

# Frequently Asked Questions

Information for families, friends & loved ones



The Healing Place of  
Richmond

700 Dinwiddie Ave.  
Richmond, VA  
23224

804.230.1217  
[www.caritasva.org](http://www.caritasva.org)

*Transforming Lives. Restoring Dignity.*

A program of  **CARITAS**



### WHAT IS THE HEALING PLACE?

The Healing Place (THP) provides a path to recovery and a second chance at life for men in our community. THP is an evidence-based peer model program that offers the tools, support, and hope for long-term recovery. Our program offers three services: The Overnight Shelter, the Sobering Up Center, and The Recovery Program.

THP is a program of CARITAS, a non-profit organization with a mission to break the cycles of homelessness and addiction in the Greater Richmond community. CARITAS has four programs: The Furniture Bank, the Shelter, CARITAS Works, and THP.

*70% of clients who complete The Healing Place Recovery Program are sober 1 year later.*

### WHAT IS THE OVERNIGHT SHELTER?

Any single male who is homeless can stay at the Overnight Shelter.

Guests at the Overnight Shelter meet clients from the Recovery Program. These people carry a message of recovery and hope.

Many people decide to enter the Recovery Program after meeting others in recovery at the Overnight Shelter.

### What you should know about the Overnight Shelter

- There are a limited number of shelter beds available for those suffering from a substance use disorder and looking for help.
- Guests do not have to be clean and sober to stay in the shelter.
- Guests can return to the shelter as many times as needed.
- Shelter is provided one night at a time.
- The shelter serves dinner and breakfast and has showers for guests to use.
- Guests can get clothes from the clothing closet Monday, Tuesday, Wednesday, and Friday 12 -1 p.m. and 5-6 p.m.
- Guests must take all their belongings with them when they leave in the morning.
- Intake into the Overnight Shelter begins at 3:30 p.m.
- If the shelter is full a lottery system is used to determine who will be able to stay.
- Guests staying in the Overnight Shelter must leave by

**Families are often forgotten in the recovery process. Recovery is available for them, too.**

## WHAT IS THE SOBERING UP CENTER?



The Sobering Up Center (SUC) is a 16-bed, non-medical withdrawal facility. The purpose of the SUC is to provide a safe place to go through withdrawals while being monitored for medical intervention.

Not all clients are medically suited for non-medical withdrawal. Clients are continually monitored and assessed to ensure safe withdrawal. If needed, they are sent to one of many hospitals for medical treatment.

## What you should know about the Sobering Up Center

- Most of the staff have completed THP Recovery Program. They are not doctors or nurses, and they do not give clients any medication.
- Clients are able to take their own medicines. [Certain addictive medicines](#) [are not allowed.](#)
- Recovery Program clients take SUC clients to classes and 12 step meetings.
- Recovery Program clients give SUC clients tours of The Healing Place and talk about how they got into recovery.
- Most people stay in the SUC for 2 – 7 days.
- Many decide to stay and enter THP recovery program after their withdrawal period.
- If the client decides to choose another avenue, we assist in providing phone numbers and available information on other treatment/recovery centers, sober living housing and community service boards in the area.

## WHAT IS THE HEALING PLACE RECOVERY PROGRAM?

The recovery program helps people who are suffering from substance use disorder. THP is a high quality evidence-based path to recovery.

- The recovery program is available to men with limited resources.
- Participants must be 18 years old or older.



## What to know about the Recovery Program

- In the Recovery Program, clients see others who are in recovery. That gives them hope that they can recover.
- It takes most people 12 to 18 months to finish the Recovery Program.
- Clients earn their way from one part of the program to the next. Clients sometimes have to go back into an earlier part of the program. If that happens, they can always earn their way back up and try again. Moving back does not mean the person has failed or will not do well.
- People can come back to The Healing Place as many times as they need to.
- No one needs an appointment. People can get help whenever they come to The Healing Place.
- We offer a hand up, not a handout.
- If the client does a little, we will do a little. If the client does a lot, we will do a lot.
- All clients are able to have their laundry done on property.
- No one is allowed to stay in the program if they use alcohol or other drugs. We will give a person a chance to go to Sobering Up Center and start the program over. To get back into the Recovery Program, a person will have to go back to the Overnight Shelter and go to classes.
- We do our best to help those who want help. Some clients may have physical or mental challenges that would limit success at THP. We do our best to make referrals to other community partners in these cases.

### ***The Recovery Program has five parts:***

- *Off the Street I*
- *Off the Street II*
- *Phase*
- *Transition*
- *Alumni Status*

## WHAT IS OFF THE STREET I?

Off the Street I (OTSI) helps staff decide who wants to be in the Recovery Program. It also helps clients decide if they are really ready to work hard in a long-term recovery program.

### How does someone get into OTSI?

- Anyone who is suffering from substance use disorder with limited resources.
- Clients can get into Off the Street I by meeting with the Peer Mentor Supervisor or The Healing Place Program Director.

## What services does a client receive in OTSI?

- A bed to sleep in every night
- A place to store their personal things
- Daily breakfast and dinner
- Lunch at the cafeteria everyday 11:30 a.m.-1 p.m.
- Basic health care and medication management

*If there are no beds in OTS I, people can still get help. Intake into the overnight shelter begins at 3:30 p.m. Guests staying in the Overnight Shelter must leave by 6:30 a.m. Overnight shelter guests may attend the same classes and 12-step meetings as the clients in Off the Street I and their way into the program.*

## What does a client have to do to stay in Off

- Sign and participate in the OTSI Contract.
- Attend classes Monday through Friday. The classes are called "Recovery Dynamics®." These classes help clients understand the 12-steps of recovery.
- Clients will be out of the building between 8 a.m. and 3 p.m. every day of the week.
- Attend 12-step meetings such as Alcoholics Anonymous and Narcotics Anonymous.
- Clients will independently plan weekend activities. We expect clients to attend 12-step meetings on weekends. Attending meetings shows that a person is committed to recovery and The Healing Place program.
- Check-in is at 4 p.m. on the weekends.

## WHAT IS OFF THE STREET II?

Off the Street II (OTSII) lasts about two weeks and helps clients prepare to enter "Phase " of the Recovery Program. Clients continue to learn from others further along in the program.

## How does someone get into Off The Street II?

The program is self-paced. Clients move through the phases as they complete assignments and beds are available. When a bed opens up, the client who has gone to the most 12-step meetings and classes will get that bed.

## What does a client receive in Off The Street II?

- Breakfast, lunch and dinner every day.
- The opportunity to leave The Healing Place between 4:30 and 6 p.m. on weekdays.
- The opportunity to attend 12-step recovery meetings in the community with Phase brothers.
- Use of a phone to call their sponsor.
- A 6 p.m. check-in time on weekends.

## What does a client have to do to stay in OTSII?

- Go to Recovery Dynamics® classes
- Begin the Recovery Dynamics® writing assignments
- Attend 12-step meetings
- Get a 12-step sponsor and join a 12-step home group
- Work in the kitchen at THP

## WHAT IS PHASE?

This is the heart of the Recovery Program. Clients in Phase have made a long-term commitment to the Recovery Program.

## How does someone get into Phase?

When a bed is open, the client who has finished the written assignments and has the most 12-step meetings will move into Phase.

## What privileges does a client have in Phase?

- Breakfast, lunch and dinner every day
- Use of a phone to make local calls
- TV and exercise privileges
- Access to a variety of books
- An 11 p.m. curfew
- Use of personal music device with headphones
- Entrance into CARITAS Works 5-week job readiness program

## What does a client have to do to stay in Phase?

- Continue going to Recovery Dynamics® classes and 12-step meetings.
- Continue working with a 12-step sponsor and taking part in a 12-step home group.
- Actively participate in the Community Process. This is where others in the program talk to clients in Phase and Transition about attitudes and behaviors that are not helpful to recovery.
- Be willing to take suggestions from the Community Meetings.
- Complete chore that helps support The Healing Place recovery community.

## WHAT IS TRANSITION?

In Transition, clients get ready to move from The Healing Place and live on their own in the community.

### How do clients get into Transition?

When a client finishes all their Phase classes, assignments and Community suggestions, completed the 5-weeks CARITAS Works Program, 12-stepped, and obtain verified employment.



### What privileges does a client have in Transition?

- Breakfast, lunch and dinner every day.
- Access to on-site dorm housing for 2 weeks in preparation for off-site, weekly rent apartments.
- The opportunity to get a job outside The Healing Place.
- Community referrals to legal and health care assistance.
- Use of a cell phone through CARITAS.
- Access to housing support.
- Help learning how to budget money.
- After 45 days, the privilege to stay up to five nights a week off property.

### What is CARITAS Works?

Clients in transition are able to enter CARITAS Works, a five-week, eight hour a day (160+ hours), job-readiness and skills development program. The program encompasses: character building, career development and life skills classes, including 24 hrs. of computer classes.

### What does a client have to do to stay in Transition?

- Provide a minimum of two hours of service work a week at The Healing Place to reach back to the SUC, OTS I and Overnight clients.
- After finding a job outside The Healing Place, pay affordable rent on or off property.
- Maintain active participation in 12-step recovery meetings (Five 12-step meetings a week), work with a 12-step sponsor and be active in a 12-step home group.
- Attend weekly peer-driven Community meetings on Monday at 12 p.m. **or** Thursday 6 p.m. and follow any Community suggestions.
- Turn in a weekly budget.
- Make a plan to repay debts.
- Establish a minimum of \$2,500 savings.
- Continue to work on goals that improve self sustainability and long-term recovery.

## WHAT IS ALUMNI?

Clients who complete all program goals are called “Alumni” when they move into their own housing. They share the message of hope and change with clients who are still in the Recovery Program, which helps them sustain their own sobriety and independence while keeping them connected to a recovery support system that improves long-term outcomes.

### How do clients become Alumni?

They must find a job, save money, and secure a place to live. They create a plan of action and review it with their peers in the Transition community. If their peers support the plan, they vote them into Alumni status. This means they can move out of The Healing Place transition apartments and into a place of their own.

### What privileges do Alumni have?

- They are encouraged to visit clients at The Healing Place any time, 24 hours a day, 7 days a week.
- They can come to The Healing Place for meals.
- They are encouraged to teach classes and take part in Community Meetings.
- The recovery support community continues to help them stay sober and keep a place to live.
- A referral is provided for the CARITAS Furniture Bank.

### How do Alumni stay in Good Standing?

- Stay sober.
- Live a life that supports recovery.

#### ***What should a client bring to The Healing Place?***

*They do not need to bring anything. They may bring one week’s worth of clothing if they wish. They cannot bring any toiletries that contain alcohol in them.*

### ITEMS CLIENTS CANNOT HAVE:

- Cell phones
- Cars, motorcycles, or motor scooters
- Weapons
- Medicines not approved by the clinic staff
- Radios, CD players, mp3 players
- Skateboards, roller skates, bicycles, roller blades
- Newspapers, magazines or books that are not related to recovery or spirituality.
- After clients have been in the program for a while, they can have radios, CD players, laptops and general reading materials. They are also permitted to drive cars, motorcycles and motor scooters towards the end of Phase.

## Do clients need money while at The Healing Place?

No. The Healing Place provides food, shelter, toiletries and clothing. It is not helpful for families to give clients money. **For example:** Give them cigarettes instead of money for cigarettes. Give them a phone card instead of money for the phone. Give them a bus ticket instead of money for the bus. Money triggers some clients to think about and start using again.

## Court Dates & Probation Appointments

Clients should attend all scheduled court dates and probation appointments. We will not write letters excusing clients from court or probation appointments.

## Medical Appointments

Clients should attend all outside medical and mental health appointments. They must do all the needed paperwork before the appointment and find transportation. If they cannot find transportation, bus tickets may be available.

## Medicines

A list of approved and non-approved medication is available to clients. [Click here.](#)

## CAN CLIENTS WORK WHILE AT THE HEALING PLACE?

No. Work and money may keep them from focusing on recovery. They will be assigned chores to help operate The Healing Place. Finding employment occurs in Transition.



## WHAT CAN I DO TO HELP MY LOVED ONE RECOVER?

- The Healing Place cohosts a weekly **Family Education Group** every Thursday. Please join us a **563 Southlake Boulevard, 6:30–8 p.m.** We cover new topics every week useful to family members and loved ones of those struggling with addiction.
- Let them know how much you want them to recover.
- Be open to the idea that you may benefit from some help yourself.
- Go to 12-step meetings for family members such as Al-Anon or Nar-Anon.
- Call our staff if you have any questions about anything your loved one tells you.
- Let your loved one spend as much time as possible with other people in recovery.
- Let your loved one do things like laundry for themselves.

## HOW DO I KEEP IN TOUCH WITH A LOVED ONE AT THP?

### Can I visit?

- The only scheduled visiting times are during 12-step meetings at The Healing Place that are open to people who are not alcoholics or addicts.
  - You may visit in the meeting area 15 minutes before and 15 minutes after each meeting.

### Can I call my loved one? Can they call me?

- Clients in the Sobering Up Center can make 1 phone call during their entire stay.
- Clients in Off The Street I cannot get phone calls at The Healing Place. When they are away from The Healing Place, they can use a land line to make phone calls but no cell phones.
- During the hours from 6:00 pm to 11:00 pm, clients may use the pay phone(\$0.25) in the Overnight Shelter to call their sponsor after they fill out a sponsor verification form.
- Clients in Phase and Transition can get and make phone calls from 7:00 a.m. to 11:00 p.m., but not during classes or meetings. They may talk for 10 minutes at a time.
- Clients in Transition can get a cell phone for messages. This helps them look for work and get ready to move into their own place.
- Clients may only make long distance calls using calling cards.

## Mail

- Overnight and Sobering Up Center clients cannot get mail.
- Clients in the Recovery Program can receive mail.
- We may ask clients to open letters and packages in front of a staff person.

**Address:** 700 Dinwiddie Ave. Richmond, VA, 23224

**Main telephone number:** 804.230.1217

## WHAT HAPPENS ON WEEKENDS?

- We want clients go to as many 12-step meetings as possible on weekends. Clients must find their own way to these meetings with the help of their peers and their friends from 12-step meetings.
- Some clients may have chores at The Healing Place on weekends.
- One Saturday morning each month all clients must stay on-property to clean The Healing Place.
- Phase and Transition clients may earn passes to stay out overnight on weekends.

## CONFIDENTIALITY

- **The law does not allow us to tell anyone anything about clients unless the client provides written permission. Even if you know someone is at The Healing Place, we cannot talk to you about them. This law applies to everyone including parents, children, spouses and others.**
- **Clients can tell us verbally or in writing at any time that it is no longer okay to share information about them.**

## WHEN CLIENT BREAKS THE GUIDELINES

- They may not be able to use the phone
- They may have to stay at The Healing Place at night and on weekends
- They may be moved back to an earlier stage of the program
- They may have to leave the Recovery Program
- They may have to write about why they chose not to follow the rules
- They may not be able to see or talk to certain people outside of The Healing Place

*It is common for families and loved ones to attend AA/NA meetings with their loved one for the purpose of supporting them and to learn more about recovery. We strongly encourage families and loved ones to consider attending similar meetings designed for you: Al-Anon/Nar-Anon.*

*Often you can find locations that have both AA/NA and Al-Anon/Nar-Anon meetings being held at the same time.*

### **Family Education Program**

*The Healing Place cohosts a weekly Family Education Group every Thursday. Please join us at 563 Southlake Boulevard, 6:30—8 p.m.*

## What does IFS mean?

When clients do something that causes a problem for the Recovery Program, or is a client safety problem, we ask them to leave The Healing Place. This is called **IFS or Ineligible for Services**. They cannot come back until they complete a Re-Entry contract. When we put someone on the IFS list, they must pack their things and leave.

## What makes a person ineligible for services?

- Violence or threats of violence
- Racial or sexual insults
- Sexual activity or asking other clients for sex
- Having or asking for a romantic relationship with another client
- Stealing
- Destroying property
- Using, selling, or trading alcohol or other drugs at The Healing Place

*The Healing Place allowed me to be a father who has since been able to put 3 children through college.*

*—Drew F.*

## Can someone who is Ineligible for Services come back to The

Yes. They can call after 12:00 noon on Tuesdays. A staff person will tell them what they need to do if they want to come back to The Healing Place.

## What happens if a person relapses?

Substance abuse disorder is a chronic disease and has become a public health concern. Sometimes people who are trying to get sober relapse. This means they start using alcohol or other drugs again. Anyone in Off The Street I, Off The Street II or Phase who starts using again is offered space in the Sobering Up Center and the opportunity to start the program over. If a person relapses in Transition or Alumni, they can go through “Refocus Plan.” Refocus typically lasts 90 days and helps them move back into recovery.

## SUPPORT FOR FAMILIES, FRIENDS AND LOVED ONES

- Alcoholics Anonymous Intergroup Richmond: 804-355-1212
- Al-Anon Family Groups: <http://www.va-al-anon.org/Meetings/area6.htm>
- The Healing Place Facebook Page: <https://www.facebook.com/thprichmond/>
- Family Education Program: Every Thursday at 563 Southlake Boulevard, 6:30—8 p.m.