



Twin Rivers Handbook

Introduction

This handbook is designed to inform clients and their families, therapists and all interested parties of some of the policies and procedures that underpin the success of Twin Rivers Recovery & Self Development Centre. Please read this handbook carefully and be guided by its content so as to make admissions into Twin Rivers as stress free as possible.

Twin Rivers Purpose

The purpose of Twin Rivers is to maintain an environment that feels safe and comfortable for clients to explore their feelings and behaviours, make sense of their past and how it impacts their lives today. Twin Rivers has developed a 'client focussed' based model that focuses on client individuality through the use of psycho educational groups, group therapy, workshops and regular individual counselling with a psychologist and addiction counsellors.

Twin Rivers Objectives & Principles

Twin Rivers primary objective is to help clients suffering with addiction and mental health disorders to better help themselves and improve their quality of life. The staff at Twin Rivers appreciate that not all clients are entirely willing to change even though they may have resigned themselves to coming to Twin Rivers. It is Twin Rivers responsibility to educate clients and their families about how the 'disease' of addiction impacts them all on a daily basis. Twin Rivers daily programme is based on the individuals and the group's immediate needs and so employs a flexible approach that is underpinned by the world renowned 12 step recovery programme. Twin Rivers practices a spiritually based program that is not oppressive or arrogantly overbearing; rather we promote the importance of open-mindedness and willingness whilst encouraging clients to acknowledge accountability for past behaviours and to set realistic short term goals in treatment. Twin Rivers is non-denominational and respects and supports client individuality whilst helping clients to understand the importance of healthy external input from various sources. Clients are educated in understanding that the depth and breadth of this external input does not necessarily have to be religiously based but religion and prayer forever remains a healthy option for all clients.

Twin Rivers programmes are not governed by rigid time scales i.e. Primary is for as long as is deemed necessary by the clinical team, regularly assessing whether a client is psychologically suitable to handle the responsibility that comes with promotion! All clients are in treatment for the same reason-addiction; but how they got to Twin Rivers and what they need going forward does vary. It is fully acknowledged at Twin Rivers that all clients suffering with an addiction/mental health disorder experience and recover from trauma in different ways over varying lengths of time.

Twin Rivers Treatment Programmes & Length of stay

All Clients are encouraged to commit to at least three months treatment. The reason for this is that recovery is a complete lifestyle change that gradually evolves into a daily maintenance regime. Three months is very much a period of self-discovery which sometimes leads to extended treatment periods so as clients can also learn life skills.

Whilst residing at Twin Rivers all clients are introduced to AA (Alcoholics Anonymous) & NA (Narcotics Anonymous) fellowships.

Admission

All clients must be over eighteen years of age. Clients can be admitted at any time of day at any time of the week. When someone actually asks for help with their addiction problem it is best to respond immediately and get them to a suitable treatment centre as quickly as possible. Twin Rivers does have consultants in the UK who can help UK clients and their families with the whole admission process including flights to South Africa. Clients are asked to complete a pre-admission form which offers insight into the client's medical and psychological history. This information will help the counselling and medical team to decide if the client is suitable for admission or requires a medical/psychological intervention in their home area first.

On arrival all travel cases will be searched and the following items will be locked away for safe keeping:

- Any medication, vitamins and any health supplements
- All credit cards, cheque books, travellers cheques and cash
- Laptops, I-pads, i-pods and MP3 players
- ID documents such as passports, driving license and all travel documentation
- Cell phone-charger and sim cards (Cell phones can be used to call family/friends at set times and can be used as cameras during excursions)
- Scissors, nail clippers, tweezers and razors (these become items that are issued on request)

What to bring to Twin Rivers

- Comfortable shoes, slippers, walking boots or training shoes. Flip flops/sandals essential in the summer
- Jeans/ trousers
- Bermuda Shorts, clam diggers
- Track suit
- Warm sweaters or hooded tops
- Plain t-shirts(no inappropriate slogans such as beer promotions)
- Windbreaker/jacket
- Sun glasses
- Sun screen
- Toiletries

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What not to bring to Twin Rivers

Clients are not allowed to bring laptops, note books, CD players, DVD players, I-Pods and docking station, MP3 players, computer games, televisions, video equipment, radios, kindles, headphones, hair trimmers, valuable jewellery, books, magazines, puzzle books, newspapers, playing cards, board games any food or sweets, rolling tobacco, aerosol products (roll-on only please), alcohol based mouthwash or aftershave, towels and any documentation from previous treatment centres. Clients may bring a cell phone which will be locked away during the primary phase of treatment and can be used at set times to call family and friends.

Detoxification

Twin Rivers is not licensed for acute detoxification on the premises and so all acute detoxifications will be supervised at one of two local hospitals:

Plettenberg Bay Mediclinic - <http://www.mediclinic.co.za/hospitals/pages/about.aspx?h=55>

Knysna Private Hospital - <http://www.medicaltourism.co.za/knysna.html>

The length of stay in hospital for acute detoxification is normally 5/6 days which could be covered by medical aid for South Africans. Clients coming from abroad for treatment at Twin Rivers will be invoiced separately for detoxification as detoxification is not part of the treatment fee. The cost of the 6 night stay in hospital would cost approximately R20,000.00(ZAR) = £1,700.00(GBP) *depending on the exchange rate at the time.*

It is possible to bring your own medication into treatment which is encouraged for those whose medication costs are covered by the state/Insurance. Should there be any medication changes whilst a client is in our care at Twin Rivers then the clients own general practitioner, psychiatrist or psychologist will be informed if required to do so. Twin Rivers aims to reduce client medication and does not promote the use of psychiatric drugs unnecessarily.

Twin Rivers Excursions(included in the treatment fee)

Regular excursions are an important part of the whole Twin Rivers experience. It is very exciting seeing some of what South Africa has to offer and engage with raw nature.

Food & Cooking

All food is prepared daily in the centres kitchen by our cook. All diets/food allergies are catered for and clients are encouraged to cook if they want to as part of their self-development.

Laundry

Laundry is done on the premises and clients will be expected to do their own ironing. Should clients prefer an external laundry service then this can be easily arranged.

Twin Rivers Discharge Policy & Procedures

There is a 'warning system' in operation at Twin Rivers that focuses on an individual's behaviour and how to change the anti-social behaviour. It is not realistic to expect an addict to change long standing, embedded thoughts and behaviours overnight. Anti-social behaviour will not be tolerated and in most cases the warning system helps the client to best see how their behaviour blocks their recovery process and is a way of avoiding unpleasant feelings. It is extremely rare that a client uses up the warning system in entirety and has to be discharged or referred to another centre. The warning system involves the following stages offering realistic windows of opportunity to change old destructive behaviours:

- Verbal Warning
- Written Warning
- Final Written Warning
- Disciplinary discharge/referral to another treatment centre

Post Treatment & Aftercare

All clients that come to Twin Rivers will have come from a 'quick fix' culture but there is no such thing as a rapid response recovery programme, it is a myth. Recovery is very much a journey and not a destination! Residential treatment is all about 'discovery' and post residential care invites the true sense of the word 'recovery'. It is imperative that clients engage in an aftercare programme on their return home if they are to remain abstinent. All clients at Twin Rivers help to formulate an aftercare plan that starts well in advance of completing residential treatment. This plan includes lists of local fellowship meetings, an appointment with a therapist, detailed planner for the first 7 days, short term goals and objectives, an aftercare checklist and relapse prevention information.

'Twin Rivers is an Addiction Recovery and Personal Development Centre providing individualized, professional treatment and counselling to clients at highly competitive rates, in a secure, secluded and warm setting far removed from unhealthy influences and totally dedicated to introducing clients to an improved way of thinking that will positively impact behaviour and lead towards a more constructive and meaningful life'