

Willingway Hospital Family Program

*W*hen your loved one came to Willingway Hospital, you became involved in his/her treatment. Now, you have the opportunity to become an important part of the recovery process. Your role is critical to recovery. Support, love and understanding make a difference!

We are glad you are here, and we hope you feel at home. As painful as it may be, we are glad you made the decision to participate in our family program.

For most, this is a totally new, “unknown” experience. If you are anxious or even frightened, do not worry, you are not alone. Don’t hesitate to tell someone, a member of the staff or your family member, how you feel. Chances are that you’ll discover that we’re all in the same boat. Look around. There are many others who have been right where you are now. Let them tell you how they survived those first anxious hours.

We want you to know that Willingway’s roots began in the the more humble surroundings of the Mooney family home in the 1960s. At that time, the patients shared the house with Dr. John, Dot and their four children. Everyone who stayed there was made to feel a part of the family.

Even though the surroundings have changed, our patients and their loved ones are still considered part of the family. This means that we have made a commitment to provide you with the best care possible. We will utilize all our experiences to ensure quality treatment for you and your loved ones in a dignified, concerned and loving atmosphere. If, at any time, you feel your treatment is anything other than this, please share your concerns with an appropriate staff member (a counselor, nurse, physician or administrator).

Willingway’s commitment to help each family member discover and accept a new life free of all mood-changing drugs is evidenced in its program of recovery, in which addiction is treated as a primary illness that affects the entire family system. This philosophy is based on four concepts:

- The total cause of alcoholism and drug addiction is unknown
- Alcoholism/ drug addiction are at least in part a chemical illness
- There is a relationship between alcoholism and addiction to other drugs
- Alcoholism and drug addiction are a disease of the total person (body, emotions, mind and soul)

The family program is a five-day intensive living experience that offers your family an opportunity to learn about addiction and the family's role in recovery. This experience also offers all of you an opportunity to share your feelings and experiences. We at Willingway believe that addiction is a devastating family disease, requiring treatment for the whole family.

Legally married couples will be allowed to 'room in' at Willingway if they so desire. This is the only time during a patient's stay that their room door is allowed to be locked. Occasionally, a same sex parent shares a loved one's room if desired (i.e., mother with daughter; father with son). Usually, extended family members (unmarried partners, parents of a married patient, children, or adult siblings) will stay in a local hotel during the family program.

While you are here, we ask that you participate in all aspects of the program, starting with breakfast at 8:00 a.m., and attending meditation, meetings and activities throughout the day. You will participate in twelve-step meetings, lectures, recreational therapy, and various types of group meetings. Additionally, your loved one's counselor will meet with you and your family member at least once during your visit. If the need arises, you may request a meeting with a counselor of your same sex while you are here.

It is our goal to provide you and your loved one with the knowledge, skills and contacts to become allies in maintaining long-term sobriety once you leave our daily care.

We are glad you are here. We can promise that, if you are honest, open-minded and willing participants in our program, your family will leave Willingway with the tools to be able to maintain a sober and productive life.

Sincerely,

The Mooney Family

Family Schedule

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
8:00-9:00 am	Breakfast	Breakfast	Breakfast	Breakfast	Breakfast	Breakfast	Breakfast
9:00 am	Meditation	Meditation	Meditation	Meditation	Meditation	Meditation	Meditation
9:30-10:30 am	Step Meeting	AA Big Book	Step Meeting	NA Basic Text	Step Meeting	Living Sober	Spirituality
10:45 am			Community Meeting	Chapel			
11:30-12:30 pm	Family Meeting	Family Meeting	Women's Group / Men's Group	Family Meeting	Family Meeting	Women's Group / Men's Group	Family Video
12:30-1:30 pm	Lunch	Lunch	Lunch	Lunch	Lunch	Lunch	Lunch
2:00-3:00 pm	Patient/Family Meeting		25 & Under 1:15-2:15		Recovery Book Meeting		Recreation Time
3:30-4:30 pm	Lecture		Lecture		Physician Lecture	Rec Therapy 2:30 - 4:45	Rec Therapy 2:30 - 4:45
5:00-6:00 pm	Rec Therapy	Communications Group	Rec Therapy	Leisure Education	Rec Therapy	Ft/Family Mtg. 4:00 - 5:00	Family Mtg. 4:00 - 5:00
6:30-7:30 pm	Dinner	Dinner	Dinner	Dinner	Dinner	Dinner	Dinner
8:00-9:00 pm	Relapse Prevention	Outside AA Meeting	Living Sober / Ft./Family Mtg	Outside AA Meeting	In-House AA Meeting	Outside AA Meeting	In-House Speaker Meeting
9:00-10:00 pm				Bingo			
11:30 pm	TV Off/Rec Room Closed	TV Off/Rec Room Closed	TV Off/Rec Room Closed	TV Off/Rec Room Closed	TV Off/Rec Room Closed	TV Off/Rec Room Closed (Midnight)	TV Off/Rec Room Closed

Family Program

When You Return Home

We encourage family members to keep in touch after you leave Willingway. Call if you feel a need to talk with us about your recovery. Some ways we keep in touch regularly are:

Homecoming :

An annual springtime celebration of sobriety for friends, families and former patients. You will get an invitation with details about a month before it happens, and you may also receive updates on our Web site, www.willingway.com. It is a weekend of meetings, excellent speakers, some great fellowship and a chance to be with staff and friends who care about you.

The Chandelier:

A newsletter about what is going on at Willingway. It has features, items about our staff and alumni, and any new aspects of Willingway that might be of interest.

The Chandelier is also available in PDF format online.

Continuing Care Groups:

Willingway sponsors ongoing Continuing Care Groups, led by Willingway alumni, which offer support and a chance to share with other alumni.

Willingway also sponsors picnics and other events in certain geographic areas where family are invited to attend, as well.

Speakers:

Willingway can help make arrangements for a speaker in your area for any type of meeting.

Web site:

Visit our Web site, www.willingway.com, to read The Chandelier online, sign up to receive monthly Letters from the Doctor and other news, and keep up with alumni and other Willingway happenings.

Al-Anon:

Alcoholism is a family disease, and for over 50 years, Al-Anon has been offering hope and help to families and friends of alcoholics. In Al-Anon, members share their experience, strength and hope with each other. You will meet others who share your feelings and frustrations. Al-Anon comes together to help you learn a better way of life, and to find happiness whether the alcoholic is still drinking or not.

For more information, or to find a meeting in your area, visit www.al-anon.alateen.org or call 1-888-4AL-ANON.

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Speaker Meetings

AA speakers are invited to Willingway meetings to share their personal recovery experiences.

Outside AA Meetings

Willingway patients are taken twice weekly to an open AA meeting held in the Statesboro community.

Golden Slippers

Meetings for those who have previously been through Willingway and have returned to intensive treatment due to a relapse.

Group Therapy

Discussion that focuses on increasing our self-awareness and how we affect those around us with our comments, actions and attitudes. Once we become aware of our actions, we can make conscious decisions about how we want to behave and be perceived by others.

Video Discussion Group

Discussion of an educational video(s) you will watch during your stay at Willingway.

Multi-Family Group

A supportive group for families to share the realities of living with addiction. A good time of sharing what works, what doesn't, how to cope and what to expect during different stages of the recovery process. Our goal is healthy healing for the addict and the family.

Recreation Therapy

Structured and unstructured activity time for patients and families to re-learn how to enjoy leisure time alone and together.

Special Issues Group

Provides information related to cross-addiction with emphasis on lifestyle activities as well as personality characteristics that foster self-centered behavior.

Leisure Education

Discussion of the impact addictive behavior has had on leisure time and the development of skills to effectively plan healthy leisure activities.

Communications Group

Working on developing healthy socialization and communication skills necessary for integration into a 12-Step program and to develop & sustain healthy relationships.

You may not take notes or otherwise record any group meeting.

What Do We Mean By ... ?

During your stay at Willingway, you will hear terms with which you might not be familiar. This partial list will help you to understand us better...

AA

Alcoholics Anonymous. A loosely organized group of recovering alcoholics who maintain their sobriety by practicing an established 12-Step Program and actively assisting others who desire to live sober. You may also encounter NA (Narcotics Anonymous), CA (Cocaine users Anonymous), and other 12 Step Support groups.

Al-Anon

A 12-Step based program to meet the needs of family members & friends of alcoholics. Families & friends are encouraged to participate in Al-Anon meetings.

The Big Book

The book 'Alcoholics Anonymous' - the basic text of AA. Contains the history of AA and stories of early AA members. Explains how both men & women have successfully recovered from alcoholism using a 12-Step recovery program.

The Recovery Book

A "what to expect in recovery" book. Authored by Dr. Al Mooney. A good basic book for addicts and families to read. All Willingway participants receive a copy.

Physician's/Counselor's Lecture

Educational meetings on the nature of the illness of alcoholism and addiction, symptoms, cross addiction, philosophy of Willingway program, physical effects, explanation of treatment methods, etc.

Big Book or Step Study

An introductory study to recovery principles and the AA 12 Steps.

Men/Women Groups

Separate meetings for men and women held with a same sex counselor; providing an opportunity to discuss issues that may be difficult to address in mixed groups.

Family Groups

A safe environment for family members to address issues related to addictive behavior. Counselors assist families with honesty and communication tools before patients leave Willingway. Families also receive AA/Al-Anon education and an orientation to the support available through AA and Al-Anon.

Relapse Prevention Group

Discussion of potential relapse triggers. Patients and family learn to recognize and diffuse triggers in order to avoid relapse. Emphasis placed on using the 12 Steps as relapse prevention.

Family Program

What is the Family Program?

When your loved one came to Willingway, you became involved in his/her treatment. Now, you have the opportunity to become an important part of the recovery process. Your role is critical. Support, love and understanding help make a difference.

The family program is a five-day living experience, which offers your family an opportunity to learn about addiction and the family's role in recovery. This experience also offers all of you an opportunity to share your feelings. We, at Willingway, believe that addiction is a devastating family disease and therefore the entire family needs treatment.

We ask that you participate in all aspects of the program starting at 8:00 am with breakfast and continuing with meetings and activities throughout the day until the last meeting of the day. You will participate in 12-step meetings, family group, lectures, recreational therapy, video and discussion groups, patient/family groups and relapse prevention or special issues groups. Additionally, your family member's counselor will meet with you and your loved one at least once during your visit. If the need arises, you may ask to see a counselor of the same sex while you are here.

What to Expect

Since your loved one entered treatment, he/she has been working hard to learn about addiction and how it has affected his or her life. You should expect to see some changes in behaviors, attitudes and feelings. You will also see close bonds that have developed between the patients and a desire to help each other work on recovery issues. This is part of what is unique at Willingway.

Choices, Rules, Details...

Identification

Please wear a visitor's nametag at all times while on Willingway property.

Tobacco Use

The use of tobacco products is not permitted inside the hospital. Tobacco product use is limited to designated outdoor smoking areas. Do not throw cigarette butts on the ground - receptacles are provided for your convenience. ***Adolescent patients are not permitted to use tobacco products and giving an adolescent patient any tobacco product may be grounds for discharge.***

Medication

It is the policy of Willingway that participants in any of our programs remain abstinent from any and all alcoholic beverages and mood-altering drugs. We request that family members, significant others and visitors refrain from using any mood-altering substances during the family program.

If you are taking prescribed medications under a doctor's supervision, you may continue taking your medication as prescribed. However, we do require that you turn in your medications to the Unit II counselor aide station. This includes **all** prescriptions, medicine, vitamins, and all other over-the-counter medications. You will have access to them at all times.

Cell Phones & Pagers

The use of cell phones is strictly prohibited. We understand that it may be necessary to contact someone while you are attending the family program. We request that you keep outside distractions to a minimum. There is a phone available for your use. We request that you leave cell phones and pagers locked in your car or given to the counselor aide station to hold for you. ***Please do not allow patients to access your phone or make phone calls for them.***

Cameras

In order to protect the confidentiality of patients and family members, cameras are strictly prohibited.

Dining Services

Family members and visitors will eat in the Dining Room with their loved one.. Meal times are posted. ***If you have special dietary needs, please let a staff member know immediately; we will do our best to accommodate your needs.*** Do not take food out of the Dining Room. The snack bar is open around-the-clock. For health, safety and sanitation, no food is allowed in patient rooms or pool area.

Family Program

Personal Time

We recommend reading literature provided or socializing with your family member, other family members and patients. Books related to addiction are available for your enjoyment on the Unit.

Your Opinion Counts

Prior to discharge, you will be given an evaluation form to fill out. We strongly urge you to fill out the evaluation because we need feedback and input to ensure that the quality of the program is upheld. Each evaluation is carefully reviewed by the administration of the hospital.

Continuing Care: A New Beginning

The time spent in Willingway is only the beginning. Recovery is a continuous process, and Continuing Care is just what its name implies - continuing to care after discharge.

The Alumni Relations staff will present to the patient a personalized plan, which was designed by the patient and his/her counselor. There will be details of where meetings are held in your hometown area. We will try to put the patient in personal touch with a Willingway Continuing Care contact. We may help make vocational connections or educational contacts for your family and we will help too with directing you to whatever resources you need to enhance your recovery.

You may call Willingway staff on a 24-hour basis if you feel the need to talk.

Family Program

Defenses

Defenses are unconscious and automatic shields against the real or imagined threat to our self-esteem. These defenses block our getting close to others, as well as getting close to ourselves. Coming to recognize these blocks to self-discovery may enable us to look behind them to discover feelings concealed from view. By learning our defenses, we increase our chances of letting down this wall that is locking others out and keeping us a prisoner within. It is these defenses that keep people at a distance and create the isolation and loneliness that is so much a part of our lives.

Believing that we already know ourselves and being afraid of looking bad to others, it is hard for us to take the risk of being revealing and genuine. We must remember, however, how unsuccessful our previous attempts at change have been. We learn that we cannot change something until we really see it and accept its existence. Only by risking openness with others will we gain the insight necessary to change our self-destructive behaviors and attitudes that are preventing us from enjoying life to its fullest.

The following is a list of commonly used defenses:

1. **Agreeing** - A way to get people to leave you alone
2. **Blaming, Accusing** - Putting responsibility for your actions or feelings on another person or thing
3. **Complying** - Conforming to someone's wishes so they will leave you alone
4. **Denying** - Refusal to accept something as true
5. **Evading, Dodging** - Avoiding answering directly or facing up to something
6. **Explaining** - Giving reasons for, or why, in order to justify
7. **Generalizing** - Making something vague or indefinite to cover up a specific
8. **Intellectualizing** - Being guided by your intellect rather than by emotion or experience
9. **Justifying** - Showing an acceptable reason for something done
10. **Minimizing** - Making something small and not important
11. **Projecting** - Attributing your feelings to another person or thing
12. **Quibbling, Equivocation** - Bickering to avoid committing yourself to some thing
13. **Rationalizing** - Providing plausible, but untrue, reasons for conduct or actions
14. **Silence** - Not taking an active part and not expressing how you feel
15. **Switching** - Shifting or changing from one thing or subject to another
16. **Theorizing** - Showing an acceptable or plausible reason why - supposing or speculating
17. **Threatening** - Expressing an intention to harm or injure others so they won't challenge or confront you
18. **Verbalizing, Talking** - Expressing yourself in a wordy, empty way; talking without saying anything
19. **Withdrawing** - Being unresponsive, not participating

Dress Code

We encourage comfortable, casual clothing appropriate for a treatment setting.

The Willingway dress code has been developed to protect your vulnerability, as well as that of others. Staff will assist you if there are questions concerning appropriateness of clothing choices. We require our patients and visitors to adhere to the following guidelines:

Appropriate clothing:

- Slacks or neat jeans
- Bermuda or walking shorts of reasonable length
- Shirts must be worn at all times (*t-shirts or button-ups - please be modest*)
- Appropriate undergarments, including bras, **MUST** be worn
- Shoes must be worn at all times outside patient rooms
- One earring per ear for women
- ID bracelets or nametags are required

Women's swimsuits must be one-piece style (no 'tankinis').

Men's suits should be the traditional "swim trunks."

(If yours is not appropriate, we have some available.)

Swimsuits should be covered for traveling to and from the pool or outside.

Inappropriate clothing:

- Stretch pants unless worn with a long top
- Short shorts, stretch-type exercise shorts or cutoffs
- Cutoff t-shirts, tank tops, halter, bare midriff (torso) or see-through tops
- Mini skirts or mini dresses.
- Clothing alluding to alcohol, drugs & sex (*these are not conducive to recovery*)
- Earrings or body piercing for men
- Body piercing for women
- Tightly fitted clothing
- Sunglasses worn indoors

In the common areas, proper dress should be maintained as a respectful consideration to other residents, i.e. robes over sleepwear, swimsuit cover-ups, shirts on, etc.

Other Policies

- | | |
|--|---|
| <i>Do not offer rides to patients</i> | <i>Do not take photographs of patients</i> |
| <i>Do not offer advice to patients</i> | <i>No pets on hospital grounds</i> |
| <i>Do not lend money to patients</i> | <i>No young children inside the hospital</i> |
| <i>Do not purchase items for patients</i> | <i>Leave purses or handbags at the counselor aide station - you will always have access</i> |
| <i>Do not leave the grounds unnecessarily</i> | <i>Palm Pilots, iPods and laptops should be left in your vehicle or hotel room</i> |
| <i>Do not bring in outside food or snacks</i> | <i>Leave valuables at home or at the counselor aide station</i> |
| <i>Do not bring in outside reading materials</i> | |
| <i>Do not carry messages for patients</i> | |

Meeting Rules

In order to keep meetings running smoothly and to show respect for other patients and staff, please observe the following guidelines in our meetings:

- Please be on time to meetings and activities. There is a schedule posted on each unit.
- DO NOT take notes during any group meetings.
- No food or drinks allowed during meetings.
- Please refrain from using profanity during meetings.
- There are no breaks during meetings - use the restroom, get a drink, etc., before the meeting begins.
- Don't point at others or use threatening gestures.
- Be respectful, only one person talking at a time.

Confidentiality

Willingway is adamant about maintaining patient confidentiality. By coming here, our patients have placed your trust in us - we want you to know that we take that trust very seriously. Our employees understand that your confidentiality is very important to our patients and are bound by law to uphold very strict guidelines regarding patient identification and information. ***As visitors to Willingway, family members are also required to observe these laws. Upon your arrival, we will require you to sign a confidentiality statement in which you agree to maintain the confidentiality of each patient at the hospital.***

We encourage patients and family to share of themselves, yet understand that knowledge of another person's personal affairs, residence, occupation or association is not necessary. Information you choose to disclose about yourself is OK, but please don't push patients to disclose information about themselves. Our experience tells us that it is not a good idea to share personal identity information with other patients.

We ask that our patients and visitors respect each others' privacy - no photographs of other patients are allowed. *Do not collect patients' addresses, phone numbers or email.*

Patient/Family Grievance Policy

When a patient or family or guardian has a complaint or grievance with quality of care or any other appropriate issue, they need to present their complaint/ grievance in writing on the Patient Grievance Form. Once the form has been completed, it will be immediately presented to the CEO or designee. You may request a form at anytime from the Unit I or Unit II staff. If concerns cannot be resolved through the organization, the individual may contact the Joint Commission on Accreditation of Healthcare Organizations at 800-994-6610; or email complaint@jcaho.org; or contact the state licensing authority, which investigates patient complaints of licensing rule violations at the Office of Regulatory Services, Healthcare Section, 2 Peachtree St. NE, 33rd Floor, Atlanta, GA 30303; 404-657-5726 ext. 5728.

Emergency / Safety Information

Willingway Hospital is committed to excellence. A very important part of that excellence is our commitment to your safety. By working together with the employees of Willingway, you can lower your risk of injury and make your stay as safe as possible. If you notice any 'unsafe' situation, please notify a staff member. All accidents or injuries, no matter how minor, should be reported to the nurse. Safety and evacuation drills occur regularly. Please follow staff instructions.