



# Client Inpatient Guidelines

## ***Welcome to MACSI***

You have taken an important step toward recovery. It is your responsibility to learn and cooperate with the Client Inpatient Guidelines. Please ask if there is something you do not understand. We are here to help, but only you can take responsibility for your own behaviours. Should you choose not to follow the guidelines, your treatment stay will be terminated. MACSI has an open door policy. This means that you can talk with your counsellor in confidence about your recovery and your experiences at MACSI. Your feedback is important to us as it helps us continue to provide a positive and safe treatment experience for all.

## ***COVID-19 General Guidelines***

- ∞ You are expected to adhere to and cooperate with all COVID-19 related guidelines during your stay, including new guidelines that are developed, as health and safety regulations progress.
- ∞ Daily temperatures will be taken, with further protocols if necessary.
- ∞ A secondary temperature check will be administered if you receive a temperature outside of the normal range. MACSI will use all precautions including accessing \*811 for health directives.
- ∞ You are asked to stay 2 meters and/or 6 feet apart at all times. When social distancing cannot be practiced, you will access a mask to maintain protocol.
- ∞ You will observe and follow the socially distanced markings in sitting areas and on the floors of the building.
- ∞ Handwashing is necessary after each bathroom use. Sanitizing of hands should be used when handwashing is unavailable.
- ∞ Please flush all toilet paper used, and properly dispose of hard paper towel and sanitary products in the garbage, immediately after each use. Please do not dispose used tissue paper in the garbage.
- ∞ Follow guidelines of coughing and sneezing and cough into tissue or elbow.
- ∞ If you feel sick and/or are experiencing Flu like symptoms, please immediately notify your Counsellor or the Staff available.
- ∞ Any unpermitted contact with individual(s) not residing or working at the treatment centre will lead to an immediate discharge.
- ∞ You will be provided sanitizing wipes, and cleaning products when appropriate and by request.
- ∞ As a result of COVID-19, you will be expected to participate in the sanitation of commonly used areas.

## ***General Expectations***

- ∞ You are required to refrain from alcohol, marijuana, vapes and/or drug use of any kind during your stay.
- ∞ Information disclosed by fellow clients while in treatment is considered a privilege, is confidential and is not to be repeated or discussed while in treatment or outside of the treatment centre.
- ∞ Treat others with respect during your treatment stay. This is a shared space. Any threatening behaviour of any kind is strictly prohibited; this includes yelling, uttering words that are sexist, racial and homophobic and/or use of profanities to intimidate a fellow client or staff.
- ∞ Respect all MACSI property during your treatment stay, as well as your rooms and shared areas.
- ∞ Representation of gang affiliation and/or promotion of membership of any kind is not permitted.



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- ∞ Gambling activities of any kind (i.e., lotto tickets, scratch and wins, gambling games, etc.) are not permitted.
- ∞ You are not permitted to go into the bedroom of fellow clients. Respect space and privacy.
- ∞ Pornographic materials and/or sexualized items of any kind are not permitted.
- ∞ No couples, forming of intimate relationships and/or engaging in sexual activities during your treatment stay.
- ∞ Energy drinks and Vape usage is not permitted during your treatment stay.
- ∞ Smoking is permitted in the back of the building and must be 15 meters from a doorway, window and/or air intake. Smoking hours end at 11:00pm on weekdays and at midnight on weekends, resuming every day at 5:00am.
- ∞ Smoking breaks will be scheduled and must be adhered to. You are required to adhere to social distancing regulations (2 meters apart), and observe the chairs and benches that are strategically placed to ensure social distancing.
- ∞ MACSI is a scent free environment. Perfumes, colognes body sprays, and/or scented sprays are not permitted and will be confiscated.
- ∞ Room checks are performed at random, if deemed inappropriate or unsafe, the item will be confiscated.

## ***Daily Routine***

- ∞ The first four days at MACSI will be spent in the treatment centre with no phone calls. This will help you settle in and get used to the structure and daily routine of inpatient treatment-
- ∞ You are expected to participate and follow all schedules including wake up time, medication times, food services, chores, counselling sessions and programming hours.
- ∞ Please see *Daily Routine* handout. You are expected to learn and follow this routine during your stay and actively take part in program activities.
- ∞ You will attend individual counselling each week with your counsellor. See your counsellor for further details.
- ∞ You are expected to turn off your room lights and radio prior to Programming, prior to going for walks and at bedtime.
- ∞ Last client to leave the TV Room is obligated to turn off the television.

## ***Physical Health and Medical Issues***

- ∞ All medical issues and treatment should have been dealt with prior to treatment. There will be no non-urgent medical appointments of any kind during your stay.
- ∞ A medical appointment will only be permitted, if deemed an absolute emergency and if approved by management.
- ∞ If you require medical attention, an ambulance will be called to assist.
- ∞ Medication will be provided at scheduled and specific times. Please refer to *Daily Routine* for specific medication times.
- ∞ You are expected to be on time and present at all medication times and are required to take all medication as prescribed. Non-compliance with taking medication will result in discharge. If you have any concerns with your medication, please talk with your counsellor.



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- ∞ MACSI is not medically staffed. You will be requested to obtain a prescription, for over the counter tablets such as Tylenol and Advil. Prescriptions for over the counter medication must be unopened, sealed and/or be bubble packed. All medication will be in lock up.
- ∞ You are expected to participate in all program activities during your stay, including a daily walk. If you are pregnant or have a medical issue, arrangements will be made after a discussion with Management.
- ∞ Urine Analysis is performed at random, you will be subject to a urine test during your stay.

## ***Food Services***

- ∞ Due to COVID-19, we have changed how we serve you your meals. To prevent cross-contamination and follow food guidelines, all foods will be served, and/or packaged for you.
- ∞ Foods will be cooked on a daily basis, and provided at specified times, (*see schedule*) to allow appropriate time for cleanup and sanitizing. Some snacks will be available in disposable zip lock or paper bag.
- ∞ Eating will only take place in the designated dining area. There are no foods or drinks allowed in your rooms. No foods other than water is allowed outside of the dining room.
- ∞ Due to COVID-19, you are expected to sanitize your seating and eating areas after each use.
- ∞ To promote hygiene, you are expected to keep the same sitting area throughout your stay.
- ∞ You are expected to keep your living environment tidy. You are expected to clean up after yourself by emptying your plate and placing used plates, cups and utensils, in the dirty dishes bin.

## ***Programming, Elder and Smudging Etiquette***

- ∞ MACSI prides itself in the cultural teachings we offer. Elder teachings are meant to connect and provide you with teachings from Indigenous culture. You are expected to treat Elder teachings with respect.
- ∞ You are required to attend all programming on time. *Please see posted schedules.*
- ∞ You are expected to be present, participate and engage in your treatment. Laying down and/or falling asleep during programming and Elder teachings is not permitted.
- ∞ As a sign of respect, you are expected to remove all headwear including hats during Elder teachings.
- ∞ You are expected to remove jewelry (earrings, rings, glasses, etc) during smudging.
- ∞ Sunglasses are not permitted during any programming.
- ∞ You are required to remain in the Circle until finished. Circles are not meant to be broken. If you arrive late, you will not be permitted to enter the circle. Persistent tardiness will lead to a discharge.

## ***Phone and Personal Matters***

- ∞ You are expected to focus on your recovery in treatment. All business, financial, legal and family matters were to be taken care of before coming to treatment and/or rescheduled to after your treatment stay.
- ∞ Should any business, financial, legal and/or family matters arise during your stay, please speak with your counsellor to discuss your options. Addiction Workers cannot authorize phone use, or appointments.
- ∞ The Centre has a pay phone that only uses VOX calling cards or money in quarters.



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- ∞ Please be considerate of other clients and limit phone calls to 15 minutes.
- ∞ You are not to use the phone during programming hours.

## ***Cleaning and Laundry***

- ∞ You are expected to clean up after yourself and keep your living environment tidy. You will be required to complete routine cleaning in common areas, as well as a daily upkeep of your room. Please see *Client Responsibilities*.
- ∞ The centre has a washer and dryer that can be used to wash personal laundry. *Please see posted laundry hours*. Laundry hours will follow a schedule. All clients will receive two hours per laundry time. The laundry area will be monitored and sterilized after each use.
- ∞ Please do not handle or remove any clothing from the machine that does not belong to you.
- ∞ All bedding and towels will be washed once a week.
- ∞ On your discharge day, please strip your bed and place bedding in the laundry basket in your room.

## ***Personal Belongings and Interacting with Others***

- ∞ COVID-19 is a highly contagious virus, please do not borrow from others, share cigarettes or lend out any personal belongings during your stay.
- ∞ When you leave treatment, take all your belongings with you as they will be disposed of within 48 hours. MACSI cannot store or hold on to any abandoned belongings.
- ∞ Do not keep anything of significant value in your room (including money).
- ∞ MACSI is not responsible for lost, missing, and/or stolen, broken items.

## ***Visits***

- ∞ Visitors are not permitted as a result of COVID-19. Visiting hours will be held virtually, virtual visits must also cooperate with the Inpatient Guidelines. *Refer to Daily Routine for visiting hours*.
- ∞ You are expected to set up your virtual visits in advance and start and end on the scheduled time. Unscheduled virtual visits may not be accommodated.
- ∞ Outside food and drinks are not to be brought in or dropped off to the centre, as it may compromise the health and safety of Staff and Clients.
- ∞ Friends and Family are not permitted to attend MACSI property, even when outside. You are not to leave the facility to offer hugs or forms of endearment for reasons noted above.
- ∞ Failure to adhere to the above rules will lead to a discharge from treatment