

AdCare Advisor

ADCARE HOSPITAL OF WORCESTER NEWSLETTER | FALL 2016 VOLUME 23 NO 2

Overdose Pilot Program Partnership Helps People Receive Treatment and Recover

■ AdCare Addiction Treatment Coordinator Kate Duffy has firsthand experience with the progression of substance use and the process of recovery. Before her use of alcohol and cocaine consumed her life, Kate lived with her husband on an expansive farm in an upscale community. She was a life coach, helping others gain motivation and life skills. Today, Kate is in recovery and has been sober since April 14, 2013. She lives in Fitchburg, MA and provides on-call treatment options to survivors of opiate overdose and their families.



AdCare Addiction Treatment Coordinator Kate Duffy (middle) with Fitchburg Police Sergeant Matthew LeMay (left) and Officer Ronald L'Euyer.

WORCESTER COUNTY OVERDOSE RESPONSE INITIATIVE

Kate Duffy's job is part of a pilot program for the Worcester County Overdose Response Initiative, a partnership between the Office of District Attorney Joseph Early, Jr., AdCare Hospital, the City of Fitchburg, and UMass Memorial Health Alliance Hospital. Funded by the Executive Office of Public Safety and Security's Edward J. Byrne Memorial Justice Assistance Grant, the program's mission is to create new pathways to treatment for persons receiving emergency treatment for overdose. Fitchburg Police Sergeant Matthew LeMay stresses the urgent need not only to get overdose victims to the hospital for medical follow-up, but also for them to talk with recovery coaches such as Kate about treatment. "My goal as a recovery coach is to encourage overdose survivors post-

resuscitation to participate in treatment," says Kate. "While many say no to treatment initially, most say yes to a conversation about recovery, meeting for coffee or attending a recovery group." Weeks later, many who initially said no to any treatment, often tend to call for help.

"While not every encounter results in treatment right away, people are being offered the treatment options and support they need to change their lives."

FAMILY INVOLVEMENT IN TREATMENT

"The best scenario as far as folks seeking immediate treatment from the ER happens when family members are there as well," says Kate. "I encourage the family to take a team approach with me in supporting the person who has overdosed in seeking help, as well as agreeing to get the treatment, support, and information they need to begin the healing process of recovery."

In addition to providing folks with options and a sense of hope at a critical juncture, Kate also maintains contact throughout the treatment continuum. For example, she is now in touch with a young man who, after completing detox, began the Intensive Outpatient Program at AdCare Outpatient Services in Worcester. The family is involved in his treatment and also participates in family counseling.

RIDE-ALONGS WITH POLICE

Kate's role as recovery coach has expanded beyond meeting with overdose survivors in the ER and following up with them. She also rides along with police and intervenes with individuals on the street, handing out her card and letting them know help is available. Once a week, Kate and Sgt. LeMay knock on the doors of individuals who have recently overdosed. When people open up their doors and see a police officer, even though the officer is in plain clothes, they are understandably nervous. "Once we make it clear that we're there to offer assistance, most tend to open up and gratefully accept help," says Kate.

Police Offer Warm Hand Off to Treatment and Other Recovery Services

■ Since the Gloucester Police last year launched their "Angel Program," police departments in communities across the State and the country have been adopting variants of the Gloucester model – offering assistance instead of incarceration for opioid dependent individuals who voluntarily ask for help.

"The addition of police departments as conduits for treatment is beneficial for patients," said Patrice M. Muchowski, Sc.D., vice president of clinical services at AdCare Hospital, in an interview by *Alcoholism and Drug Abuse Weekly*. "A benefit of the angel program is that the individual has someone to help them through the process, offering support and encouragement when the person is ready to receive help."ⁱ

BOSTON OPIOID SQUAD

The Boston program for addiction recovery is known as the Police Opioid Squad. The Squad focuses on treatment, not just arrest following opioid overdose. If the overdose victim survives, officers recommend treatment services, and also talk with family members about family treatment and support.ⁱⁱ

SOUTHBRIDGE CARE PROGRAM

In June, the Southbridge Police Department launched the Community Assisted Recovery for Everyone (CARE) Program to reduce the number of fatal and non-fatal opioid and heroin overdoses. Southbridge Chief Shane D. Woodson summarized the program, saying that if a person with a drug or opiate problem enters the police lobby and asks for help, a sergeant will walk that person into a separate, monitored area to determine if he or she qualifies for the CARE program. Convicted drug dealers and traffickers, people with outstanding warrants for their arrest, and people with a known history of violence won't qualify for the Southbridge program.ⁱⁱⁱ

WORCESTER PROGRAM FOR ADDICTION RECOVERY

"Encouraging opioid-dependent individuals to come to the Police Department for assistance

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RECOVERY TIPS AND RESOURCES *for Family and Friends*



■ Alcohol and drug dependency is often referred to as a family disease because it impacts family and friends so deeply. When a family member is misusing substances, the effects are felt by his or her immediate and extended family. They may include feeling:

- Abandoned
- Anxious
- Fearful
- Angry
- Concerned
- Embarrassed
- Guilty.

Family members may also wish to ignore or cut ties with a person who is misusing substances. This is true for traditional families, as well as non-traditional families, which may include stepchildren, same-sex couples, and individuals who consider or include their friends as part of their family unit.

Here are some tips and resources to help families live happy and healthy lives in recovery even if the person who is using substances does not agree to end his or her use.

DON'T BLAME YOURSELF

There's nothing you could have done to help your loved one avoid a substance use disorder – thinking this way will only hurt your own well-being. You are also not responsible for your loved one's struggles. You can support their efforts to get well, but you cannot get well for them.

FOCUS ON YOUR OWN NEEDS

- Practice self-care
- Eat healthy meals
- Get adequate sleep
- Manage stress by engaging in hobbies
- Exercise.

FIND SUPPORT

You don't have to do it alone. Some of the best support often comes from others who are, or have been, in similar circumstances. Consider joining an AdCare Family Informational and Support Program. Family Programs are complimentary, and provide education about substance use and recovery, as well as resources and support for family members.

FAMILY TREATMENT

Family members are also encouraged to participate in counseling to increase their understanding of addiction and learn how to manage its effects on their lives.

ADCARE BOSTON OUTPATIENT

14 Beacon Street
617-227-2622
2nd Wednesday of the month | 6:30 pm

ADCARE QUINCY OUTPATIENT

1419 Hancock Street
617-328-0639
1st Thursday of the month | 6:00 pm

ADCARE NORTH DARTMOUTH

88 Faunce Corner Road
508-999-1102
4th Wednesday of the month | 6:00 pm

ADCARE WEST SPRINGFIELD OUTPATIENT

117 Park Avenue
413-209-3124
2nd Wednesday of the month | 6:00 pm

ADCARE WORCESTER OUTPATIENT

95 Lincoln Street
508-453-3053
4th Wednesday of the month | 6:00 pm

ADCARE WARWICK, RI OUTPATIENT

400 Bald Hill Road
401-732-1500
1st Tuesday of the month | 6:30 pm

ADCARE HOSPITAL WORCESTER

107 Lincoln Street
508-453-3053
Family and Friends Support Group
Thursdays | 6:30 pm

Learn To Cope, and Al-Anon Family Groups are also available to meet others experiencing similar challenges.

RECOVERY MONTH 2016

AdCare is Proud to
Support the **Faces
and Voices
of Recovery.**

Thank you to the many staff and friends of AdCare who helped us spread the message of recovery throughout New England!



SPRINGFIELD, MA



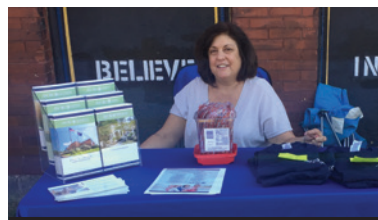
WORCESTER, MA



BOSTON, MA



PROVIDENCE, RI



NEW BEDFORD, MA



WORCESTER, MA

CONGRATULATIONS!

Mary Emery and Mark Rebello Recognized for Excellence in Customer Service and Patient Care

■ Mary Emery, dietary supervisor, and Mark Rebello, MSW, CADAC, counselor, were presented with AdCare Excellence in Customer Service and Patient Care awards on October 6th at the Hospital.

The Excellence in Patient Care Award is named for Eunice Roddy, who was an outstanding champion of patient treatment throughout her 43 years of dedicated service to AdCare Hospital and its patients. "This year's recipient, Mark Rebello has held many positions at both AdCare Hospital and Outpatient Services in Worcester," said Susan Hillis, LICSW, treatment director. "From CNA to driver to counselor to master's level clinician, Mark has continually sought to better himself, which, in turn, has also benefited our patients and staff."

"This year's recipient of the AdCare Customer Service Award, Mary Emery brings customer service to the next level with her creative food presentation and her never say 'no' policy to last minute functions," said Patricia Puntumapanitch, dietary director. "Mary joined AdCare Hospital twenty-four years ago with vast kitchen and dietary experience, and we are very lucky to have her here."



Keith Marks, LMHC, Promoted to Director of AdCare Outpatient Services Warwick

■ Congratulations to Keith Marks, LMHC, on his new position as Director of AdCare Outpatient Services Warwick. Formerly a counselor at AdCare Quincy, Keith joined AdCare nearly four years ago from Bay Cove Human Services in Boston.

Keith is excited to have the opportunity to run the Warwick Office, and has much good news to report! With the addition of two new counselors, Ann Gardner, LMHC and Erica Baker, LMHC, AdCare Outpatient Warwick is fully staffed and has expanded programming to include:

Structured Early Recovery Group (SERG) is offered three times per week for new clients, as well as for current clients who are stepping down from the five-day-per-week Intensive Outpatient Program (IOP).

Parenting in Recovery Group is offered weekly and provides education and skills to help parents in recovery address the unique challenges that they face.

Keith continues to co-facilitate the complimentary Family Informational Group that is held on the first Tuesday of the Month at 6PM and is open to anyone impacted by the substance use of a family member or friend.

A graduate of Gordon College in Wenham, MA, Keith has a master's of arts degree in Clinical Mental Health Counseling with a specialization in Holistic Studies from Lesley University, Cambridge, MA.

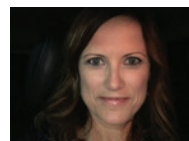
AdCare Hospital Earns Behavioral Healthcare Re-Accreditation from The Joint Commission



AdCare Hospital has achieved Behavioral Health Care Re-Accreditation from The Joint Commission (TJC) for all services surveyed. Accreditation by TJC demonstrates ongoing compliance with behavioral healthcare performance standards related to several areas, including care, environment of care, and leadership. AdCare accreditation was awarded following a rigorous on-site survey of AdCare Hospital and outpatient services offices.

"The Joint Commission's Gold Seal of Approval for Behavioral Health Care Accreditation reflects AdCare Hospital's commitment to providing safe and effective care," said Jeffrey W. Hillis, president of AdCare Hospital. "Staff from across the organization continue to work together to develop and implement approaches that have the potential to improve care for those in our community."

Tara Bogs, Ph.D. Named Executive Director of AdCare Rhode Island



■ Congratulations to Tara Bogs, Ph.D. and licensed clinical psychologist, on her promotion to Executive Director of AdCare Rhode Island. Formerly Director of AdCare Outpatient Services in Warwick, RI, Dr. Bogs joined AdCare in October 2013 from a Short Term Acute Residential Treatment facility (START) focusing on acute psychiatric dual diagnostic care in Southern California.

"At AdCare Rhode Island, we employ a mixture of cognitive behavioral therapies (Motivational Interviewing, ACT, DBT) to assist clients in developing healthy decision-making and coping strategies for substance use and co-occurring disorders," said Dr. Bogs. The clinical program also incorporates a combination of expressive and recreational therapies such as yoga, meditation, and acupuncture, as well as an on-site fitness center, hiking, basketball, and volleyball. "The recent integration of acupuncture into our clinical program demonstrates our increasingly holistic approach to care and our commitment to providing the range of treatment services patients need to sustain a healthy ongoing recovery."

A native Rhode Islander, Dr. Bogs earned a master's of art degree in Psychology from Rhode Island College, Providence, a master's of science degree from California School of Professional Psychology (CSPP), and completed a dual doctorate in Industrial/Organizational and Clinical Psychology in San Diego, CA at the Alliant International University.

Police Offer Warm Hand Off to Treatment and Other Recovery Services continued from page 1

navigating the system is not practical in a City the size of Worcester, said Police Chief Steven Sargent. “Worcester is instead taking it (the battle against opioids) to the streets.”

The Worcester Program for Addiction Recovery (PAR) is both intensive and wide ranging. Approximately thirty police officers are Crisis Intervention Team trained to respond to challenging situations involving people with substance-use related issues. The officers are also able to make phone calls to treatment facilities to assist individuals struggling with drug dependency receive treatment.

After people have overdosed and have been administered the lifesaving drug Narcan can be an opportunity to create interaction and encourage treatment, said Chief Sargent. ^{iv} Worcester’s Addiction Recovery Officer, Jamie Powers agrees. Officer Powers serves as a point person to identify treatment options for survivors of overdose. Following up with every person treated for overdose, he tries to guide survivors in a compassionate and nonjudgmental way into recovery by matching them with available resources. He works with

a team of volunteer “angels” or “champions” who are in recovery, have a minimum of two years of sobriety, and have taken a 10-hour orientation class that covers topics such as active listening, boundaries, and self care. “Our team tries to convey two key messages in our interactions with individuals and families grappling with substance use and its effects: ‘Recovery is possible and you are worth it!’”

RIGHT: Jamie Powers,
addiction recovery officer



REFERRALS TO ADCARE HOSPITAL

AdCare receives patient referrals from police regularly. In an interview about police “angel” programs with *Alcoholism & Drug Abuse Weekly*, Diedre Quealey, RN, director of admissions at AdCare Hospital, explained how the process works:

We get a call from a police officer saying someone is seeking treatment. We then get

basic information from the officer – how old the person is, their drug of choice, date of birth and what insurance coverage they have. Next, we register the individual with the admissions department, and complete an intake directly with the patient over the phone. ^v

As prescription opioids and street drugs such as heroin continue to claim lives in communities everywhere, the willingness of police to provide a warm hand off to treatment and services is making a difference.

- i. Knopf, Alison. “Police Angels,” *Alcoholism & Drug Abuse Weekly*, 18 July, 2016.
- ii. Allen, Evan. “New Boston police opioid unit focuses on treatment, not just arrests,” *Boston Globe*, 31 March, 2016.
- iii. Lee, Brian. “Communities note trend of Gloucester’s opioid recovery program,” *Worcester Telegram*, 23 September, 2016.
- iv. Croteau, Scott. “From arresting to helping: Worcester Police Dept. puts resources behind getting drug addicts help,” *Masslive.com*, 20 May, 2016.
- v. Knopf, Alison. “Police Angels, *Alcoholism & Drug Abuse Weekly*, 18 July, 2016.