participate in ambulatory detoxification. You will be asked to come into the clinic to meet with our licensed practical nurse, who will take your vital signs and obtain a more in-depth medical history. If the Ashley team recommends detoxification, they will coordinate with the Nurse Practitioner and Medical Director to determine when you are appropriate to begin.

You should expect to attend your detoxification daily for five to seven days and remain onsite anywhere from three to six hours daily. You are welcome to bring a book or laptop with you during this process.

You will make an appointment for a History and Physical with our Nurse Practitioner, who will review your progress and make recommendations for any additional medical services needed.



## MEDICATION SUPPORTED RECOVERY

Do you think that MSR may be helpful for your recovery journey? During your Initial Assessment with the counselor, indicate your interest in learning more about MSR. You will need to attend two separate appointments:

1. You will meet in person with our Licensed Practical Nurse, who will take your vital signs and obtain a more in-depth medical history.  
*Note: If the Ashley team recommends buprenorphine treatment, they will coordinate with the Nurse Practitioner to determine when you are appropriate to begin treatment. You may need to begin with a buprenorphine induction. An induction lasts anywhere from five to seven days, from two to four hours daily. While it is possible that you will begin buprenorphine induction the same day at your appointment with our Licensed Practical Nurse, it is dependent upon your last use of substances and your current withdrawal symptoms.*
2. You will attend a History and Physical with the Nurse Practitioner, who will discuss with you the best treatment options given your individual needs.





## HOW DO I ATTEND TREATMENT VIRTUALLY?

During your Intake Assessment, you will develop a group and individual schedule with our counselor. To be appropriate for telehealth services, you should have access to internet, a smart phone or computer, and privacy for the duration of your treatment sessions. Please make sure to provide us with a working, current email address.

At least 1 hour prior to your session, you will receive an email from Ashley with the link to your telehealth session. If you do not receive this email, please call us.

If you are unable to make a scheduled session, please call us and let us know so that we can reschedule your session.

Please let us know beforehand if you are planning to attend services virtually while out of the state so that we can check the current regulations related to Out-of-State Telehealth for your state. Our providers are licensed in Maryland and you may not be able to participate in telehealth while out of the state, depending on your location.

**‘How far do you go to help an alcoholic?  
As far as you can and then one step more.’**

*- Fr. Joseph C. Martin, Ashley Co-Founder*

# Telehealth Patient Information Sheet



## What is Telehealth?

Telehealth is the use of video and audio technologies to support long-distance services between behavioral health and medical providers and their patients.

## What is Zoom?

Zoom is a HIPAA compliant video and audio conference service. More information can be found at <https://www.zoom.us/>

## What equipment do I need to join a session?

- A computer, tablet, or phone.
- An external or integrated webcam.
- An external or integrated microphone.
- Internet connection

## Do I need a specific internet browser to access from my desktop or laptop?

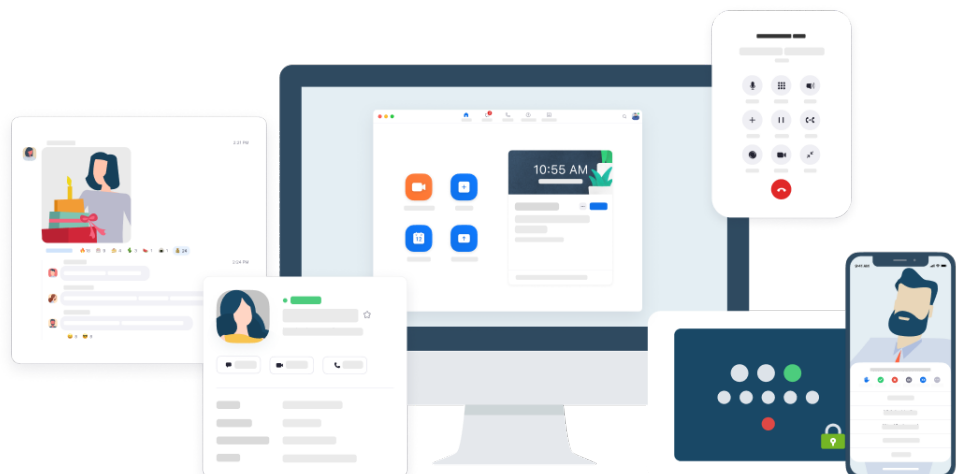
- Google Chrome
- Mozilla Firefox
- Safari

## How do I access from my phone or tablet?

- You will need to download Zoom mobile apps for iPhone or Android

## How do I join our session?

See “Telehealth Patient Walkthrough” for step by step instructions.



# Your safety is a top priority for us!

Because we are reducing our live sessions, we can let you know the times that your Outpatient location is less likely to have a high volume so that you can get in and out as quickly as possible while minimizing your exposure to others.

## What happens if I lose connection during the session?

You can return to the session by clicking the link from your email or accessing the meeting from your Zoom app.

## Connectivity Recommendations:

- We recommend an Ethernet cable over Wifi when possible to ensure you receive the best possible connection through your internet provider. If using Wifi, make sure your signal is strong, and stay as close as possible to the Wifi access point.
- Speed Test: Check your connectivity strength by performing speed test via: <https://fast.com/>. We suggest having more than 1024 Kbps (1Mbps) bandwidth to support HD resolution meeting.
- Shut down all background applications to ensure Zoom receives the majority of your internet's bandwidth, especially applications that use your camera.
- Laptop Battery: For laptops, make sure your computer is not in a low battery state. Plug in the power cord and if using windows, change your power settings to "high performance".
- Limit Household Bandwidth In Use: Try to avoid having other activities competing for Internet use at the same time as your telehealth video calls. For instance, if you have quality issues, ask others in the household to refrain from watching streaming videos, downloading files, or playing online games during your telehealth sessions.

## Setup Recommendations:

- *Lighting*: Make sure the light source is not behind you and your room is well lit.
- *Background*: When joining from home, background is important as others could see what is happening. Choose a spot with neutral background.
- *Quiet Location*: Try to avoid noisy common areas. Instead, join from a quiet location whenever possible.
- *Camera Angle*: By using self-view, you can test the angle of your camera and position yourself. Look into the camera lens while talking to make eye contact with your audience.
- *Mute*: Keep your mic muted whenever you are not speaking. When muted you can use push-to-talk by pressing and holding "T" (or the space bar).

## How do I pay for my co-pays or deductibles?

Some insurance companies are providing incentives for members who utilize telehealth, such as co-pay waivers. We recommend that you call our administrative staff to discuss and review your insurance benefits and co-payments before engaging in a telehealth session. Payments can be provided over the phone or by visiting our secure payment portal located at: <https://www.ashleytreatment.org/admissions/payment-options/>

## What do I do about toxicology screenings if all of my treatment is telehealth?

For now, we are asking that all patients\* report to the office to provide an observed toxicology screening. The frequency is individualized and may range between twice weekly to monthly. Expect to receive a message from the nursing team related to your screening schedule and expected timelines to present.

*\*Patients not permitted on site due to possible COVID19 symptoms or exposure should reach out to their assigned counselor for instructions on how to proceed.*



# Zoom Patient Walkthrough



## Join a meeting on a Computer

### Step 1

From the invite, select on join zoom meeting

Ashley IOP10 is inviting you to a scheduled Zoom meeting.

Join Zoom Meeting

<https://zoom.us/j/450641263?pwd=c2xXV1RSZXNvSEtyUGhTbXBZVTllZz09>

Meeting ID: 450 641 263

Password: 008194

One tap mobile

+19292056099,,450641263#,,#008194# US (New York)

+13126266799,,450641263#,,#008194# US (Chicago)

Dial by your location

+1 929 205 6099 US (New York)

+1 312 626 6799 US (Chicago)

+1 301 715 8592 US

+1 346 248 7799 US (Houston)

+1 669 900 6833 US (San Jose)

+1 253 215 8782 US

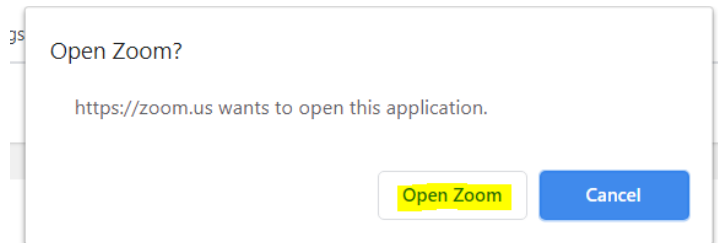
Meeting ID: 450 641 263

Password: 008194

Find your local number: <https://zoom.us/u/aeBNtIUTT2>

### Step 2

Then open Zoom on your computer or tablet.



### Step 3

If you see this screen, just sit tight, the meeting will start as soon as the counselor joins the meeting



**Please wait for the host to start this meeting.**

Start: 4:00 PM

Ashley IOP10's Zoom Meeting

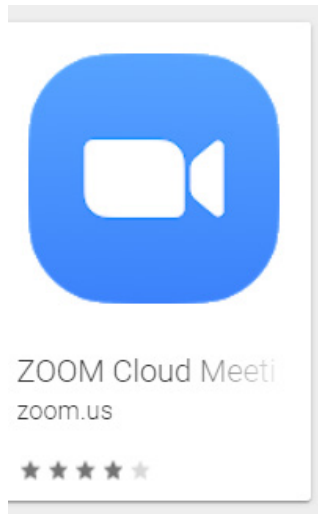
Test Computer Audio

If you are the host, please [login](#) to start this meeting.

# Join a meeting on an Android

## Step 1

Open the Zoom mobile app. If you have not downloaded the Zoom mobile app yet, you can download it from the Google Play Store.



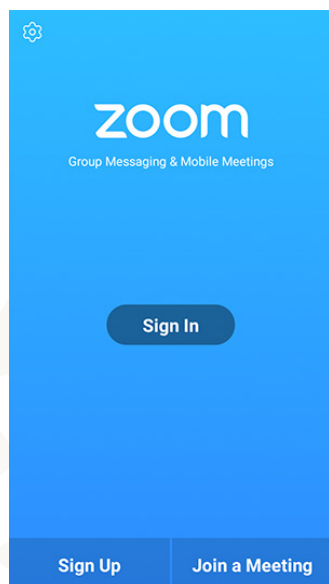
## Step 2

Then open Zoom on your phone or tablet.

## Step 3

Join a meeting using one of these methods:

- Tap Join a Meeting if you want to join without signing in.
- Sign in to Zoom then tap Join.



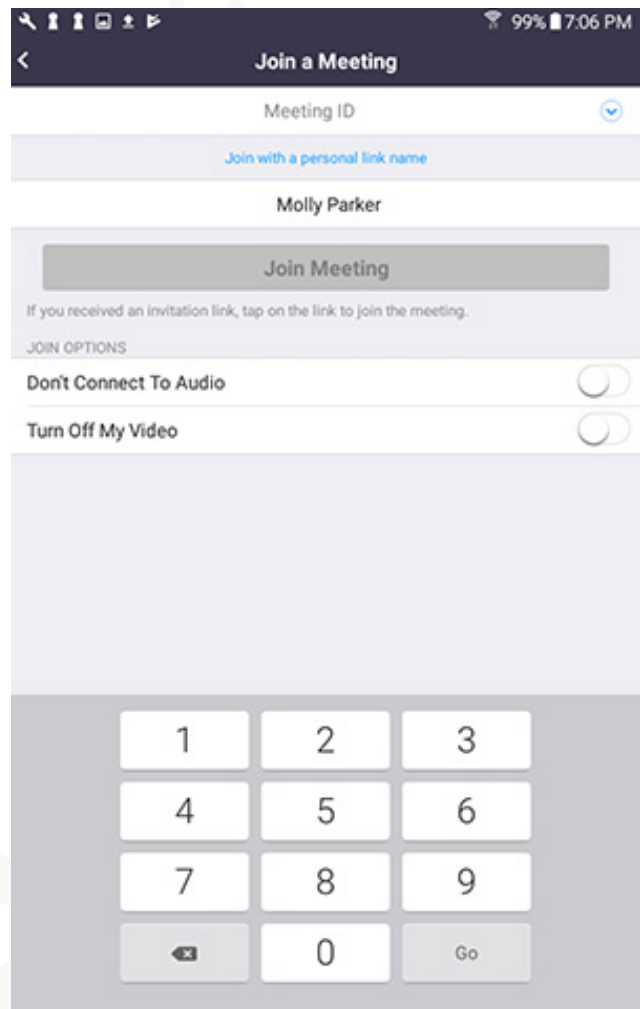
## Step 4

Enter the meeting ID number and your display name.

- If you're signed in, change your name if you don't want your default name to appear.
- If you're not signed in, enter a display name.

## Step 5

Select if you would like to connect audio and/or video and tap Join Meeting.



# Join a meeting on an iPhone

## Step 1

Open the Zoom mobile app. If you have not downloaded the Zoom mobile app yet, you can download it from the App Store.



## Step 2

Then open Zoom on your phone or tablet.

## Step 3

Join a meeting using one of these methods:

- Tap Join a Meeting if you want to join without signing in.
- Sign in to Zoom then tap Join.



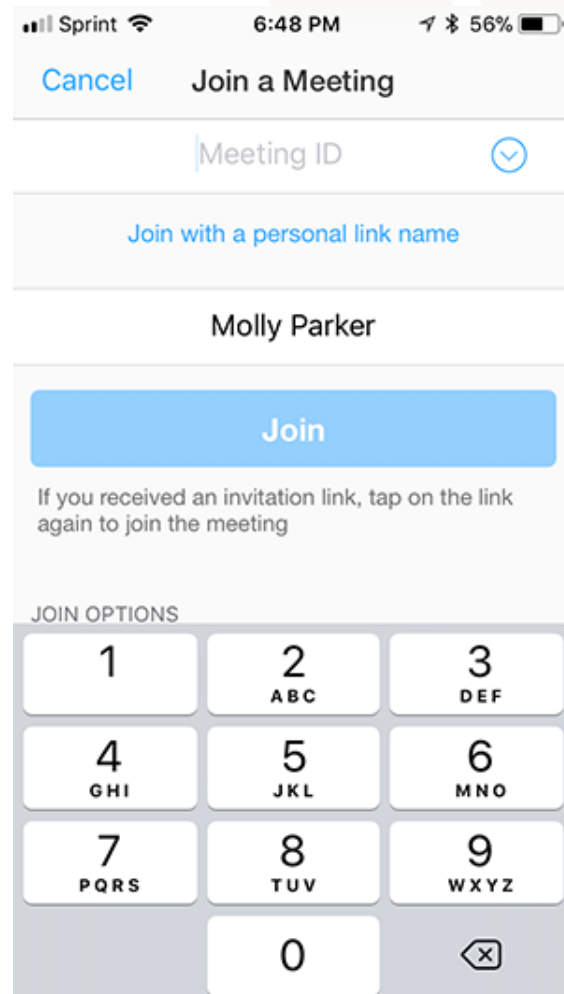
## Step 4

Enter the meeting ID number and your display name.

- If you're signed in, change your name if you don't want your default name to appear.
- If you're not signed in, enter a display name.

## Step 5

Select if you would like to connect audio and/or video and select Join.





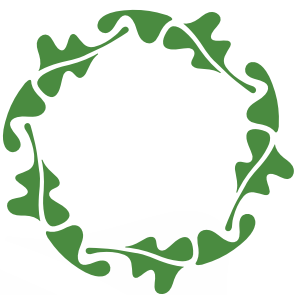
# Telehealth Background Rules

---

We at Ashley would like to ensure that everyone has a treatment experience in which they feel respected. As a result, we ask all to be mindful of behavior during telehealth services and what is visible during group/therapy sessions.

- **Clothes must be worn at all times.**
- **No substance use (this includes smoking/vaping).**
- **Weapons are prohibited.**
- **Suggestive decorations are prohibited (to include decorations that are political or discriminatory in nature).**
- **We request that you turn off your camera if you are going to the bathroom.**
- **Please do not watch TV, cook, play video games during the session - we ask that you remain attentive during all group sessions.**
- **Remember that your recovery process deserves the highest priority right now!**

If an Ashley staff member notices a violation of any of the above, your video/sound will be turned off, and you will be given a warning. If the concern is not corrected, you will be removed from the group setting. If the behavior continues, you may be administratively discharged.



## BEL AIR

TIME	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
Morning 9:00 am - 12:00 pm	VIRTUAL	IN PERSON	IN PERSON	VIRTUAL	VIRTUAL PHP ONLY	IN PERSON
Afternoon 1:00 pm - 4:00 pm		VIRTUAL	VIRTUAL	VIRTUAL		
Evening 6:00 pm - 9:00 pm	VIRTUAL	IN PERSON	IN PERSON			
Evening OP 5:00 pm - 6:15 pm 6:30 pm - 7:45 pm			VIRTUAL	VIRTUAL		

## ELKTON

TIME	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
Morning IOP 9:00 am - 12:00 pm	IN PERSON	IN PERSON	IN PERSON	IN PERSON	IN PERSON PHP ONLY	IN PERSON
Afternoon IOP 1:00 pm - 4:00 pm		VIRTUAL	VIRTUAL	VIRTUAL		
Evening IOP 6:00 pm - 9:00 pm	VIRTUAL	IN PERSON	IN PERSON			
Evening OP 5:00 pm - 6:15 pm 6:30 pm - 7:45 pm			VIRTUAL	VIRTUAL		

Note: ZOOM links are subject to change. Contact our office for the current meeting information: Bel Air 443.760.3456 / Elkton is 443.760.3620

# 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.



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!**

For more information about Trac9, please visit our website at [www.AshleyTreatment.org/trac9](http://www.AshleyTreatment.org/trac9).



## 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.

# 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

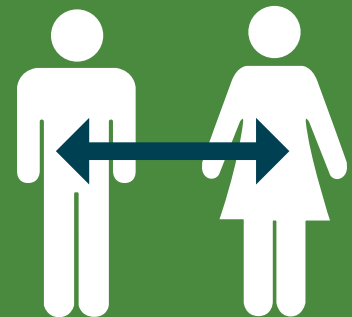
Wear your face mask over your nose and mouth to protect others.

---

### 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.





# 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.



**AshleyTreatment.org**

800.799.HOPE (4673)

800 Tydings Lane  
Havre de Grace, MD, 21078





# ADDITIONAL SUPPORT

*Resources for Recovery: Online and by Telephone*

## ONLINE MEETINGS

- **NA:** <https://virtual-na.org/meetings/>
- **AA:** <http://aa-intergroup.org/directory.php>
- **Al-Anon:** <https://al-anon.org/al-anon-meetings/electronic-meetings/>
- **Ashley 12-Step Meetings:** <https://www.ashleytreatment.org/recovery-support/>. Download the 'Chalk Talk – Ashley Treatment' app. They are doing virtual 12-Step support groups daily at 9 am, 1 pm, and 6 pm.
- **SMART:** <https://www.smartrecovery.org/community/calendar.php>
- **Mindfulness/Meditation-Based:** <https://recoverydharma.online/>
- **In the Rooms:** MANY different kinds of meetings including AA/NA, Codependency, Overeaters, and Marijuana, Women in Recovery, Christian-based, Recovery during Coronavirus meetings <https://www.intherooms.com/home/>
- **24-Hour Zoom Meeting Link:** ID 144-108-372 Password 169258 Catch a meeting anytime!
- **Cecil County LGBTQ+ Recovery Support:** Every Tuesday at 6:00 p.m. EST Online Meeting Link <https://uso4web.zoom.us/j/3358356704?status=success>
- **Grief Support Groups:** <https://www.griefshare.org/groups/search>

## RECOVERY APPS

- **Recovery Path:** Available free, has a meeting finder, abstinence calculator, coping skills, affirmations, breathing techniques, trigger management: <https://www.recoverypath.com/>
- **Apps for Meditation:** Insight Timer, Calm, Headspace

## COMMON SOLUTIONS

As part of Ashley's PRIME Project (Peer Recovery In Minority Communities), our IOP Peer Recovery Specialist will facilitate a regular Common Solutions Peer Support Group providing a safe, comfortable setting for minority participants to share lived experiences and resources. Resources may include alumni and guest speakers, all of whom will be required to sign non-disclosure and confidentiality agreements designed to protect the privacy of participants.

Contact: Lem Satterfield: 443-760-3456, ext. 459, or cell at 410-227-2973 Monday and Friday, 9 a.m. to 7:30 p.m., or Tuesday through Thursday, 9 a.m. to 5:30 p.m.



**Ashley**  
Everything for Recovery

# PEER SUPPORT GROUPS

## Bel Air Outpatient

### COMMON SOLUTIONS

As part of our commitment to diversity, equity and inclusion, we offer a biweekly peer support group geared toward participants of color. Common Solutions is a comfortable environment that navigates racially tense conversations and encourages participants to engage in therapeutic dialogue, camaraderie and support. Participation from the Ashley alum community is encouraged.

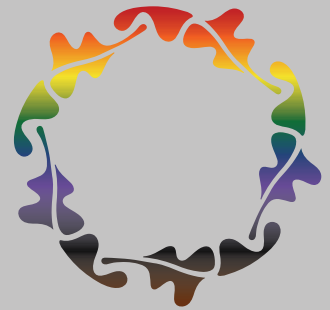


**Common Solutions is held every other Friday at 5:00 pm.**

### PRISM

Continuing our commitment to diversity, equity, and inclusion, we offer a biweekly support group geared towards members of the LGBTQIA+ community and people who identify as allies of this community. PRISM is a comfortable environment that navigates topics specific to members of the LGBTQIA+ community and how it relates to their recovery.

**PRISM is held every other Tuesday at 5:00 pm.**



### HAVEN

We are also offering a biweekly recovery support group called Haven. This group is a judgment-free environment that navigates various issues related to substance use disorder and recovery. These sessions are open to all participants and will feature designated speakers from the Ashley alum and the general recovery community.



**Haven is held every other Friday at 4:00 pm.**

**Contact Lem Satterfield, Peer Recovery Specialist for more information:**

LSatterfield@AshleyTreatment.org | 443.760.3459

Monday through Friday, 8:00 am - 4:30 pm