



Ashley

PRE-ADMISSION INFORMATION PACKET

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



Ashley
Everything for Recovery

Welcome to Ashley!

While we continue to identify and implement best practices and recommendations from the [CDC](#), [State of Maryland](#) and the [Harford County Health Department](#), we are also excited and hopeful to return to a new normal.

Part of this transition, is offering point of care testing at time of intake to our inpatient location, allowing new patients to be tested and integrated into the patient community on the same day.

Upon arrival, we will welcome each patient in front of our Skip's Hall admissions entrance. A member of our intake staff will accompany the patient inside to begin the intake process and submit to a COVID-19 test performed by one of our admission nurses. Please note that every patient will be tested for COVID-19 regardless of their vaccination status.*

While we are waiting for the test results, which usually take around 30 minutes, the family will wait in a designated area as the patient continues the intake process. During this time, one of our clinicians will meet with the family, review treatment expectations and answer any questions. They will also discuss the importance of the continuum of care, collect any other relevant information and confirm the family's contact details to ensure accurate documentation.

To ensure the safety of our community, we will also perform a thorough search of the patient's belongings while the family and patient are waiting for the test results. We will return any items the patient cannot bring to treatment to the family before they depart.

If the COVID-19 test result is negative, the family will depart, and we will complete the intake process by transitioning you or your loved one into the program most appropriate for their clinical needs, e.g., [Adult Primary](#), [Adult Relapse](#), [Emerging Adult](#), [Extended Care](#) or [Pain Recovery](#), at which time they will be assigned a counselor who will contact you directly.

**If you have been vaccinated for COVID-19, please bring your vaccination card with you and present it during the intake process.*

We look forward to working with you and your loved one!

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/>

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

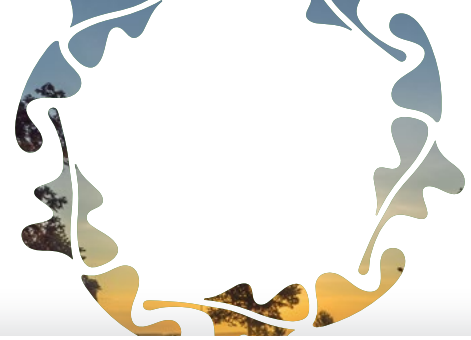
<https://www.ashleytreatment.org/recovery-support/parent-family-connection/>

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/>

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

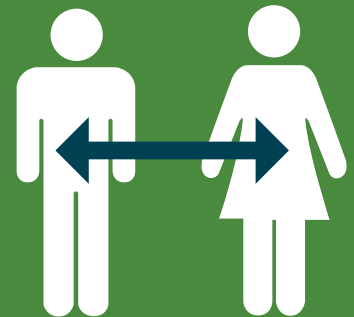


UNIVERSAL MASKING

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.



FAMILY WELLNESS PROGRAM

VIRTUAL PROGRAMMING

The health and safety of our patients, staff, families, and community are of the utmost importance. It is with this in mind that we transformed our once 3-Day, In-Person Family Wellness Program and made it virtual. This allows us to continue our valuable family programming from the comfort of your home.

During this virtual programming, we will provide education, coaching services, and opportunities to interact with other family members to gain support and understanding for a successful recovery. You will also be provided additional resources and support as a family beyond the successful completion of treatment by your loved one.

FOUNDATION EDUCATION

Supplied to the primary contact via email from a Family Services staff member.

FAMILY COACHING

The primary contact will engage with a family counselor, one-on-one, to process through the videos and concerns.

FAMILY WORKSHOPS

These workshops are held weekly on the Zoom platform to help unpack different topics that impact the family. The topics rotate each week on a 4-week basis. Workshops are live and interactive with a family counselor and other families present.



[AshleyTreatment.org](https://www.AshleyTreatment.org)

800.799.HOPE (4673)

800 Tydings Lane
Havre de Grace, MD, 21078



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.

Will I have a therapy session with my family member(s)?

Once the family coaching session is complete, your family member will be scheduled for a follow up session with you and a family counselor.

What is the purpose of the family session? What will we talk about?

Our goal is to facilitate a discussion about how your family can best support you in recovery. This session will be centered around "homework" from the Family Wellness Program. This gives the session structure and keeps the focus on moving forward towards recovery, not rehashing things from the past.





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 does family services look like during COVID/ precautions?

Like the rest of the world, Family Services has been greatly impacted by COVID-19. During this time, we have retooled our entire program to continue to serve our families during this time. Many of our services have been enhanced and more individualized due to COVID.

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.