

FREQUENTLY ASKED QUESTIONS



Turning Point Recovery Society North Shore Men's Program

1. Who is Turning Point?

Turning Point is one of BC's leading residential support recovery service provider offering 49 beds for men and women in five homes in Vancouver, North Vancouver District and Richmond.

2. What does Turning Point do?

As a licensed, non-profit organization, our mission is to provide a supportive, abstinence-based environment where people may recover from the disease of addiction.

3. How long has Turning Point been operating?

Turning Point has been providing support recovery services since 1982 and has made a significant contribution to the health and well-being of the communities we serve.

4. Are Turning Point's programs effective?

Turning Point works. On average 75% of clients remain drug and alcohol free one year after beginning their residency. Turning Point has served more than 3,500 men and women with problematic substance use issues since 1982.

5. What is Turning Point's recovery program?

Turning Point's recovery program is client-centered and is based on evidence-based best and emerging practices. Our program is founded on the belief that every individual is, or can learn to be, responsible for his or her own life and decisions.

We offer a structured and supportive environment to facilitate the physical, mental, emotional, and spiritual recovery of the individual. Our residents participate in individual and group counselling, including: life skills education that includes fiscal management and parenting skills; employment and education readiness skills and referrals; stress and coping techniques; conflict resolution and anger management; relapse prevention; and discharge, transition and aftercare planning. Turning Point residents are required to participate in 12-Step or other support groups in the community to advance their recovery and develop an aftercare support network. We offer peer mentoring and alumni support.

Our experiential programming includes expressive art therapy, yoga, aroma therapy, acupuncture, and massage. Residents complete individual recovery plans including fitness and nutrition components.

All residents are required to complete an Individual Service Plan (ISP) that outlines and identifies their goals for their program. The ISP is reviewed monthly with the resident's counsellor to assess progress. Clients begin planning for discharge and aftercare during Orientation.

6. How long is the program?

The program is 90-120 days in duration although extensions are possible. Residents are deemed to have successfully completed the program when they have met or exceeded the goals as outlined in their Individual Service Plan.

7. Is Turning Point a mandatory program for individuals suffering from problematic substance use?

No. Turning Point's residents **choose** to participate in our program and must demonstrate a strong desire to overcome their addiction and live in an environment free from drugs and alcohol. Court mandated individuals and/or individuals with violent criminal histories are not accepted at Turning Point.

8. What are the consequences for drug and alcohol use on site?

Turning Point has a zero tolerance policy for substance use on site at our support recovery residence; we conduct random drug screening and make referrals to alternative programs for individuals that relapse.

9. Do you have good relationships with your neighbours at your existing locations?

Turning Point is a good neighbour. Our successful track record in Vancouver and Richmond demonstrates that our operations are aligned with the values of the communities which we serve.

10. Will Turning Point's proposal impact the quality of life in North Shore neighbourhoods?

No. Our experience at our existing residences, including our new site on Lloyd Avenue in the District of North Vancouver and those of similar organizations, is quite the opposite. Our good relations and good standing with our neighbours shows that Turning Point makes a valuable contribution to the communities we serve, and society as a whole.

In Vancouver, a review of complaints filed with the City's Licenses and Inspection Department and the Vancouver Police Department demonstrated that concerns about personal safety, increased property crime or drug activity at the City's addictions and mental health supported housing buildings have not been substantiated.

11. Has Turning Point ever attracted drug dealers into the neighbourhoods where it is located?

No. Our residents are naturally protective of their desire to recover in surroundings free of drugs or alcohol. Therefore, there is simply no demand for drug dealers. Sadly, drug dealers do not need to try to convince recovering people to relapse due to the high demand for their services and products elsewhere in our communities. Drug dealers are acutely aware that they are not welcome at our residences and others like them. There is no documented evidence of a drug dealer ever being on Turning Point property to solicit sales in the past 30+ years.

12. What are the benefits of your proposal?

There is clear evidence to suggest that our proposal will improve health outcomes in the community by creating greater access to needed addictions services; reduce emergency room visits and hospital bed use; and decrease long-term health care costs by reducing the use of medical services, shelters, and other publicly funded services.

13. Who will be served at this site?

The proposed site will be for men only. Residents of the North Shore will receive priority placement. Turning Point accepts referrals from Community Health Clinics, Independent Addictions Services providers, Provincial Health Authorities, Detox Centers, independent physicians and medical personnel, other residential addictions treatment and support recovery programs, as well as self-referrals and Employee Assistance Programs (EAP).

14. Will there be staff on site during the evenings at your new site on the North Shore?

Yes. All of Turning Point's residences have 24 hour supervision – 7 days a week, 365 days a year.

15. Do residents have a curfew? If so, how is this enforced?

Turning Point does impose a curfew. Curfews are determined by the seniority of the resident. The latest curfew during the week is 11:00 pm and 12:00 am on weekends.

16. Are there restrictions on visitors?

Yes. Residents may see visitors between the hours of 10:00 am and 10:00 pm, except when such visits would interrupt programming. Residents may not have visitors in their room or on the upper floors of our sites. All visitors are required to sign in and out of the residence.

17. Are the counsellors registered? What sort of training do you require for your staff?

Turning Point's employees are professionally trained addictions counsellors. Counselling staff are required to have completed a minimum of two years of substance abuse counselling and education. Senior staff members are Canadian Addiction Counsellor (CAC) Certified with undergraduate and/or graduate degrees in social services, counselling and/or social work.

Turning Point was the first support recovery service provider in BC to be accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF) in 2001.

18. Are residents required to attend group therapy and individual therapy sessions other than 12-step meetings?

Residents are required to attend group counselling on a daily basis and a minimum of one individual counselling session each week. Daily check-ins with counselling staff is encouraged. Residents have additional check-ins with assigned staff to review progress on homework assignments. All residents are referred for additional counselling in the community if their circumstances warrant more intensive therapy. All clients are assigned a peer mentor at intake (typically a senior resident or volunteer that accompanies them to meetings or appointments in the community during their first 10 days at Turning Point when they are on restriction).

19. Does Turning Point connect with programs for employment retraining and skills development for residents?

Turning Point employs a Career Counsellor who conducts group and individual sessions with residents to provide job readiness and retraining assistance to maximize their employment opportunities. Turning Point also uses several services in the community and encourages clients to participate. Turning Point also provides a full continuum of life skills training.

20. Does Turning Point work with government agencies to ensure its services meet appropriate standards?

Yes. Turning Point is certified under BC's Community Care Adult Facilities Act and is subject to regular inspections. We meet, and are committed to exceed, the standards set out in our contract with the Vancouver Coastal Health Authority.

We also work with Vancouver Coastal Health and other addictions service providers to improve the addictions continuum of care.