

# Family to Family Recovery Resource Guide



Family Support and Guidance for Navigating Alcohol and Drug  
Addiction Treatment and Recovery Services in New York State

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### How To Navigate Through This Guide:

- Web links (urls) for all videos can be found in the Chapter Resource Box located at the end of each chapter.
- Web links (urls) for resources cited throughout this guide can be found in the appendices

All information contained in this guide is current as of July 1, 2017.



# About this Recovery Resource Guide

## BACKGROUND

The FOR-NY Family to Family Recovery Resource Guide was created in response to requests for help from families across New York State struggling with addiction. It has been designed to assist and support families as they navigate their way from active addiction to Recovery.



**Recovery** implies a journey towards optimal health, during which families are empowered to recognize the possibility of change and build on their strengths in order to achieve and sustain long term recovery for themselves and their loved one(s).

## HISTORICAL CONTEXT

The connection between Dr. Bob Smith and Bill Wilson (co-founders of Alcoholics Anonymous) changed their lives (and the lives of countless others) by helping them find another alcoholic who could help build and sustain their own recovery from a disease which was stigmatizing, isolating and deadly. Their connection and subsequent commitment to connecting with others, helped millions of people recover from “a seemingly helpless and hopeless state of mind and body.” (Alcoholics Anonymous, 1939 Forward to the First Edition)

Bill Wilson’s wife Lois Wilson found herself in need of support to find a way through her own and her husband’s recovery process as well. With the help of another alcoholic’s spouse (Betty B.) she founded the first Al-Anon Family Group in 1951. (This was the first family support mutual aid group.) Lois understood that the best way to support her husband’s recovery would be to learn about the illness, take care of herself, and assist other spouses and family members to recover from this family disease.

The FOR-NY Family to Family Recovery Resource Guide was created in that spirit and is based on feedback from family members across NY State. With support from the Office of Addiction Services and Supports (NYS OASAS), FOR-NY hosted several Family and Youth Forums to listen and learn about what is needed to navigate both the system and this cunning, baffling and powerful disease. It is framed as one family helping another, in a user-friendly format.

## PURPOSE OF THE RESOURCE GUIDE

This guide is designed to answer three questions:

- What does alcohol and drug addiction in a loved-one look like?
- Where can we find support/help for ourselves?
- Where/How can we get help for our loved ones?

## WHO IT’S FOR

This guide is written for THE FAMILIES of people who have not yet found recovery, families of people in recovery, and families who have lost someone due to addiction. It is for newcomers and old-timers alike. It can be used by individuals, families, friends and allies of those impacted by addiction, as well as prevention, treatment, and recovery service providers.

## WHAT TO EXPECT

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Here's a snapshot at what you'll find in the Family to Family Recovery Resource Guide:

- Resources for the family
- Ideas on how to engage your loved one
- How to talk to people about addiction
- Challenges and potential solutions to navigating the system
- Benefits of working together with members of the Recovery community and other groups. (Dealing with Isolation and Stigma)
- Real life stories that help to connect us and demonstrate effective strategies and tactics

## SPECIAL TERMS – ALPHABET SOUP

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Those of us in the addiction recovery movement often speak with jargon and acronyms that seem like a special code to anyone new to the community. In an effort to make this resource user-friendly for all, we have included a link to the Recovery Research Institute's Addiction-ary in the appendix.







# Introduction

*How do I know if my loved one has a problem with drugs or alcohol?*

*If you are reading this, you likely know that something is wrong.*

**You** may have a feeling in the pit of your stomach or you've noticed a change in the way your loved one behaves or how the entire family interacts differently than they had in the past. Something feels off, but you may not be able to identify it.

How do you distinguish this from "normal" behavior? You've asked yourself is this "normal adolescent behavior," "a midlife crisis" or just stress from work, school, life, etc?

You may know that your loved one is using alcohol or other drugs, but is it addiction?

## THE DISEASE OF ADDICTION

The disease of addiction is characterized by a *compulsion* to continue to use alcohol or other drugs despite negative consequences. These may include an inability to control how much they use, social impairment, use in risky situations, and physical/pharmacological criteria (**tolerance** and **withdrawal**).

Let's take a closer look and examine some of the general signs of alcohol and/or drug addiction.

### Behavioral Warning Signs and Symptoms:

- Change in personality or mood (irritability, nervousness, giddiness)
- Drop in grades or work performance
- Change in friends/hangouts
- Isolation
- Denial, lying and/or stealing
- Lack of attention to personal hygiene or radical change of appearance
- Wearing long-sleeves or hiding arms

Any one of these symptoms alone may not indicate addiction, however if you are noticing an on-going pattern it may be cause for concern, especially if accompanied by physical changes.

### Physical Warning Signs and Symptoms:

- Unusual sleepiness or hyperactivity
- Unusually small or large pupils (small or pinned indicates opiate use)
- Change in respiratory rate
- Change in eating habits (increase/loss of appetite weight loss/gain)
- Intense flu-like symptoms (nausea, vomiting, sweating, shaky limbs) are indicative of opiate withdrawal
- The smell of alcohol or marijuana on their breath

### Environmental Warning Signs and Symptoms:

- Unusually unkempt bedroom/home
- Empty bottles or cans
- Missing medications, shoe laces or belts
- Burnt or missing spoons and/or bottle caps
- Syringes, pipes, glass tubes, tin foil, cotton swaps or balls
- Small bags with powder, crystal or dried plant residue
- The smell of alcohol or marijuana (skunk, incense) in their room/home<sup>i</sup>

**The National Council on Alcoholism and Drug Dependence, Inc. (NCADD)** provides more specific physical, behavioral and psychological symptoms. For link [see chapter resource box](#).

## SUD DIAGNOSIS

Professional testing and evaluation may lead to the diagnosis of a Substance Use Disorder (SUD). Substance use disorders occur when the recurrent use of alcohol and/or drugs causes significant impairment (health problems or failure to meet major responsibilities at work, school, or home).

For additional facts on **common Substance Use Disorders** [see chapter resource box](#).

If you believe there is an alcohol or drug problem, you may ask yourself "how bad is it"?



The severity of the problem can be assessed using the letters **CRAFT**.<sup>ii</sup>

- Does your loved one use drugs/alcohol while operating a **C**ar, to **R**elax or **A**lone?
- Do they **F**orget what they have said or done while using?
- Are their **F**riends/Family concerned about their usage?
- Are they getting into **T**rouble because of it?

While these questions are taken from an adolescent screening tool, they can be applied to a person of any age. If you answered yes to any of these, further professional assessment may be needed.

A Mother talking about the  
warning signs she noticed.  
Video

“It’s a club no parent should ever belong to”

– Linda V.



## IDENTIFICATION OF SPECIFIC SUBSTANCES<sup>iii</sup>:

During our family forums, family members told us that they needed information on how to identify substances.

Different substances produce different physical and emotional indicators of use. They can be identified by how they look and what they are called “on the street.”

DRUG	ALCOHOL	CRACK COCAINE	HEROIN	INHALANTS	MARIJUANA	METHAMPHET-AMINE	BENZO-DIAZEPINES	OPIATES/PAIN MEDICATIONS
Street names	Booze	Blow, Coke, Rock, Snow	Black tar, Dope, junk, Skunk, Smack	Whippets, Huffing, Poppers, dusting	Blunt, dope, grass, herb, Maryjane, pot reefer, skunk, weed	Ice, chalk, crank, crystal, fire, Meth, Speed	Benzos, tranx sleepers & in-clude: Xanax, Valium and Klonipin	Fentanyl, Car Fentanyl, Codeine, OxyContin, Oxy, Percocet, Perka, Vicodin, Vitamin V, Vika
Looks like	Liquid (beer, wine, liquor)	White crys-talline powder, chips, chunks or white rocks	White to dark brown powder or tar-like substance, can also look like a chip	Paint thin-ners, gules, nail polish remover, whipped cream aerosol, air conditioner fluid and more	Green/grey mix of dried flowers/ leaves of hemp plant	White or slightly yellow crystal like powder, large rock-like chunks	Tablets, capsules often stolen from family members or obtained through prescriptions for anxiety	Tablets, capsules, transdermal patches and table salt.
How it's used	Drank	Smoked, snorted or injected	Injected, smoked, free based or snorted	Inhaled	Smoked, brewed into tea or imbed in foods.	Swallowed, injected, snorted or smoked	Swallowed, crushed and injected or snorted	Swallowed, crushed and injected, or licked off the patch
Signs of abuse	Slurred speech, lack coordination, nausea, vomiting hangovers	Nervous behavior, restlessness, bloody noses, high energy	Track marks, slowed and slurred speech, vomiting	Missing household products, a drunk, dazed or dizzy appearance	Slowed thinking & reaction time impaired coordination paranoia	Nervous physical activity, scabs and open sores, decreased appetite, inability to sleep	Drowsiness, Unsteadiness, Blurred vision, Poor coordination Amnesia, Hostility, Irritability, Disturbing dreams, Reduced inhibition, Impaired judgment	Medicine bottles, Missing Rx, disrupted eating and sleeping, dark circles under eyes, nodding out



## ALCOHOL AND DRUG USE SCREENING TOOLS

Counselors use a variety of screening tools. Although not a substitute for professional diagnosis, we have included a few here for your information:

1. A self-administered version of one is the CRAFFT screening tool referenced earlier in this section, for use by adolescents. English and Spanish versions can be found in the Appendix.
2. The National Council on Alcoholism and Drug Dependence (NCADD) provides self-tests for adults and adolescents. [See chapter resource box for link.](#)
3. For an alcohol specific tool [see chapter resource box for link.](#)

## EFFECTS OF ADDICTION ON THE FAMILY



Addiction is often referred to as a disease of 1+4, meaning that the illness effects not only the *one* addicted, but at least *four* more. It is a family disease and as such, can have a devastating effect on every member of the family.

Families can become dysfunctional as the illness progresses. Due to the shame and stigma that so often surround alcohol and drug addiction, it is typically kept secret. Faced with a loved one's addiction, family members frequently take on specific survival roles to cope with the chaos addiction brings. For example, one might become *the enabler* (or *the hero*) who takes on the responsibilities of the addicted person, the *mascot* who distracts every one with humor, the *lost* who “checks out” or remains aloof, the *scapegoat* who **acts out** the dysfunction, etc. When families get healthier, those survival roles can develop into strong coping skills.

As the addicted person needs to learn ways to cope with his or her disease, so do the members of their family. Community support can be incredibly effective in helping families affected by addiction. As one family member has said: “If it were any other illness, friends and neighbors would be stopping over with dishes of lasagna.” That's not the case with addiction. Most family members suffer in silence and isolation. Finding other families who are affected is crucial. Help is available! Here's where to begin.

## HOW TO START TO TALK ABOUT ADDICTION WITH YOUR LOVED ONE

### HAVING THE CONVERSATION

If you have gotten this far in the guide you may be asking, “So now that we know there is a problem, how do we begin to address it?”

The NYS Office of Addiction Services and Supports (OASAS) has produced a series of informational videos that you can view by yourself, with a community group or with your loved one to get the conversation started.

**Talking with the Community**  
Video

**Talking with Young People**  
Video

### SYNOPSIS OF THE VIDEOS

These videos are intended to spark a discussion about alcohol and drug addiction. The main messages contained therein are: “Addiction can happen in any family.” “Recovery is real.” “There is hope.”

Use them to begin a conversation with a person or a group of people after viewing one or both of them together. They contain first hand stories about the impact of substance use disorders on individuals and families.

**Denial is prevalent:** most parents say “Not my child. This can’t happen to him.”

**Fact:** It can happen to anyone! The high school cheerleader and the varsity athlete can end up committing criminal acts to support their habits.

“9 out of 10 people with addiction started using substances before they turned 18”

“Just smoking pot or drinking in adolescence can lead to addiction, despite what parents believe. A recent study found that only 12% of parents see drugs & alcohol as a problem for their children.”

“Nearly half of young people who inject heroin report abusing prescription pain killers before starting to use heroin.”

The videos talk about the Behavioral Signs of Drug Use and the Advanced Warning Signs of Heroin use, including Physical Signs. Denial, a common symptom of addiction, will often result in family members noticing a problem before the addicted person does. This is an opportunity to intervene. Addiction does not discriminate. It can happen to anyone even with the best parenting. Addiction is a chronic, progressive, and if left untreated, fatal disease that can be genetically predisposed.



## **SOME OPTIONS FOR FAMILY MEMBERS:**

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- Talk to an experienced professional who specializes in addiction.
- Talk to your family about the dangers of substance use in your home, during meals, in the car, at the game. Always keep the lines of communication open.
- Listen to what people are saying; respect goes a long way.
- Explain that addiction is progressive and chronic.
- Discuss expectations surrounding alcohol & drug use.
- Be a positive role model.
- Work with a Certified Recovery Peer Advocate who specializes in family recovery (CRPA-F), a Family Recovery Coach, Family Support Navigator, Family Therapist or other Peer Specialist to develop healthy boundaries, effective communication and wellness strategies for the family.

## **HOW TO GET MY LOVED ONE TO ACCEPT HELP**

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Getting your loved one to accept that they have problem and need help is not easy, but there are steps that you can take to make it a little easier.

- Educate yourself on addiction
- Educate yourself on the family disease component
- Find support for you and your family
- Identify several options
- Invite your loved one into a conversation about options available for them

## INTERVENTION

An **intervention** is an organized effort, by family and friends, with **professional** assistance – to get someone to seek professional help for an addiction. They can be direct or indirect, typically involving a “*confrontational*” meeting with the individual or working with a family member to teach them how to be helpful to the addicted person.

There are three major models of intervention in use today 1) the Johnson Model, 2) the Arise Intervention Model and 3) the Systemic Family Model.<sup>iv</sup>

While some interventionists may prefer one model over the others, many are able to blend models based on what would be most effective for the addicted person and their family.

For Intervention tips and guidelines [see chapter resource box for link](#).

There are a number of individuals claiming to be “interventionists” who have no training in a formal model. Some are hired by disreputable treatment programs merely to recruit patients. Please conduct some research and verify credentials before you hire someone.

Visit <http://www.associationofinterventionspecialists.org/> for more suggestions.

One model that has been successful is:

### **COMMUNITY REINFORCEMENT AND FAMILY TRAINING (CRAFT)<sup>v</sup>**

CRAFT teaches family and friends effective strategies for initiating their loved ones into recovery and for healing themselves. CRAFT works to affect the loved one’s behavior by changing the way the family interacts with him or her. It is designed to accomplish three goals:

- When a loved one is misusing substances and refusing to get help, CRAFT helps families invite their loved one into treatment options
- On its own, CRAFT helps reduce the loved one’s alcohol and drug use, even if the loved one has not yet engaged in treatment.
- CRAFT improves the lives of the concerned family and friends<sup>iii</sup>

For more information on CRAFT [see chapter resource box for link](#).



## DRUG TESTS

While at home drug testing kits are available at your local pharmacy, there may be some question whether or not the family should test. Some families test and test often, but the evidence is inconclusive on whether or not this is helpful.

According to *7 Reasons Parents Should Not Test Kids for Drug Use* (U.S. News and World Report, Aug. 6, 2008), there are multiple reasons why *parents* should **not** test kids for drug use. Most notably, it can be a missed opportunity for communication, tests are not always accurate, they are not cheat-proof, and they can be costly.<sup>vi</sup>

On the other hand, there is evidence that the use of urine testing can be helpful (particularly after treatment), in *supporting* your loved one's recovery; and could be used as a condition for remaining at home, especially if done in coordination with their treatment team.

If your loved one is in outpatient treatment and you are concerned they may use alcohol or drugs, providers conduct regular drug testing in conjunction with counseling. You may want to ask your loved one to sign a release of information allowing you to have access to this information.

“Testing can become a condition for remaining at home for a young adult in early recovery – as part of a recovery contract, for example. If a parent suspects their child is heading for or has experienced a relapse, they could agree to a supervised drug test.”

– Lori Drescher (Parent, Family Recovery Coach)



## WHAT IS LIFE THREATENING? WHEN MEDICAL SUPPORT IS NEEDED

Addiction is a chronic, sometimes fatal, illness that may require multiple and continuous intervention over an extended period of time. However, there are times when *immediate medical support* is needed and a person should be taken to a medical facility. An **Unconscious or Unresponsive Person** may never wake up, call 911 **immediately** and get them to a hospital.

The 911 Good Samaritan Law allows people to call 911 without fear of arrest (for possession of a minor personal amount of illicit drugs or paraphernalia) if they are witness to a drug overdose that requires emergency medical care.

- **OPIATE OVERDOSE:** Symptoms include unresponsiveness, not breathing or breathing very slowly, making gurgling sounds, blue or grayish lips or skin. **Administer Naloxone (Narcan), an overdose reversal drug and call 911.** Provide CPR and rescue breathing if necessary. For a list of agencies that participate in training on how to administer this life saving medication, see the Community Calendar of Opioid Overdose Trainings.
- **ALCOHOL OVERDOSE (Alcohol poisoning):** Symptoms include confusion; difficulty remaining conscious; vomiting; seizures; trouble with breathing; slow heart rate; clammy skin; dulled responses, such as no gag reflex (which prevents choking); and extremely low body temperature. **Alcohol overdose can be fatal. Medical attention is required immediately.**
- **MIXING ALCOHOL WITH OTHER DRUGS** is very dangerous, and amplifies the effect of both (synergy) and can also be life threatening. **Medical attention is needed immediately.**
- **ALCOHOL WITHDRAWAL** can cause seizures and can be life-threatening. Detoxification from Alcohol should be done with medical supervision. **Medical attention is needed immediately.**
- **OPIATE WITHDRAWAL** can be extremely painful and although not life threatening in and of itself, often requires medication to ease these symptoms. This will significantly aid your loved in following through with a recovery program. (Opiates include OxyContin, Oxycodone, Hydrocodone, Fentanyl, Percocet, Vicodin, Morphine, Demerol and Heroin). Severe dehydration can be life threatening. Consult with a physician or medical professional if you suspect your loved one is in withdrawal.

For more information on 911 Good Samaritan Law [see chapter resource box for link.](#)

For Opiate Overdose Training Calendar [see chapter resource box for link.](#)



**Drinking or using drugs while driving** is illegal and dangerous behavior. For the benefit of public safety, this may require you to contact local law enforcement when you suspect it is happening. *It may be the only way to stop someone from harming themselves or others.* As difficult a decision as that may be, it may be the right decision to make, of course weighing it with your cultural experience. We have heard the stories of people in Recovery who have whole heartedly thanked the person who reported them and/or the officer who arrested them because it *arrested their disease*.

For personal perspectives on what addiction looks like in the family view these videos from OASAS:

**“The denial was huge”**  
Nora M.

**“He was good looking.  
He was smart. He didn’t want  
to be a drug addict.”**  
Susan S.





## FAMILY INSIGHTS - HOW WE KNEW/WHAT IT LOOKED LIKE:

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“This should be simple, however, there wasn’t any one overt sign or behavior”.

– Lori D.

“We didn’t know anything about addiction and never thought it was going to touch our family. The first time we knew Michael was addicted was when he said “Dad I have a problem... I am addicted to my pain pills”

– Avi I.

“We knew “something was not right” when my son was 15 and started cutting school, changed his dress and friends, and isolated in his room away from family. However, we could explain this away by attributing it to adolescent behaviors that they all go through.”

– Irene G.

“It began in high school and some of the early signs were evidence of marijuana use and drinking.”

– Lori D.

“What I did see when I really looked was that my son was no longer pursuing his dreams or hobbies that once held his interest.”

–Linda G.

“I found out my son was shooting heroin when I realized he was stealing from me and I confronted him. It was then that he confessed that his addiction was out of control. He showed me his track marks and said that he needed help.”

– Lori D.

“Addiction in my oldest sister looked like a healthy, productive, successful individual with a great job, future, and place to live who lost everything overnight. Or at least that’s what it felt like. Addiction in my sister looked like the one person that everyone looked up to, change to the one person everyone looked down on...”

– Rachelle D.

## CHAPTER RESOURCE BOX! What Addiction looks like

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- **The National Council on Alcoholism and Drug Dependence, Inc. (NCAAD)**  
<https://combatheroin.ny.gov/warning-signs>
- **Common Substance Use Disorders** <http://www.samhsa.gov/disorders/substance-use>
- **Self-Tests for Adults and Adolescents** <https://www.ncadd.org/get-help/take-the-test>
- **Alcohol Specific Screening Tool** <https://www.rethinkingdrinking.niaaa.nih.gov/How-much-is-too-much/Whats-the-harm/What-Are-Symptoms-Of-An-Alcohol-Use-Disorder.aspx>
- **VIDEO: Talking with the Community** [https://www.youtube.com/watch?v=JlsrknxjmgQ&list=PLNIxVjyAHXCOaSpP\\_7-HTrU2g1NhVzOSd&index=2](https://www.youtube.com/watch?v=JlsrknxjmgQ&list=PLNIxVjyAHXCOaSpP_7-HTrU2g1NhVzOSd&index=2)
- **VIDEO: Talking with Young People** <https://www.youtube.com/watch?v=vmeKncRj4ok>
- **Learn more about CRAFT** <http://the20minuteguide.com/>
- **Intervention Tips and Guidelines** <https://www.ncadd.org/family-friends/there-is-help/intervention-tips-and-guidelines>
- **911 Good Samaritan Law** [https://www.health.ny.gov/diseases/aids/general/opioid\\_overdose\\_prevention/good\\_samaritan\\_law.htm](https://www.health.ny.gov/diseases/aids/general/opioid_overdose_prevention/good_samaritan_law.htm)
- **Community Calendar of Opioid Overdose Trainings**  
[https://www.health.ny.gov/diseases/aids/general/opioid\\_overdose\\_prevention/training\\_calendar.htm](https://www.health.ny.gov/diseases/aids/general/opioid_overdose_prevention/training_calendar.htm)
- **VIDEO: “The Denial Was Huge.” Nora M.** <https://www.youtube.com/watch?v=cQpasAAwFJg>
- **VIDEO: “He was good looking. He was smart. He didn’t want to be a drug addict.” Susan S.**  
<https://www.youtube.com/watch?v=SUN7TVtwoRU>



# Taking Care of Yourself:

Care for  
the Family



**Taking** care of yourself is vital to your own health, as well as to the wellbeing of your addicted loved one and your entire family. *You can't be there for your family member if you don't take care of yourself first.*

Below are some of the ways of taking care of yourself that other families have found helpful.

## UNDERSTANDING ADDICTION

Addiction is a cunning, baffling and powerful illness. As family members, we sometimes think that we are losing our minds. Having a clear perspective on what addiction is and what isn't happening to your loved one can provide some peace of mind.

It also helps to remember the 3 C's of Al-Anon: "We did not Cause it, we cannot Control it and we cannot Cure it."

The good news is that having come this far, you're on your way to taking good care of yourself and your family, as you are arming yourself with information about this disease!

## UNDERSTANDING RECOVERY

Our families tell us that it's essential to have realistic expectations and understand that Recovery for the individual and the family **takes time**, can be fraught with setbacks, and for most, is a **life-long journey**.

*"Recovery is a process of change through which individuals improve their health and wellness, live a self-directed life, and strive to reach their full potential."*

*– SAMHSA's 10 guiding principles of Recovery*

**"Self-care is not just a good idea. It's an ethical responsibility"**

*– Theresa Knorr, CADAC  
BALANCE Recovery Consultation*

Accepting that **Recovery is a process and not an event** is crucial. Sometimes we erroneously believe that once our loved one stops using drugs or alcohol (either with or without treatment) they are cured. As with any chronic illness, remission and reoccurrences happen, not anticipating this can set us up for anger and disappointment down the road.

## FAMILY EDUCATION, SUPPORT AND/OR TREATMENT

Every outpatient clinic licensed by The Office of Addiction Services and Supports (OASAS) can provide education, support and/or treatment to family members, regardless of whether or not your loved one is engaged in treatment. To find a program near you [see chapter resource box for link](#).

## MUTUAL AID SUPPORT GROUPS

Connecting with other families who share the experience of living with someone's addiction can be an invaluable resource of support and Recovery. As you explore options for family support, choose a group that you connect with and attend at least six meetings before you decide if it's right for you or not. Refer to [Appendix](#) for links for each group.

- **Al-Anon, Ala-teen:** offers support for friends/ families of people suffering from Alcoholism (and, although not specifically stated Addiction)
- **ACOA- Adult Children of Alcoholics:** supports people who grew up in alcoholic or dysfunctional homes
- **Nar-Anon Family Groups:** a 12 step program for friends and families of addicts
- **CODA- Codependents Anonymous:** offers support for people seeking healthy relationships
- **Families Anonymous:** a 12 step group for families and friends of those with alcohol, drug and behavioral problems
- **SMART** (Self-Management and Recovery Training) Recovery Family & Friends meetings
- Online Family Support Groups:
  - o **The Addict's Mom:** Sharing without Shame
  - o **Mothers of addicts**
  - o **SMART** Family & Friends Online Support Meetings

## GRIEF RECOVERY TOOLS

For parents and family who have lost a loved one to addiction, finding compassionate and understanding support is critical. Refer to Appendix for links for each tool.

- **GRASP** Grief Recovery After Substance Passing
- What's your **Grief.com:** Grief of an overdose death

## COPING STRATEGIES

As previously noted, it is essential for parents and/or other family members to find and develop coping strategies to take care of themselves and stay healthy. Here are some additional suggestions to add to the above:

- Engage in family therapy with a professional who is trained and experienced helping families living with addiction
- See your own personal therapist. (One who understands addiction.)
- Prepare meals at home and eat as a family
- Exercise regularly
- Find a group of likeminded people and spend time engaging with them. (Church, Community, and Civic Organizations are good places to start.)
- Adhere to regular schedules as much as possible (including sleep)
- Educate others and advocate for families and Recovery
- Many families report that finding a spiritual connection or community to connect with has been very helpful.

In addition, finding activities that help you to relax and/or bring you joy are important coping or self-soothing technique. Examples include: long walks, nature, meditation, yoga, Tai Chi, music, playing an instrument, taking nature photographs, volunteering with animals, playing with children, gardening, cooking, crafting, etc.

Being aware of your own well-being is primary and critical to self-preservation!

### **REMINDER: RECOVERY ADVOCACY IS NOT A RECOVERY PROGRAM**

Many family members choose to become advocates for Recovery and for other families. The article at <http://www.williamwhitepapers.com/blog/2017/06/recovery-advocacy-is-not-a-recovery-program.html>, written by noted researcher William White, is about the importance of self-care for people who work in the recovery field. White's article is equally as applicable to family members in recovery, as it is to individuals in recovery from addiction.

It is important to be aware that family members can get caught up in helping their loved one or other families and may avoid dealing with their own complicated feelings, whether their loved one has stopped using, continues to use or has passed on from their illness. Dealing with our own feelings first, is of utmost importance. Remember there is a lot of support in the community to help.



## FAMILY INSIGHTS - HOW I TAKE CARE OF MYSELF

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“The Family Association was geared to helping us stay healthy and strong so that we could responsibly help my son and get off the rollercoaster we were on in dealing with his addiction.”

– Irene G.

“I find a lot of support in my spiritual community. I meditate daily, eat healthy and try to move my body on a regular basis. I try to take action, I move a muscle and mend a mood.”

– Theresa K.

“To keep my sanity, I learned to LET GO of my son’s addiction but I still support him in recovery.”

– Sue M.

“When you don’t know anything about addiction or understand addiction, the last thing you think about is self-care. Today, 6 years after the loss of my son, I understand that anger and fighting did not help our situation. No one is helped when everybody in the family is mad at each other.”

– Avi I.

“After a month of (mutual aid) meetings, I felt empowered. I felt as if I had real soldiers fighting the battle alongside of me.”

–Linda G

“When I began treating him as an adult, and allowing him to experience the natural consequences of his decisions, though incredibly scary, I allowed him to take charge of his own recovery, thus allowing me to take charge of mine.”

– Lori D

“I realized the importance of taking care of my mind, soul, and body because I wanted to be the best person I could be for myself, my family, and future children... I find the support that I need to take care of myself through spirituality.

– Rachelle B.

## CHAPTER RESOURCE BOX! Care for the family

- **The Office of Addiction Services and Supports (OASAS) Program Near You** [https://www.oasas.ny.gov/providerdirectory/index.cfm#search\\_results](https://www.oasas.ny.gov/providerdirectory/index.cfm#search_results)







# Where to Get Help for my Loved One

There are a variety of resources available to individuals and families. Each individual decides what is most helpful to them.



**There** are online resources, telephone support lines and in-person groups and agencies. Some provide the services themselves and others direct you to the appropriate resources.

## MULTIPLE PATHWAYS OF RECOVERY

Recovery from addiction can be achieved and sustained in many ways. In the Recovery sector we call them multiple pathways of Recovery. Many people recover without the support of formal professional treatment or peer-led mutual help. This is sometimes referred to as “natural recovery.” Others require more formal services to recover from substance use disorders. Additionally, people have different definitions of what it means to achieve recovery, which typically influences the path they follow. Some examples of the pathways include:

- Mutual Aid (previously called “self-help” groups)
- Spontaneous or Natural Recovery
- Formal Addiction Treatment
- Harm Reduction - essentially a reduction in the amount or types of substances used often allowing a person to avoid the more severe consequences of addiction
- Wellness - includes Yoga, Fitness, Nutrition, etc.
- Medication-Assisted Treatment/Recovery - opioid treatment programs (OTPs), combines behavioral therapy and medications to treat substance use disorders.
- Faith-Based Recovery through a local church or other religious organization such as the Salvation Army, etc.

## UNIVERSAL RECOMMENDATIONS

Despite the differences in approaches, many in Recovery agree on the following recommendations. It is important for family members to remember that your loved one will need to:

- Make recovery a priority
- Remember that abstinence is optimal and that non-prescribed or illicit drugs have negative consequences
- Identify triggers and learn to avoid them
- Receive on-going support for recovery
- Address coexisting problems that relate to substance use
- Be reminded that the social use of substances can lead to negative consequences<sup>vii</sup>

## MUTUAL AID

Groups of people coming together to support each other in overcoming an addiction used to be known as “self-help” groups. This language made it sound as if the person were doing it on their own, when in actuality it was the power of the group and the community that made this a most effective method.

For links to each group or program, [see appendix](#).

### Mutual Aid Groups

Twelve Step (& other spiritual) groups - Alcohol/Drug

- **Alcoholics Anonymous**
- **Narcotics Anonymous**
- **Cocaine Anonymous**
- **Heroin Anonymous**
- **Marijuana Anonymous**
- **Celebrate Recovery** (Christian)

Non Spiritual Alcohol/Drug groups:

- **SMART Recovery**
- **Women for Sobriety**
- **Secular Organizations for Sobriety**

Twelve-Step (spiritual) Groups - Other Addictions:

- **Overeaters Anonymous**
- **Sex and Love Addicts Anonymous**
- **Gamblers Anonymous**
- **Debtors Anonymous** (Supporting people who habitually and addictively end up in debt)

### On line Support Groups:

- **InTheRooms.com**
- **AA On line Intergroup**
- **SMART Recovery on line**
- **Women for Sobriety Internet community**

- Online support groups for health challenges  
**MDJunction:** Addiction specific
- **HAMS** Harm Reduction for Alcohol

## ADJUNCT RECOVERY PROGRAMS

Once a foundation of recovery is in place with medical attention and support from a mutual aid group, adjunct recovery programs can be a stabilizing force for positive living. Some examples in New York State are:

**Yoga of 12-Step Recovery:** (Y12SR) Nikki Myers' Yoga of 12-Step Recovery combines the practice of yoga with the 12 steps. Y12SR offers an integrated approach to recovery, which includes universal 12 -Step meetings (meaning all addictions are welcome in the same meeting) followed by a yoga practice.

**ROCovery Fitness:** ROCovery Fitness, Inc., is a premier resource for recovery support through fitness and sober living; connecting peers, friends and family through wellness, acceptance and understanding.

### NATIONALLY:

**Refuge Recovery:** Refuge Recovery is a community of people who are using the practices of mindfulness, compassion, forgiveness, and generosity to heal the pain and suffering that addiction has caused in our lives and the lives of our loved ones.<sup>viii</sup>

**Phoenix Multisport:** fosters a supportive, physically active community for individuals who are recovering from a substance use disorder and those who choose to live sober. Through pursuits such as climbing, hiking, running, strength training, yoga, road/mountain biking, socials and other activities, Pheonix Multisport seeks to help its members develop and maintain the emotional strength they need to stay sober.

## RECOVERY COACHES/PEER RECOVERY ADVOCATES

Enlisting the help of a Certified Addiction Recovery Coach (CARC) or Certified Recovery Peer Advocate (CRPA) or “*Peer Professional*” for your loved one or for the family can be helpful in the initiation of recovery and in bridging the gaps between services. These are individuals with “lived experience” who are either in recovery themselves, allies of the recovery community or family members of someone living with Addiction.

A Recovery Coach is

“Anyone interested in promoting recovery by removing barriers and obstacles to recovery and serving as a personal guide and mentor for people seeking or already in recovery”

-- Connecticut Community for Addiction Recovery (CCAR)

For links to more information, [see chapter resource box](#).

We strongly recommend that you verify whether or not someone is certified to deliver peer services by contacting either the **New York Certification Board** or **New York Certification Association**. For links to more information, [see chapter resource box](#).

## PEER ENGAGEMENT SPECIALISTS

The primary goal of Peer Engagement specialists is to utilize expertise associated with addiction and recovery experience (See Recovery Coaches and Peer Advocates above) and to become a resource to individuals and families that present in various settings (such as emergency departments) due to their substance use. It is the goal of the Peer Engagement Specialist to understand service delivery to effectively engage and partner with individuals to enter into recovery. To find the specialist in your region [see chapter resource box](#).

## COUNCIL ON ADDICTIONS OF NEW YORK STATE (CANYS)

Local councils on addiction exist throughout NYS; and although often associated with prevention efforts, many are also involved in supporting Recovery and can be invaluable resources for families seeking local services of all kinds. To find out more [see chapter resource box](#).

## DIFFERENT LEVELS OF TREATMENT

Like heart disease, diabetes, and other chronic illnesses, the type of treatment needed depends on the stage and severity of the disease. The more the illness has progressed, the more intense the treatment. A trained professional will use a Level of Care determination tool (LOCATR or American Society of Addiction Medicine criteria) to recommend a particular level of care. Treatment should be *patient specific* with the length of stay tailored to an individual's particular needs.



The American Society of Addiction Medicine (ASAM) has developed **guidelines** for determining the appropriate intensity and length of treatment for adolescents.

New York State certifies many treatment programs that may be able to assist with determining the appropriate level of care necessary to help your family member. To locate a program by county or proximity, along with the availability of services, [see chapter resource box](#).

**\*WORD OF CAUTION:** Finding safe, appropriate recovery residences has been challenging in New York State. **The National Alliance of Recovery Residences**, a nonprofit national Recovery Community Organization, established standards that are used by affiliate agencies. However, there is currently no New York State certification of these facilities. To learn more [see chapter resource box](#).

Since access to programs may change from day-to-day, a **treatment availability dashboard** has been developed to help view availability of substance use disorder services across the state. New substance use disorder services are listed by program and region. To view the dashboard, [see chapter resource box](#).

Understanding the **substance use disorder system of care** (link is in [chapter resource box](#)) is a good first step to increasing familiarity with levels of care, patient safety, insurance laws and how families can support the process. The Office of Addiction Services and Supports (OASAS) has produced a series of videos outlining these important issues.

Here's a synopsis of the individual videos.

**How to use the OASAS  
Availability Dashboard**  
Video

**Introduction to  
Treatment**  
Video

**Making informed  
Decisions on SUD  
Treatment**  
Video

**"Addiction is a disease that doesn't just impact the individual.  
It impacts the family. It doesn't discriminate. But Recovery,  
now that's REAL."**

**– Patrice Wallace-Moore, LCSWR**

The first step in treatment is to complete an evaluation in order to accurately assess the mis-use or dependence severity and determine the appropriate level of care. The evaluation includes a history of drug or alcohol use, the age of onset, (when use began), and other bio-psychosocial factors (*physical, mental, spiritual, emotional issues*).

An Outpatient Treatment Program (Clinic) is often the best place to have an evaluation conducted. A person can progress from one level of treatment to another on the continuum of care, as they move through the stages of their recovery.

Addiction is a chronic disease that can include a reoccurrence. As such, it's critical that the individual and family stays connected to support (i.e. ongoing counseling, self-help). This is a continuum of care; not a one stop to recovery process. Expect that there may be many starts and stops along the way.

**“Remember the person didn’t become addicted in a moment, it took time and Recovery does as well.”**

**– Patrice Wallace-Moore, LCSWR**

## **OUTPATIENT TREATMENT:**

Most outpatient clinics are open 5-6 days per week and offer both daytime and evening hours. Services may include:

- Counseling
  - o Individual (1X weekly)
  - o Group (3-5 times per week)
- Support for Loved Ones
- Medications (to deter cravings and/or block the effects of drugs)
  - o Buprenorphine (Suboxone / Subutex and alternative brands)
  - o Naltrexone (oral or injectable) (Vivitrol, Revia and other brands)
  - o Methadone
- Appointments with a physician, nurse practitioner or nurse for medication management
- Random Drug Testing (to document abstinence or help if use continues)
- Can last three months to a year depending on situation and needs

## INPATIENT DETOXIFICATION

During inpatient treatment one may need to undergo detoxification (detox) which is a medical process designed to keep the individual safe and comfortable while the body withdraws from alcohol or other drugs. Withdrawal can be uncomfortable or even painful, but it can also be dangerous or life threatening which is why medical supervision is recommended. To learn more [see chapter resource box](#).

Detox is tailored to the individual:

- Typically lasts three to five days, but may be longer or shorter depending upon the situation
- Daily monitoring by physicians and nurses
- Includes medications to alleviate uncomfortable side effects of withdrawal
- Addresses and treats other medical issues as needed
- Promises information to help the individual begin to understand addiction

## INPATIENT REHABILITATION:

Some facilities have separate programs for men and women which incorporate some or all of the following:

- Length of stay can range from 10 - 30 days
- Rehabilitation Counseling
  - Individual
  - Group
- Education about addiction and this phase of treatment (group, readings, films)
- A family program to educate and support the family

To learn more [see chapter resource box](#).

## RESIDENTIAL TREATMENT:

Residential treatment is intended for those individuals in need of longer term treatment and can last from 60 to 180 days depending on the needs of the individual.

Three Phases:

1. **Stabilization:** more intensive monitoring which may include medication and a doctor on hand
2. **Rehabilitation:** treatment in a structured environment intended for those whose school, work, and family relationships, as well as physical and emotional well-being have been impacted by their addiction
3. **Reintegration:** transitioned back into the community and family settings while using the coping and recovery skills learned in the rehabilitative process.



**OPTIONS INCLUDE**

<b>OUTPATIENT</b>	Private Counselor/Psychiatrist
<b>OUTPATIENT CLINIC</b>	Day Rehab/Partial Hospitalization Intensive Level Clinic Level
<b>CRISIS (DETOXIFICATION)</b>	Hospital based (Inpatient) Ambulatory or Outpatient <ul style="list-style-type: none"> <li>• medically managed</li> <li>• medically monitored</li> </ul>
<b>INPATIENT</b>	Crisis/Detoxification (Hospital based) Rehabilitation
<b>RESIDENTIAL</b>	Community Residence Long Term Residential Supportive Living (Apartment programs, Shelter Plus Care, etc.)
<b>SOBER LIVING/RECOVERY HOUSING</b>	Oxford Houses ¾ Homes* Single Resident Occupancy (SRO's)

For full descriptions of the different levels of care [see link in chapter resource box](#).

**MEDICATION ASSISTED TREATMENT:**

Medications can be utilized in any of the above stages of treatment, as well as to support recovery post treatment (Medication Assisted Treatment/Recovery). Common medications for opioid addiction include: Methadone (Dolophine®, Methadose®), buprenorphine (Suboxone®, Subutex®), and naltrexone (Vivitrol®). Acting on the same targets in the brain as heroin and morphine, methadone and buprenorphine suppress withdrawal symptoms and relieve cravings.

[See chapter resource box for the following links:](#)

- **OASAS website full list of medications for other addictions.**
- **SAMHSA's Medication Assisted Treatment Guide**
- **NCADD Consumer Guide to Medication Assisted Recovery**
- **MARS™ Project** (a peer-initiated and peer-based recovery support project) sponsored by the National Alliance of Medication-Assisted (NAMA) Recovery

## FINDING SERVICES / ONLINE DATABASES TO ASSIST FINDING HELP

For links to resources [see chapter resource box](#).

### NEW YORK STATE:

**OASAS Treatment Availability Dashboard:** Search for State Certified Treatment Programs.

**OASAS Provider Directory Search:** Online database of all Certified Providers, searchable by Region, County, Zip Code and Program Type.

**State Operated (Inpatient) Addiction Treatment Centers (ATC's):** Admission Criteria, full list of 12 ATC's, including address, list/link to catchment area map and contact info.

**OASAS Regional Field Office Staff:** A directory of 11 OASAS Field Staff Offices, including contact information and address, to direct you to local treatment options.

### NATIONWIDE:

**SAMHSA National Behavioral Health Treatment Services Locator:** A confidential and anonymous source of information for persons seeking treatment facilities in the U.S. or U.S. Territories (including mental health).

**The National Center on Addiction and Substance Abuse (CASA):** This comprehensive, step-by-step guide was designed by a team of addiction experts to help find quality treatment, which can be overwhelming and time consuming.

## TELEPHONE HELP LINES:

The following Help Lines have been established by local, state and national entities.

**NYS OASAS HOPELINE:** 877-8HOPE-NY | (877)-846-7369

All calls are toll-free, anonymous and confidential. Offering help and hope **24 hours a day, 365 days a year** for alcoholism, drug abuse and problem gambling.

**HOPEline SERVICES:** Guidance from masters level clinicians who are professional, well-trained and knowledgeable; crisis and motivational interviewing for callers in need; referrals to more than 1,500 local prevention and treatment providers; assurance of a call back within 48 hours to those who wish to be contacted; multi-lingual, informational materials

**SAMHSA NATIONAL HELPLINE:** 1-800-662-HELP (4357) | 1-800-487-4889 (TDD)

Free and confidential information in English and Spanish for individuals and family members facing substance abuse and mental health issues. **24 hours a day, 7 days a week.**

**PARTNERSHIP FOR DRUG FREE KIDS HELPLINE:** 1-855-DRUGFREE | 1-855-378-4373

Monday through Friday 9:00 – 5:00. A toll-free, national helpline for parents whose children are abusing drugs or alcohol. The Helpline is staffed by trained and caring, bilingual, masters level parent support specialists who speak confidentially with callers and share helpful information.

**COMPREHENSIVE INFORMATIONAL ON-LINE RESOURCES**

For links to resources below [see chapter resource box](#).

**FAMILY RESOURCE CENTER:** Bills itself as a central hub of resources, backed by scientific support from notable, national sources. Find resources to prevent drug or alcohol use, intervene early, and find treatment and support for adolescents and young adults in addiction recovery all in one place.

**NATIONAL INSTITUTE ON DRUG ABUSE:** What to Do If Your Teen or Young Adult Has a Problem with Drugs.

**NY STATE COMBAT HEROIN ON THE GET HELP PAGE OF THE OASAS WEBSITE.**





## WHILE ON A WAITING LIST FOR TREATMENT SERVICES

While waiting lists shouldn't exist, they're an unfortunate reality at this time. Here are some suggestions to assist in navigating that challenging period.

- Be sure loved one has been properly evaluated by an OASAS licensed treatment provider
- Suggest that your loved one get on **several waiting lists at once**
- Have your loved one **call** to check in often
- Understand that your loved one must be ready to go at ANYTIME!

Despite the wait time you've been told to expect, it's not an exact science. Most programs will base the information you're given on their average wait times. It could be longer or it could be much shorter. In the meantime,

- Focus on the basics: life, food and shelter.
- After physical health is stabilized, encourage mutual aid meetings and/or see an outpatient counselor.
- Harm-reduction, rather than total abstinence, may be in order. For example, cutting down on drinking or using less of a drug or less often rather than stopping altogether, as that may be too difficult or physically dangerous.

“The family of an addict is usually angry, hurt, ashamed, and will either smother their loved one with love or try to cut them off. Family members have to make sure they aren't covering for them if they continue to use, that they don't lie for them and that they don't try to take responsibility for them.”

- Steve Danzig, LCSW, LADC, CCS, an interventionist and substance abuse treatment provider in Windham, Maine





## THE DANGERS OF AT-HOME DETOX / SEEK PROFESSIONAL HELP!

Many families have asked for suggestions on detoxing at home. This is NOT recommended, for a number of reasons:

- Withdrawal from some chemicals (alcohol, benzodiazepines, and barbiturates) can be life threatening (seizures, etc.) and require medical monitoring and/or medications.
- Even when the withdrawal itself is not fatal, the discomfort that goes with detoxing from other drugs (opiates in particular) can be so painful (sleeplessness, nausea, vomiting, diarrhea, restless legs, crawling skin, etc.) it provoked suicidal thoughts and/or thoughts of harming others.
- Many addicted individuals abandon at home detox due to this discomfort. Alternatively, once detoxed, they may go back to using without the additional treatment and/or support that could have been set up while in a detox facility.

If your loved one goes to a detox facility or hospital and requests detox services, they should REFUSE TO LEAVE until those services are provided. It is illegal to deny someone medically necessary addiction services. If forced to leave, they should file a complaint with the attorney general's office. (Details on how to do this are outlined on page 56.)

Due to the dangers listed above, if your loved one cannot get into a detox facility, it's imperative that they not go into withdrawal without the assistance of medication. Consult your family physician, your local health clinic, pharmacy and insurance company's nursing line for suggestions. Even if these entities do not feel that it is their area of expertise, the more calls they receive, the more likely they will be to develop a protocol to address these issues and point you in the right direction.

## FAMILY INSIGHTS - WHAT HELPED?

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“I found help through Nar Anon family groups, The Addicts Mom (a closed - or private - on line group), Celebrate Recovery (a church based recovery group), the Prevention Council of Saratoga, and drug court.... I received real advice from people with shared experiences and experts in the addiction field.”

– Sue M.

“At the point where we stopped denying, we took action and had our son evaluated by an adolescent treatment program. We were fortunate as the program that my son went into had a Family Association that provided ongoing, confidential support groups for family members where we learned about enabling and what was responsible parenting in dealing with a loved one’s addiction”

– Irene G.

“Sharing our story, speaking up, speaking out, speaking often, helps me as much as anything I’ve done since Will’s death. It’s put me in touch with other families enduring loss. It may well have helped prevent other families from suffering loss. We all need to embrace the power of telling our stories.”

– William W.

“Within my journey, I have met so many other grieving mothers. Speaking about our children is how we honor them. Speaking, writing and sharing our stories is how we heal; and moreover, how we help other parents who find themselves in our shoes, walking the same road.”

– Linda G.



## CHAPTER RESOURCE BOX! Where to get help for my loved one

- **Recovery Coaches/Peer Recovery Advocates**  
<https://www.for-ny.org/recovery-support/recovery-coaching/>
- **New York Certification Board** <http://www.asapnys.org/verify/>
- **New York Certification Association** <https://adminfcb.cyzap.net/dzapps/dbzap.bin/apps/assess/webmembers/secure/manage?webid=FCB&pToolCode=cert-verify&pAdd=Yes>
- **Peer Engagement Specialists** <https://www.for-ny.org/peer-engagement-specialists/>
- **Councils on Addictions of New York State** <http://canys.net/>
- **The National Alliance of Recovery Residences** <https://narronline.org/about-us/>
- **Descriptions of Levels of Care** [https://www.oasas.ny.gov/hps/state/CD\\_descriptions.cfm](https://www.oasas.ny.gov/hps/state/CD_descriptions.cfm)
- **The American Society of Addiction Medicine (ASAM) Guidelines** <https://www.drugabuse.gov/publications/principles-adolescent-substance-use-disorder-treatment-research-based-guide/treatment-settings>

### OASAS PROVIDER DIRECTORY SEARCH

- **Treatment Program by Proximity** [https://www.oasas.ny.gov/providerDirectory/index.cfm?search\\_type=2](https://www.oasas.ny.gov/providerDirectory/index.cfm?search_type=2)
- **Treatment Availability Dashboard** <https://findaddictiontreatment.ny.gov/>
- **How to use the OASAS Availability Dashboard** <https://www.youtube.com/watch?v=mkdfnQFhEmA>
- **Substance Use Disorder System of Care** <https://www.oasas.ny.gov/treatment/index.cfm>
- **VIDEO: How to use the OASAS Availability Dashboard**  
<https://www.youtube.com/watch?v=mkdfnQFhEmA>
- **VIDEO: Introduction to Treatment** <https://www.youtube.com/watch?v=aNcYg0CjYRc>
- **VIDEO: Making informed Decisions on SUD Treatment**  
<https://www.youtube.com/watch?v=dAMYclw4qsE>
- **VIDEO: Inpatient Detoxification** <https://www.youtube.com/watch?v=FDsPtmGV8BY>

- **VIDEO: Inpatient Rehabilitation** <https://www.youtube.com/watch?v=cvFlzK8vRhk>
- **OASAS Website Addiction Medications:** <https://www.oasas.ny.gov/AdMed/meds/meds.cfm>
- **OASAS Website: Combat Addiction** <https://www.oasas.ny.gov/combataddiction/index.cfm>
- **OASAS Website: NY State Combat Heroin Help Page** <http://combatheroin.ny.gov/get-help>
- **SAMHSA's Medication Assisted Treatment** <http://www.samhsa.gov/medication-assisted-treatment>
- **Medicated Assisted Recovery (MARS™) Project** <http://www.marsproject.org/>
- **SAMHSA National Behavioral Health Treatment Services Locator** <https://findtreatment.samhsa.gov/>
- **The National Center on Addiction and Substance Abuse (CASA)**  
<http://www.centeronaddiction.org/sites/default/files/files/Final-patient-guide-april-2016.pdf>
- **Family Resource Center** <http://www.familyresourcectr.org/>
- **What to Do If Your Teen or Young Adult Has a Problem with Drugs** <https://www.drugabuse.gov/related-topics/treatment/what-to-do-if-your-teen-or-young-adult-has-problem-drugs>
- **Family Support Navigators and Family Advocates (FSNs and FAs)**  
<https://www.for-ny.org/family-support-navigators/>







# Support Resources

How do I help my loved  
one get into and/or stay  
in Recovery?



## HOW TO HELP, AND AVOID ENABLING.

**WHAT NOT TO DO:** Sometimes we simply don't know what to do. As such, our first instinct could be more harmful, than helpful. We want to "love" the illness away and/or shield our loved one from the consequences of their behavior. Generally, experts (the families themselves) agree that this is often counterproductive as it is what "enables" continued use of alcohol or other drugs. In other words, the addicted individual does not have to change if others take responsibility for their well-being.

Examples of 'enabling' include:

- Making excuses for missed work or school and "calling in" for them
- Paying their bills, doing their chores or taking on other responsibilities they neglect
- Neglecting your own needs and those of other family members to "take care" of the addicted person
- Explaining away their negative behavior to others
- Lying or making excuses

When we try to control the outcome of a situation it only serves to create stress for ourselves and does nothing to help the other person.

Contrary to "old school" thinking, you do not have to "let them hit bottom." Some "tough love" methods may actually be deadly.

**WHAT WORKS:** BOUNDARIES, BOUNDARIES, BOUNDARIES.

Generally, a loving, but firm relationship is recommended. Ask questions and listen, but also set reasonable limits and maintain strong boundaries.

Don't wait for your loved one to hit bottom! The earlier addiction is treated, the better. Communicate specific examples of your loved one's behavior that concern you. Offer non-judgmental support.

For more information, [helpguide.org](http://helpguide.org) outlines some suggested dos and don'ts to follow when a loved one has a drug problem.

## RECOVERY 2.0 FOUNDER, TOMMY ROSEN PUTS IT THIS WAY:

"COMMUNICATE WITH COMPASSION, BUT HAVE A PLAN!"

"Try to speak with your loved one directly about it. Try not to criminalize them or shame them. You want to build a bridge and be helpful if they are willing to receive your help. Making them feel bad about their behavior usually removes you from being helpful to them now and perhaps in the future as well.

However, being a pushover will not be helpful either and if things have gotten bad, the situation may be beyond normal communication. Setting clear boundaries and knowing how you will respond if certain situations come to pass will help you to avoid emotional outbursts.

Don't support addictive, destructive, self-harming behavior.

DO NOT GIVE MONEY TO SOMEONE WHO IS STRUGGLING WITH ADDICTION! This is a general rule and I cannot stress it enough. If your loved one is caught in addiction the money you give them will only enable them to continue the addictive behavior and lifestyle. This is a trap that many parents fall into." ix

## FAMILY SUPPORT PROGRAMS, EDUCATION AND RESOURCES

### FAMILY SUPPORT NAVIGATORS AND FAMILY ADVOCATES (FSNS AND FAS)

The NYS Office of Addiction Services and Supports (NYS OASAS) funds Family Support Navigators (FSNs) to assist families and individuals with gaining an increased understanding of the progression of addiction, as well as understanding how to navigate insurance and treatment systems. FSNs provide support through the entire recovery process, connecting people to the appropriate resources necessary for strengthening individuals, families, and the community. FSNs are there for the long haul and even counsel families on adjusting to their loved one coming home after treatment. As of this writing, there are twelve Family Support Navigators working throughout the state. That number will increase to twenty during 2017.

### RECOVERY COMMUNITY ORGANIZATIONS (RCOS)

#### **What are they? How can they help?**

Recovery Community Organizations (RCOs) are independent, usually nonprofit organizations led by local recovery allies. Allies can be people in long-term recovery (although not necessarily), their families and friends, recovery-focused professionals or simply concerned citizens with an interest in providing support.

According to the Association of Recovery Community Organizations (ARCO) at **Faces and Voices of Recovery**.

RCOs help to bridge the gap between professional treatment and building healthy and successful lives in long-term recovery. They increase the visibility and influence of the recovery community and engage in one or more of three core activities: Education the public about the reality of recovery; Advocating on behalf of the recovery community; Delivering peer recovery support services.

For more information about Faces and Voices of Recovery [see chapter resource box](#).

Ultimately, RCOs create a culture that supports and sustains recovery for individuals and their families in the community. While there are more than 200 in the U.S., as of this writing, there are sixteen in all of New York State. While these vital organizations are making a difference in their communities, far too many counties are without one of their own. The good news is that new RCOs are currently forming in communities across the state.

**Where are they?** To find RCOs statewide [see chapter resource box](#).

## RECOVERY COMMUNITY AND OUTREACH CENTERS (RCOCs) AND YOUTH CLUBHOUSES (YCHS)

### What are they? How can they help?

Recovery Community & Outreach Centers (RCOCs) and Youth Clubhouses (YCHs) are physical places opening around the state to provide a variety of recovery support services (in-person and by telephone) to individuals, youth and families. Examples of these services include:

Family Education	Socialization
Referral Services	Vocational/Educational Services
Case Management	Mutual Aid Group Meeting Place

Recovery Community & Outreach Centers (RCOCs) and Youth Clubhouses (YCHs) provide safe, welcoming and alcohol/drug-free community-based, non-clinical settings for members of the community. Each recovery center's programs are created in response to its community's specific needs regarding substance use treatment services and recovery supports. The centers promote long-term recovery through skill building, recreation, wellness education, employment readiness, civic restoration opportunities, and social activities. In order to best serve the community and varied schedules of those who need assistance, all centers offer services during daytime, evening and weekend hours.

Recovery Community & Outreach Center staff provide assistance to individuals and families in order to help them navigate the addiction treatment system and secure insurance coverage for various levels of treatment. The centers also provide an opportunity for individuals and families to connect with others in the community who are going through similar challenges in hopes they can benefit from shared experiences and commitment to common goals for recovery. Access to peer advocates, recovery coaches, and addiction peer specialists through these recovery centers help to further enhance the recovery process. For further information:

- **Recovery Community & Outreach Centers (RCOCs)** (For link [see chapter resource box.](#))
- **Youth Clubhouses (YCHs)** (For link [see chapter resource box.](#))
- Visit [www.for-ny.org](http://www.for-ny.org) for information about RCOs, RCOCs, YCHs, Peer Engagement Specialists and Family Support Navigators throughout the state.

## COUNCIL ON ADDICTION OF NEW YORK STATE (CANYS):

Councils were created to provide information and referrals to families and individuals in need of alcohol and other drug information. Traditionally, offering prevention services, councils on addiction are now partnering with Recovery Community Organizations (RCOs), starting Recovery Community Outreach Centers (RCOCs) and serving as an information resource for family members. To learn more about CANYS [see chapter resource box.](#)

To see the **Directory of Councils on Addiction** in New York State (by County) [see chapter resource box.](#)



## CO-OCCURRING DISORDERS

Supporting your loved one as they move towards recovery may require understanding they need to address not only their physical health, but their mental health as well. Many people with Substance Use Disorders also have “Co-Occurring Disorders” or Mental / Emotional Health issues that require equal attention.

While our system of care is moving towards **integrated care**, it can be very frustrating to find that many treatment facilities are not yet equipped to deal with co-occurring issues simultaneously.

Stephanie Marquesano, mother, educator, advocate and founder of The Harris Project, had this to say:

With those who misuse substances, there are often co-occurring issues and conditions that are present (a diagnosis of “co-occurring disorders”). It is critical for individuals, families, and providers to recognize the relationship between mental health disorders, trauma, traumatic brain injury, and substance misuse in order to create an individualized, integrated, and comprehensive treatment plan.

From screening and intake through treatment and discharge planning, the complex needs of the individual must be addressed to maximize successful outcomes.

As programs on the mental health side traditionally do not treat those with active substance misuse, and many substance misuse programs are not geared to address the complexities young people present with, it is often difficult to find effective treatment and services.

Therefore, creating a co-occurring capable system of care, where co-occurring disorders is the expectation, not the exception is a shared goal.

For info on The Harris Project [see chapter resource box](#).

## REOCCURRENCE WARNING SIGNS

Reoccurrence is a process, not an event... and is preventable.

Families need to know that just as with other chronic health conditions, their loved one can come out of remission and return to active use of alcohol or other drugs. This should not be seen as a failure as, if framed correctly, it can be a great learning experience. However, given the lethal nature of today's epidemic, it is advisable to recognize the warning signs and interrupt this cycle before it progresses.

There are certain recognizable signs and predictors of alcohol and drug relapse. Therefore, it's important to recognize the warning signs and take action to help your loved one get back into remission. According to relapse prevention expert, Terry Gorski, you should be on the lookout for a recurrence of post-acute withdrawal symptoms including insomnia, agitation, anhedonia (the inability to experience pleasure), emotional disturbance, cognitive impairment, depression, suicidal ideation and drug craving.

The progression of warning signs includes:

- Change in Attitude
- Elevated Stress
- Reactivation of Denial
- Behavior Change
- Social Breakdown
- Loss of Structure
- Loss of Judgement
- Loss of Control
- Loss of Options
- Return to Use <sup>x</sup>

The NYS OASAS video *Relapse Prevention: What the Family Needs to Know* (video on next page) includes valuable information including the fact that part of prevention of reoccurrence is helping the person find out what they want to do with their life. Each individual's Recovery is their own personal journey and they will be drawn to do what resonates with them.

Here are a few other valuable points addressed in the video:

- It is helpful for family members to know that reoccurrences happen and have the tools to help onhand.
- Understand that a relapse does not mean that all of the knowledge acquired up until that point is lost.
- Recognize that it is a family illness and that family support is critical. Each member is impacted, and can be part of the solution.

As emphasized in the very beginning of this resource guide, self-care is critical. Family is part of the support system and each person needs to have strong boundaries as well.

“It is a family disease but, family members need to maintain their own level of health. You have to take care of your own individual needs and put the oxygen mask on yourself before you take care of the other person!”

– Linda

Ensure that the person in recovery understands that they are not alone. Let them know that even if they make a mistake, they are accountable, and they are still loved and supported.

## WARNING

If someone returns to active use of an opioid after a period of abstinence their TOLERANCE HAS DECREASED therefore their RISK OF OVERDOSE is very high. Someone may try to use the same amount that they were using before they stopped and accidentally over-dose. Naloxone (Narcan) training is necessary for family members of persons struggling with an opioid addiction.

**Relapse Prevention**  
Video

**Memo to Self: Relapse Plan**  
Video



## TRAINING

In an effort to educate the Recovery Community around key areas that will help advance our mission to demonstrate the power and promise of recovery and its value to individuals, families, and communities, FOR-NY provides trainings in cooperation with qualified trainers around the state. Family members may find attending these trainings helpful.

**FOR-NY's current offerings** include:

**THE SCIENCE OF ADDICTION AND RECOVERY:** This training (created by Faces & Voices of Recovery) empowers recovery advocates to speak confidently about the science behind Addiction and Recovery in their community education efforts, personal and policy advocacy. 6 hours\*

**OUR STORIES HAVE POWER, COMMUNITY RECOVERY MESSAGING TRAINING:** This training (created by Faces & Voices of Recovery) provides people in recovery, their family members, and all recovery allies with messaging (or language) they can use to talk about recovery in a positive way; thereby erasing the shame and stigma that often accompanies addiction and recovery. 3 hours\*

**RECOVERY COACH ACADEMY (RCA) TRAINING PLUS OPTIONAL TRAINING OF TRAINERS (TOT):** Designed for individuals involved in the recovery initiation of others and/or in sustained recovery themselves who want to become a personal guide and mentor for people seeking or already in recovery. 30 hour training plus 5 additional hours for the TOT

For link to FOR-NY's current offerings [see chapter resource box](#).

For additional trainings geared towards obtaining the basic knowledge and credits toward certification as a Certified Addiction Recovery Coach (CARC) or Certified Recovery Peer Advocate (CRPA) [see chapter resource box](#).

## ADDITIONAL TRAINING

For additional training on specific topics of interest to families see the following. For links, [see appendix](#) or [chapter resource box](#).

- **Naloxone /Narcan** (overdose reversal medication) The Department of Health has an **opioid overdose prevention programs directory**
- **Suicide Prevention**
- **Trauma and addiction**

## LEGAL ISSUES SUPPORT

For Legal Issues/Support/ information about the rights of people with criminal records, HIV/AIDS, and substance use disorders / to The legal Action Center see [see appendix](#) or [chapter resource box](#).



## FAMILY INSIGHTS - HELPING VS. ENABLING / SUPPORTING EACH OTHER

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“In the family program, we were able to talk about and get through the fears and anxieties that were motivating the feelings behind our behaviors that enabled our son to keep using.”  
–Irene G.

“I learned most lessons the hard way. My good intentions to protect and ‘cure’ my adult son addicted to heroin, resulted in the disease progressing to catastrophic levels.”  
– Lori D.

“I was helped by becoming an advocate with RAIS (Recovery Advocates in Saratoga). They gave strength to my voice, that I alone did not possess, and a direction for my anger.”  
– Sue M.

“I did not realize how important family support was at the time but looking back, it was a major, major plus for my family throughout the whole treatment and recovery process.”  
– Irene G.

“The work that has become part of my life is Peer-to-Peer Advocacy. We need only to share a look or a hug, and we know each other. We know the journey and we can help, because in the end, we drank water from the same well.”  
– Linda G.

## CHAPTER RESOURCE BOX! How do I Support my loved one in Recovery

- **Faces and Voices of Recovery** <http://facesandvoicesofrecovery.org/>
- **RCO's State Wide** <http://forny.wpengine.com/recovery-support/recovery-community-organizations/>
- **Recovery Community Outreach Centers (RCOC)** <https://www.for-ny.org/recovery-support/recovery-community-outreach-centers/>
- **Youth Clubhouses (YCH)** <http://forny.wpengine.com/recovery-support/youth-clubhouses/>
- **Councils on Addiction of New York State** <http://www.canys.net>
- **Directory of Councils on Addiction** <http://canys.net/directory/>
- **The Harris Project** <http://www.theharrisproject.org/>
- **VIDEO: Relapse Prevention** <https://www.youtube.com/watch?v=oiKCwzKyXCc>
- **VIDEO: Memo to Self: Relapse Plan** <https://drkevinmccauley.com/products/memo-to-self/>
- **FOR-NY's Current Offerings** <https://www.for-ny.org/resources/trainings/>
- **Opioid Overdose Prevention Programs Directory**  
[http://www.health.ny.gov/diseases/aids/general/resources/oop\\_directory/index.htm](http://www.health.ny.gov/diseases/aids/general/resources/oop_directory/index.htm)
- **Suicide Prevention** <http://www.preventsuicideny.org/>
- **Trauma and Addiction** <http://www.recovery.org/pro/articles/trauma-and-addiction-7-reasons-your-habit-makes-perfect-sense/>
- **Legal Issues** <https://lac.org/resources/>

# FACES OF RECOVERY



DON'T RUN  
CALL 911



RAIS-OurVoice  
Community's pathway to recovery



## Overcoming Barriers

Navigating  
Systems

Once your loved one decides to seek treatment they may need help navigating what can often be a confusing treatment system. Being educated on paying for treatment, obtaining insurance benefits, knowing your rights, understanding confidentiality and dealing with discrimination will help tremendously.

## ADVOCATES AND RECOVERY COACHES CAN HELP REMOVE BARRIERS

Certified Recovery Peer Advocates (CRPA), Certified Addiction Recovery Coaches (CARC): Many, though not all, are people in Recovery themselves and have been trained as guides and mentors for both the person in recovery and their family members. One of their primary roles is to act as a broker of local services and recovery resources.

Having personally navigated the system, they truly model the power and promise of Recovery.

To find a CRPA or CARC near you try calling your local

- Recovery Community and Outreach Center,
- Recovery Community Organization,
- Peer Engagement Specialist, or
- Search the internet using the words “Recovery Coach” and your locale.

## PAYING FOR TREATMENT

New York State law **requires** OASAS-funded treatment programs to provide services for people who are unable to pay for services.

Please be advised that “inability to pay” is not the same as refusal to pay. A treatment program may require a person to file for different monetary support in order to meet eligibility requirements including:

- Public Assistance/Temporary Assistance through local County Department of Social Services (DSS)
- Spousal support (DSS)
- Unemployment benefits (through local County Unemployment Office)
- Disability benefits
- Parental support (if under 21)
- Documentation of Health Insurance, application for or lack thereof. (Note: children may be included on parents insurance until age 26)

Failing to file for support may be construed as refusing to pay; in which case a program can refuse treatment. For further information, visit the “**How to Apply for Programs & Services**” page on the NYS Office of Temporary Disability’s webpage. For link [see appendix or chapter resource box](#).





## INSURANCE ISSUES

**HEALTH INSURANCE COVERAGE:** When seeking treatment, it's critical to understand the details of your health insurance plan, as well as your rights and co-pays. Contact your health insurance provider or visit the **New York State Office of Financial Services** website for details about your coverage. For link [see chapter resource box](#).

**RIGHT TO COVERAGE:** Under New York and Federal Law, if you have health insurance, you have the right to receive the following addiction treatment services *when deemed medically necessary*:

- Unlimited detoxification services in a hospital
- Unlimited inpatient care in a hospital, inpatient rehabilitation or residential treatment facility
- Unlimited outpatient care in both outpatient facilities or in your provider's office
- Outpatient methadone treatment including suboxone and subutex, if your health insurance includes a prescription drug benefit <sup>x</sup>

**NEW YORK STATE OF HEALTH (HEALTH INSURANCE MARKETPLACE):** New Yorkers can shop, compare and enroll in low cost, quality health plans, as well as apply to receive financial assistance based on their income. This marketplace enables New Yorkers to check their eligibility and enroll in Medicaid, Child Health Plus and Qualified Health Plans. For more information call 855-955-5777 or visit the **New York State of Health website**. For link [see chapter resource box](#).

**If your loved one has health insurance and has been denied coverage for substance use disorder treatment, call the legal action center's Parity Hotline at (212) 243-1313 for legal assistance.**

Excellent resource:

Understanding Health  
Insurance Coverage  
Video

If you think your loved one has a substance Use disorder issue and needs help. It's important to know your insurance benefits.

– Dr. Anne Fernandez Medical Director of Behavioral Health- CDPHP - Fall 2015

Here's a sampling of some of the valuable information presented in the video:

Your insurance ID card is an important resource: What type of plan you have, id # and costs you may incur appear on the front of your card.

The back of the card has important phone numbers including a direct line to member services and possibly a separate phone number for chemical dependency services.

The first call you should make is to your insurer's member services department to help you understand your benefits.

## COMMON TERMS

**DEDUCTIBLE:** the amount you pay for covered health services before the insurance company pays

**COPAY:** a set amount that you pay for each health service (i.e. a \$20 copay for each doctor's office visit)

**COINSURANCE:** the percentage of the bill you pay for a covered product or service

**IN-NETWORK:** your doctor/provider participates in your plan's provider network and accepts your insurance

**OUT-OF-NETWORK:** you may be responsible for the full amount of the bill if you don't use an in-network provider. (Some insurance plans have an online data base to help you find an in-network provider. CHECK YOUR PLAN'S WEBSITE.)

**PRE-AUTHORIZATION** (Prior Authorization): Your provider must contact your insurance company to get approval before providing a service

**REFERRALS:** if your plan requires a referral before providing services, you must get one from your primary doctor

Once you have an understanding of your coverage you can seek out a program for an evaluation.

**"People have different journeys to their recovery.  
Maintain hope because treatment does work!"**

**– Dr. Anne Fernandez**

## UNDERSTANDING YOUR RIGHTS

### YOU HAVE THE RIGHT TO APPEAL

You have the right to appeal if your insurance denies payment for treatment. View the VIDEO to understand the appeals process; and read the synopsis below.

#### Appeals Process Video

“It is illegal for your insurance company to tell you that you must first fail at outpatient treatment before they will cover inpatient treatment”

– Rob Kent, OASAS General Counsel

If you are ultimately denied insurance coverage, you and the treatment provider should file an appeal with the NYS Department of Financial Services.

### TWO TYPES OF APPEALS

#### INTERNAL APPEALS

An internal review of the decision  
(by the insurance company)

#### EXTERNAL APPEALS

An external entity  
(outside of the insurance company)  
reviews the decision

If you are transferring to a different level of care or requesting additional days and are denied, you can appeal the decision and during the time it takes the insurer to render their decision, they must cover the cost of the care.

If you disagree with the final outcome of an appeal, you have the right to file a complaint with the NYS Department of Financial Services.

**CONSUMER COMPLAINT LINE:**

<https://ag.ny.gov/health-care-complaint-form?wssl>

**CONSUMER ASSISTANCE:**

800-342-3736, email: [consumers@dfs.ny.gov](mailto:consumers@dfs.ny.gov)

Your NYS OASAS certified treatment provider will assist you with this process.

You can also find assistance through the NYS Attorney General's office. Any New Yorker who is denied substance abuse treatment should:

- Request a written, detailed explanation of the denial from the health insurance company
- Check the denial letter for accuracy and inform (health insurance) plan of mistakes
- Ask the health provider to submit a letter of medical necessity, including facts that show that you (or your loved one) meet the relevant medical necessity criteria, point-by-point
- Look for common improper denial flags, such as "fail first" requirements, reduced payments for out-of-network providers, insufficient or incorrect information in denial letters, refusing to provide medical necessity criteria, using criteria that do not match the health condition, and failure to consult with the health provider or consider medical evidence supplied.

To contact the Attorney General's office by phone, please call the appropriate hotline below:

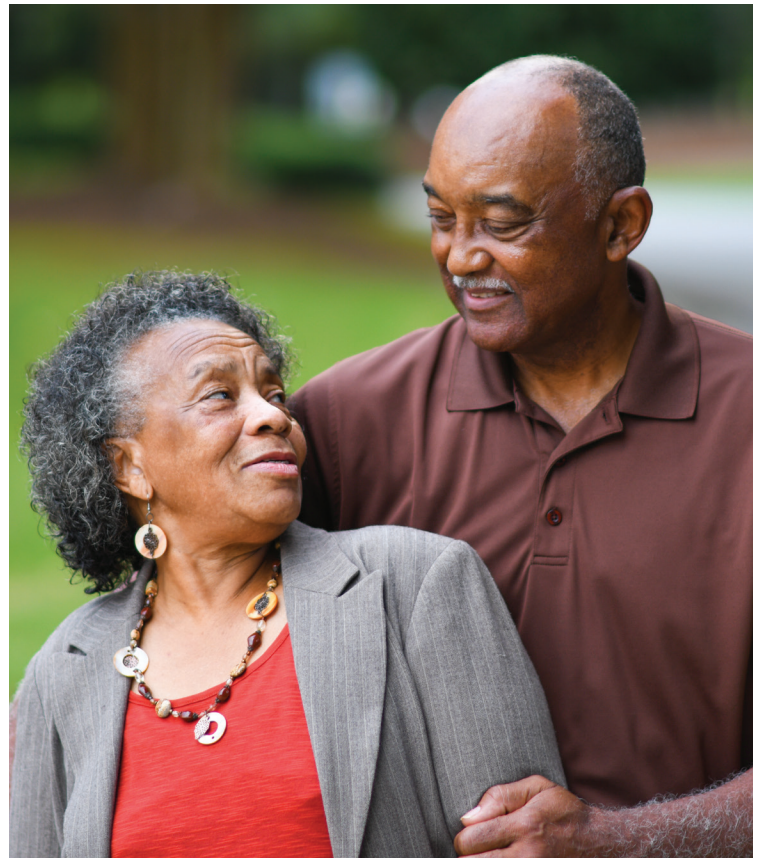
- General Helpline: 1-800-771-7755
- TDD/TTY Toll Free Line: 1-800-788-9898
- Healthcare Hotline: 1-800-428-9071
- Medicaid Fraud Control Unit: 212-417-5397

To contact the office by mail, please write to:

**Office of the Attorney General**  
**The Capitol**  
**Albany, NY 12224-0341**

You can file a complaint online.

For link [see chapter resource box](#).





## NAVIGATING INSURANCE TIPS

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- Take the time to understand what the mental health parity laws require, and review your health plan's benefits carefully.
- Make sure your provider has your health plan's medical necessity criteria and provides information about your care to the plan as requested.
- Ask your health plan for information about any denials you receive, and either appeal those denials or ask your provider to do so on your behalf.
- You'll find valuable information on the topic in this press announcement: **"A.G. Schneiderman offers assistance for individuals and families seeking Substance Abuse and Mental Health Treatment"**. (Link below.)
- New York State residents are encouraged to call the Attorney General's Health Care Helpline (1-800-428-9071) for assistance obtaining treatment. The Helpline aims to hold health insurers to their legal obligation to provide necessary medical care.
- Have your loved one sign a HIPPA form or Insurer Permission Form giving you the right to discuss his/her case. Even though parental or spousal insurance may be paying for treatment, it does NOT automatically authorize you to obtain information about their treatment or even the right to advocate for them.

Press Announcement: <https://ag.ny.gov/press-release/ag-schneiderman-offers-assistance-individuals-and-families-seeking-substance-abuse-and>

## YOU HAVE THE RIGHT TO FEEL SAFE IN A TREATMENT PROGRAM

You can view the OASAS VIDEO Patient Safety here and/or read the synopsis below.

### OASAS Patient Safety Video

“Treatment Programs are regulated by NY State. When looking for a program you should make sure that it is certified by the NY State Office of Addiction Services and Supports”

– Trisha Allen, OASAS Counsel’s Office

## PATIENT SAFETY IS THE MOST IMPORTANT CONCERN.

NY State has several mechanisms in place to make sure that services are provided in the safest manor possible.

1. Programs must undergo a thorough review process in order to become certified. Programs are evaluated based on staffing, facilities, services, credentialing and everything connected with that program.
2. Upon admission you will receive information on Patients’ Rights and Responsibilities.

If during your treatment you feel mistreated or at any time you feel your rights have been violated you can **file a complaint with:**

**The NY State Justice Center:**

**1-855-373-2122**

**<https://vpcr.justicecenter.ny.gov/WIRW/#/>**

Inappropriate relationships including sexual contact between staff and individuals in treatment (and verbal abuse) is dangerous to recovery, unethical, and can be illegal. You have a right to report it!

3. We also take great precautions to protect information about you and your treatment.

Your treatment information is controlled by you, and the provider cannot release information unless you give consent. (Family members should have their loved one sign a release of information if they would like to be involved in their treatment.)

“Seeing you succeed in recovery with dignity and respect is our most important goal. We congratulate you on starting your road to recovery. Remember there is help and there is hope.”

– Trisha Allen, OASAS Counsel’s Office

## CONFIDENTIALITY

### FEDERAL CONFIDENTIALITY REGULATIONS (42 CFR)

The privacy provisions in federal confidentiality regulations (42 CFR Part 2) were motivated by the understanding that stigma and fear of prosecution might dissuade persons with substance use disorders from seeking treatment. To add an extra layer of protection on these records, the regulations outline the limited circumstances under which information about a patient's treatment may be disclosed with or without the individual's consent. You can learn more about confidentiality in *Confused by Confidentiality: A Primer on 42 CFR Part 2* (ASAM Magazine, August 15, 2013). For link [see chapter resource box](#).

These regulations, designed to protect an individual's right to privacy and help get them into treatment can be frustrating to family members who are genuinely interested in the health and well-being of their loved one. What you can do:

1. Ask your loved one to sign a detailed "Release of Information" so that their treatment provider can communicate with you.
2. If there is no release signed, ask the treatment provider for generic information about the program, its rules and regulations and any restrictions placed on patients.
3. Ask to be included in any family programming

### HIPAA

The Health Information Portability and Accountability Act (HIPAA) protects all health information and applies to all medical records. All alcohol and drug treatment facilities need to comply with these regulations as well as the federal confidentiality regulations. Generally, the same criteria for disclosure apply, with the addition of certain business practice and electronic disclosure rules.



## COMMUNICATING WITH YOUR HEALTH CARE PROVIDER:

It is recommended that you and your loved one be open with all of your health care providers about this chronic medical condition. Here is some advice from the medical director of the Office of Addiction Services and Supports (OASAS) geared towards a person in recovery.

### Communicating with your health care provider Video

“Like diabetes and other chronic illnesses,  
addiction is a lifelong disease that will affect your  
medical care for the rest of your life...  
Recovery is precious and should be managed carefully.”

– Dr. Charles Morgan, Medical Director, NYS OASAS





**TO SUPPORT RECOVERY:**

- Be honest about addiction with health care providers
- Find a health care practitioner who understands this disease
- Enlist the support of family (or a friend) to communicate with your doctor
- Enlist the support of someone in your Recovery support system, such as a mutual aid group member or an addictions counselor

**TO FIND AN ADDICTIONS SPECIALIST FOR YOU OR YOUR HEALTH CARE PRACTITIONER TO CONSULT WITH GO TO:**

- [www.oasas.ny.gov/treatment/directory.cfm](http://www.oasas.ny.gov/treatment/directory.cfm)

**IT IS ESPECIALLY IMPORTANT TO CONSULT WITH AN ADDICTIONS SPECIALIST:**

- Before a surgical procedure
- To avoid medications that may lead to relapse
- If going through a particularly rough time

It is very important for doctors to have all medical records so they can support recovery. Releases of information will have to be signed in order for this to happen.

**HONESTY IS KEY:**

- List all medications currently being taken
- Talk about possible relapse triggers including medications unrelated to drug of choice
- Discuss pain management alternatives

For example: Some people in recovery will tell their dentist that they prefer water to mouthwash containing alcohol after cleanings and to use non-opioid pain relievers following surgical procedures.

**TO AVOID MISCOMMUNICATIONS WITH MEDICAL PROFESSIONALS, WE SUGGEST KEEPING A JOURNAL TO INCLUDE THE FOLLOWING:**

- Write down questions in advance and check off when answered
- Take notes during your appointment and repeat what you heard back to the doctor for clarification
- Write down doctor's suggestions, be clear and be honest.
- Write down date and time of next appointment

**IN CASE OF REOCCURRENCE:**

- Don't let feelings (of failure, shame or guilt) stand in the way of getting help
- Tell doctor/health care providers as soon as possible.
- Ask doctor for a treatment referral

## HOW TO COPE WITH DISCRIMINATION DUE TO STIGMA

“Stigma is one of the meanest and most difficult aspects of addiction because it makes it harder for individuals and families to deal with their problems and get the help they need.”

– David L. Rosenbloom Ph.D.

We may not be able to change the way society feels about people with alcohol and drug problems overnight, but we can end the legal discrimination caused by stigma.

The acclaimed HBO documentary, *Addiction* recommends:

### FIVE THINGS YOU CAN DO TO FIGHT DISCRIMINATION/STIGMA<sup>xi</sup>

1	Demand equal medical insurance coverage for alcohol and drug treatment.
2	Tell your elected representatives to stop punishing babies for the past problems of their mothers.
3	Tell your state lawmakers to remove the legal barriers that prevent people in addiction recovery from getting jobs.
4	Give more than lip service to the reality that addiction is a disease, not a character weakness.
5	Be an advocate for an individual or family with an addiction problem.

For link to documentary [see chapter resource box](#).

Being of service to others helps family members feel empowered. Learn how to speak effectively to community members, elected officials and the media by taking the **“Our Stories Have Power” and/or the “Science of Addiction and Recovery” training**. For link to training [see chapter resource box](#).

## FAMILY INSIGHTS - NAVIGATING THE SYSTEM

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“Recently I have found a new strong ally. The Attorney General of NYS has set up a hotline (Health Care Helpline at 1-800-428-9071) and complaint procedure under the federal Mental Health Parity and Addiction Equity Act to assist when a patient is not being provided adequate care in parity with medical care. They do call back...I have found reliable help and am able to point my son (and other loved ones) in the direction of recovery but not do it for them. It is a difficult tightrope between enabling and supporting that changes every day, there is no one right answer.”

– Sue M.

“Eventually, through making calls and finding Nassau University Medical Center (NUMC) detox and rehab, I could finally sleep. The only time a parent can rest their head - is when we know that our children are in a place of safety. Moreover, the new place of “safety” now, is a rehab bed or a jail.”

– Linda G.

“What helped my sister, myself, and my family overcome the barriers and learn to navigate the system was my sister having to fall through the cracks of the system over and over again, in order for us all to learn what to do differently. We had to encounter the placements/places that did not help as much, in order to not give up and keep seeking the places and people that could help... It took a lot of hope, faith, time and patience...”

– Rachelle B.

“Our healthcare system is not built to help people that don’t ask the right questions. It is NOT a user friendly system, and when it comes to addiction and mental health, it can be hostile. We have so much more help today. We have state, county, and grassroots organizations that know how to navigate the system and offer support. The first thing a person needs to do is ask for help.”

– Avi I.

## CHAPTER RESOURCE BOX! Navigating Systems

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- **How to Apply for Programs & Services** <https://otda.ny.gov/programs/apply/>
- **New York State Office of Financial Services** <http://www.dfs.ny.gov/consumer/consindx.htm>
- **New York State of Health** <https://nystateofhealth.ny.gov/>
- **VIDEO: NYS OASAS Understanding Health Insurance Coverage**  
<https://www.youtube.com/watch?v=afARiPyArKQ&feature=youtu.be>
- **VIDEO: NYS OASAS - Appeals Process** <https://www.youtube.com/watch?v=Od9YMS07zHM>
- **File Complaint Online** <https://www.ag.ny.gov/health-care-complaint-form?wssl>
- **NYS Attorney General A.G. Schneiderin** <https://ag.ny.gov/press-release/ag-schneiderman-offers-assistance-individuals-and-families-seeking-substance-abuse-and>
- **VIDEO: OASAS Patient Safety** <https://www.youtube.com/watch?v=YWXME9xPTiE>
- **ASAM Article on Confidentiality** <http://www.asam.org/magazine/read/article/2013/08/15/confused-by-confidentiality-a-primer-on-42-cfr-part-2>
- **HIPAA** <https://www.samhsa.gov/sites/default/files/part2-hipaa-comparison2004.pdf>
- **VIDEO: Communicating With Your Health Care Provider**  
<https://www.youtube.com/watch?v=dAoAekf6rHE>
- **HBO Documentary *Addiction*** <https://www.hbo.com/addiction>
- **“Our Stories Have Power” and/or the “Science of Addiction and Recovery” Training** <https://www.for-ny.org/resources/trainings/>





# Hope Dealers

## ABOUT FOR-NY

FOR-NY is a statewide coalition of people in recovery from addiction. Our community includes people in recovery, our families, friends and allies. We come together from across New York State to ensure that any person struggling with addiction has the opportunity to recover and reclaim life as a dignified members of society.



**We** know that recovery voices have been stigmatized and marginalized but, we have learned we can do together what we can never do alone. We also know that building strong local, recovery community organizations helps connect families and individuals in recovery to each other, and heal the feelings of shame and isolation.

Evidence shows that peer-based, peer-driven advocacy creates solutions for the very people that need help

because they know what is best not only for themselves, but for the members of their community as well.

Individuals and groups like the Long Island Recovery Association (LIRA), Faces of Recovery, noted researcher William White, local RCOs across the state and so many others are providing the tools to navigate the sometimes frustrating system and build a culture that will help support and sustain long term recovery for individuals and families suffering from addiction.

## Recovery is a beautiful thing Video: Cortney's Story



## FINAL THOUGHTS FROM FAMILY MEMBERS IN RECOVERY

“Recovery means something different to me now than it did when my son first went into treatment at the age of 16 (he is now 35)...I am different than I was back then. I feel and do things totally differently and help him responsibly... I learned from experience that drug addiction is more of a chronic thing and that addicts have to work at sobriety in some way everyday; probably for the rest of their lives.”

– Irene G.

“This disease is chronic and life threatening and must be dealt with on a daily basis. It is an epidemic that feels like you are fighting alone so reach out for any help available in your community.”

– Sue M.

“It is a new conversation today and one in which we need to actually make new inroads and changes in honor of our fallen children.”

– Linda G.

“A family... in recovery looks like hope, determination, ups and downs... resiliency, and another chance to live life in a healthy and sober way.”

– Rachelle B.

“In our common battle with addiction our biggest obstacle is a wall. It is the wall of stigma that hems us in and blocks the path toward long overdue change. It is a wall constructed of bigotry, discrimination, judgment, ignorance, shame, and fear. It is our responsibility to sound a clarion call, over and over, louder and louder, longer and longer, until – like the Biblical Joshua – we bring that wall tumbling down. Tumbling down to reveal an enlightened path of compassion on the other side, a path that becomes a road to recovery for all. Sound the call, loud and clear. We WILL prevail. We WILL.”

– William W.

“My son lost his battle with addiction for lack of HOPE. We as parents, didn’t give it and no professional personal offered it. Recovery is achievable with hope and remission is never achieved in isolation. Addiction effects the whole family and the whole family needs treatment.”

– Avi I.



## CHAPTER RESOURCE BOX! Hope Dealers

- **VIDEO: Recovery is a beautiful thing: Cortney's Story**  
<https://www.youtube.com/watch?v=VpVhO1N0png>







# Appendices

## TERMS TO KNOW

**Dictionary of Addiction related terms “Addiction-ary” at Recovery Answers. Org**

<https://www.recoveryanswers.org/addiction-ary/>

## TOOLS: COMPREHENSIVE GUIDES FOR FAMILIES

**Family Resource Center** <http://www.familyresourcectr.org/>

Brought to you by: The Treatment Research Institute (TRI) <http://www.tresearch.org/>

**ContinuingCARE:** A parent’s guide to your teen’s Recovery from Substance Abuse

<http://www.familyresourcectr.org/resource/continuing-care/>

**Recovery 2.0 Resource Guide For Families**

<https://s3-us-west-1.amazonaws.com/r20gifts/RecoveryResourceGuide.pdf>

**Patient Guide** <http://www.centeronaddiction.org/addiction-treatment/patient-guide>

The National Center on Addiction and Substance Abuse’s step-by-step guide was created to help you navigate the vast amount of information—and misinformation—about finding addiction treatment and the questions that may arise along your journey.

**Parent Support Network** <http://drugfree.org/landing-page/get-help-support/support-from-other-parents/>

The Parent Support Network at the Partnership for DrugFree Kids is a system of care for parents whose teen and young adult children are struggling with drugs and alcohol.

**Questions to Ask of Treatment Programs** [http://www.drugfree.org/wp-content/uploads/2014/05/questions\\_to\\_ask\\_treatment\\_programs\\_and\\_staff.pdf](http://www.drugfree.org/wp-content/uploads/2014/05/questions_to_ask_treatment_programs_and_staff.pdf)

This list of questions can help guide your conversation with treatment program staff to help you decide which program is the best fit for your child and family.

**National Institute on Drug Abuse (NIDA)** <https://www.drugabuse.gov/>

1-800-662-HELP (1-800-662-4357)

**National Institute on Drug Abuse - What to Do If Your Teen or Young Adult Has a Problem with Drugs**

<https://www.drugabuse.gov/related-topics/treatment/what-to-do-if-your-teen-or-young-adult-has-problem-drugs>

**NY State Combat Heroin on the get help page of the OASAS website**

<http://combatheroin.ny.gov/get-help>

## TOOLS: ADDITIONAL INTERNET LINKS CORRESPONDING TO SECTIONS ABOVE

### WHAT DOES ADDICTION LOOK LIKE?

#### SIGNS AND SYMPTOMS

**Environmental Warning Signs and Symptoms**

<https://www.ncadd.org/about-addiction/signs-and-symptoms/what-to-look-for-signs-and-symptoms>

**Common Substance Use Disorders**

<http://www.samhsa.gov/disorders/substance-use>

**Video of mother talking about warning signs**

<https://www.youtube.com/watch?v=5d34hwtixA>

**Specific signs of Heroin use (OASAS)**

<http://combatheroin.ny.gov/warning-signs>

**Partnership for Drug Free Kids: “Is your teen using”?**

<http://drugfree.org/article/spotting-drug-use/>

**National Institute on Drug Abuse: What to do if your teen or young adult has problems with drugs**

<https://www.drugabuse.gov/related-topics/treatment/what-to-do-if-your-teen-or-young-adult-has-problem-drugs>

#### IDENTIFICATION OF SPECIFIC SUBSTANCE

**Commonly Abused Drugs Charts (National Institute on Drug Abuse)**

<https://www.drugabuse.gov/drugs-abuse/commonly-abused-drugs-charts>

**National Institute of Alcohol Abuse and Alcoholism (NIAAA )**

<https://www.niaaa.nih.gov/>

#### SCREENING TOOLS

**Self-tests for Adults and Adolescents**

<https://www.ncadd.org/get-help/take-the-test>

**For Alcohol Specific Tool**

<https://www.rethinkingdrinking.niaaa.nih.gov/How-much-is-too-much/Whats-the-harm/What-Are-Symptoms-Of-An-Alcohol-Use-Disorder.aspx>

**20 Minute CRAFT Guide**

<http://the20minuteguide.com/>

**CRAFFT self-assessment tool English**

[http://www.ceasar-boston.org/CRAFFT/pdf/CRAFFT\\_SA\\_English.pdf](http://www.ceasar-boston.org/CRAFFT/pdf/CRAFFT_SA_English.pdf)

**CRAFFT (CARLOS) Herramienta de autoevaluación español**

[http://www.ceasar-boston.org/CRAFFT/pdf/CRAFFT\\_SA\\_Spanish.pdf](http://www.ceasar-boston.org/CRAFFT/pdf/CRAFFT_SA_Spanish.pdf)

**Assessment tool in other languages**

<http://www.ceasar-boston.org/CRAFFT/selfCRAFFT.php>

**EFFECTS ON THE FAMILY****The Ultimate Family Guide to Addiction Treatment**

<https://sobernation.com/addiction-treatment/>

**HOW TO START THE CONVERSATION ABOUT ADDICTION****Talking with the Community (Video #1)**

[https://www.youtube.com/watch?v=JlsrknxjmgQ&list=PLNIxVjyAHXCOaSpP\\_7-HTrU2g1NhVzOSd&index=2](https://www.youtube.com/watch?v=JlsrknxjmgQ&list=PLNIxVjyAHXCOaSpP_7-HTrU2g1NhVzOSd&index=2)

**Talking with the Community (Video #2)**

<https://www.youtube.com/watch?v=vmeKncRj4ok>

**OASAS Video discussion guide and support information**

[www.Combatheroin.ny.gov](http://www.Combatheroin.ny.gov)

**NY State Combat Heroin and Prescriptions Opioid Abuse: Kitchen Table Toolkit**

<https://combatheroin.ny.gov/kitchen-table-toolkit>

**INTERVENTIONS****Intervention Tips and Guidelines**

<https://www.ncadd.org/family-friends/there-is-help/intervention-tips-and-guidelines>

**More information on hiring an intervention specialists**

<http://www.associationofinterventionspecialists.org/>

**Community Reinforcement and Family Training (CRAFT)**

<http://motivationandchange.com/outpatient-treatment/for-families/craft-overview/>

**WHAT IS LIFE THREATENING****911 Good Smartian Law**

[https://www.health.ny.gov/diseases/aids/general/opioid\\_overdose\\_prevention/good\\_samaritan\\_law.htm](https://www.health.ny.gov/diseases/aids/general/opioid_overdose_prevention/good_samaritan_law.htm)



**Alcohol overdose**

<https://pubs.niaaa.nih.gov/publications/alcoholoverdosefactsheet/overdosefact.htm>

**Alcohol withdrawal**

<http://www.webmd.com/mental-health/addiction/alcohol-withdrawal-symptoms-treatments#1>

**Combining alcohol with other drugs**

<https://uhs.umich.edu/combine>

**SELF CARE FOR THE FAMILY****SAMSHA's 10 Guiding Principles of Recovery**

<http://store.samhsa.gov/shin/content/PEP12-RECDEF/PEP12-RECDEF.pdf>

**Family Education, Support and/or Treatment**

[https://www.oasas.ny.gov/providerdirectory/index.cfm#search\\_results](https://www.oasas.ny.gov/providerdirectory/index.cfm#search_results)

**MUTUAL AID SUPPORT GROUPS:****Al-anon, Ala-teen**

[www.al-anon.alateen.org](http://www.al-anon.alateen.org)

**ACOA- Adult Children of Alcohholics**

[www.adultchildren.org](http://www.adultchildren.org)

**Nar-Anon Family Groups**

<http://www.nar-anon.org/>

**CODA- Codependents Anonymous**

[www.coda.org](http://www.coda.org)

**Families Anonymous**

<http://www.familiesanonymous.org/>

**SMART**

<http://www.smartrecovery.org/resources/family.htm>

**GRIEF RECOVERY TOOLS****GRASP Grief Recovery After Substance Passing**

<http://grasphelp.org/>

**Grief of an overdose death**

<http://www.whatsyourgrief.com/the-grief-of-an-overdose-death/>

**WHERE TO FIND HELP FOR MY LOVED ONE****MULTIPLE PATHWAYS****Harm Reduction**

<http://harmreduction.org/>

**Wellness**

<https://www.thefix.com/content/can-exercise-beat-addiction7101?page=all>

**Medication Assisted Treatment/ Recovery**

<https://www.samhsa.gov/medication-assisted-treatment>

**MUTUAL AID****Alcoholics Anonymous**

[www.aa.org](http://www.aa.org)

**Narcotics Anonymous**

[www.na.org](http://www.na.org)

**Cocaine Anonymous**

<https://ca.org/>

**Heroin Anonymous**

<http://heroinanonymous.org/>

**Marijuana Anonymous**

<https://www.marijuana-anonymous.org/>

**Celebrate Recovery (Christian)**

<http://www.celebraterecovery.com/>

**SMART Recovery**

<http://www.smartrecovery.org/>

**Women for Sobriety**

<http://www.womenforsobriety.org/beta2/>

**Secular Organizations for Sobriety**

<http://www.sossobriety.org/>

**Overeaters Anonymous**

[www.oa.org](http://www.oa.org)

**Sex and Love Addicts Anonymous**

[www.slaafws.org](http://www.slaafws.org)

**Gamblers Anonymous**

[www.gamblersanonymous.org/ga](http://www.gamblersanonymous.org/ga)

**Debtors Anonymous**

[www.debtorsanonymous.org](http://www.debtorsanonymous.org)

**ONLINE MUTUAL AID COMMUNITIES****InTheRooms.com**

<http://www.intherooms.com/>

**AA On line Intergroup**

<http://aa-intergroup.org/>

**SMART Recovery on line**

<http://www.smartrecovery.org/community/>

**Women for Sobriety Internet Community**

<http://womenforsobriety.org/beta2/group-info/internet-chat/>

**Online support group for health challenges**

<http://www.mdjunction.com/support-groups/addiction/>

**HAMS Harm Reduction for Alcohol**

[www.hamsnetwork.org](http://www.hamsnetwork.org)

**The Recovery Research Institute**

<https://www.recoveryanswers.org/recovery-101/pathways-to-recovery/>

**ADJUNCT RECOVERY PROGRAMS****Yoga of 12 Step Recovery (Y12SR)**

[www.y12sr.com](http://www.y12sr.com)

**ROCovery fitness**

<http://www.rocoveryfitness.org/>

**Refuge Recovery**

[www.refugerecovery.org](http://www.refugerecovery.org)

**Phoenix Multisport**

<http://www.phoenixmultisport.org/>

**Recovery 2.0**

<http://recovery2point0.com/>

**RECOVERY COACHES****Connecticut Community for Addiction Recovery (CCAR)**

<https://www.addictionpro.com/article/recovery-coaches-offer-crucial-link>

**New York Certification Board**

<http://www.asapnys.org/verify/>

**New York Certification Association**

<https://adminfcb.cyzap.net/dzapps/dbzap.bin/apps/assess/webmembers/secure/manage?webid=FCB&pToolCode=cert-verify&pAdd=Yes>

**Addiction Recovery Coaches Associations**

[http://www.addictionrecoveryguide.org/treatment/recovery\\_coaching](http://www.addictionrecoveryguide.org/treatment/recovery_coaching)

**Peer Engagement Specialists**

[https://www.for-ny.org/?page\\_id=2216&preview=true](https://www.for-ny.org/?page_id=2216&preview=true)

**Councils on Addictions of New York State (CANYS)**

<http://canys.net/>

**Prevention Resource Centers**

<https://www.oasas.ny.gov/prevention/cc/prc/index.cfm>

**The National Center on Addiction and Substance Abuse (CASA)**

<http://www.centeronaddiction.org/sites/default/files/files/Final-patient-guide-april-2016.pdf>

**DIFFERENT LEVELS OF TREATMENT****Different Levels of Care**

[https://www.oasas.ny.gov/hps/state/CD\\_descriptions.cfm](https://www.oasas.ny.gov/hps/state/CD_descriptions.cfm)

**The American Society of Addiction Medicine (ASAM) guidelines treatment for adolescents**

<https://www.drugabuse.gov/publications/principles-adolescent-substance-use-disorder-treatment-research-based-guide/treatment-settings>



**OASAS Provider Directory Search**

[www.oasas.ny.gov/providerDirectory/index.cfm?search\\_type=2](http://www.oasas.ny.gov/providerDirectory/index.cfm?search_type=2)

**OASAS Regional Field Office Staff**

<https://www.oasas.ny.gov/pio/regdir.cfm>

**The National Alliance of Recovery Residences**

<https://narronline.org/about-us/>

**SAMHSA National Behavioral Health Treatment Services Locator**

<https://findtreatment.samhsa.gov/>

**State Operated (Inpatient) Addiction Treatment Centers (ATC's)**

<https://www.oasas.ny.gov/atc/directory.cfm>

**Treatment Programs (OASAS)**

[https://www.oasas.ny.gov/providerDirectory/index.cfm?search\\_type=2](https://www.oasas.ny.gov/providerDirectory/index.cfm?search_type=2)

**Understanding the substance use disorder system of care**

<https://www.oasas.ny.gov/treatment/index.cfm>

**Treatment Availability Dashboard**

<https://findaddictiontreatment.ny.gov/>

**Introduction to Treatment video**

<https://www.youtube.com/watch?v=aNcYg0CjYRc>

**Inpatient Detoxification video**

<https://www.youtube.com/watch?v=FDsPtmGV8BY>

**Outpatient Treatment**

<https://www.youtube.com/watch?v=WY6dPjWcpPY>

**Inpatient Rehabilitation**

<https://www.youtube.com/watch?v=cvFlzK8vRhk>

**MEDICATION ASSISTED PROGRAMS****Full list of medications for addictions (OASAS)**

<https://www.oasas.ny.gov/AdMed/meds/meds.cfm>

**SAMHSA'S Medication Assisted Treatment Guide**

<http://www.samhsa.gov/medication-assisted-treatment>

**NCADD Consumer Guide to Medication-Assisted Recovery**

<http://www.ncadd.org/images/stories/PDF/Consumer-Guide-Medication-Assisted-Recovery.pdf>

**MARS Project**

<http://www.marsproject.org/>

**The National Center on Addiction and Substance Abuse (CASA)**

<http://www.centeronaddiction.org/sites/default/files/files/Final-patient-guide-april-2016.pdf>

**HOW DO I SUPPORT MY LOVED ONE?****HOW TO HELP AND AVOID ENABLING.****HELPGUIDE.ORG dos and don'ts for family**

<https://www.helpguide.org/articles/addiction/drug-abuse-and-addiction.htm#loved>

**FAMILY SUPPORT PROGRAMS, EDUCATION AND RESOURCES****Family Support Navigators**

<https://www.for-ny.org/family-support-navigators>

**Association of Recovery Community Organizations (ARCO) at Faces and Voices of Recovery**

<http://facesandvoicesofrecovery.org/>

**Statewide Recovery Community Organizations**

<http://forny.wpengine.com/recovery-support/recovery-community-organizations/>

**Recovery Community & Outreach Centers (RCOC)**

<https://www.for-ny.org/recovery-support/recovery-community-outreach-centers/>

**Youth Clubhouses (YCH)**

<https://www.for-ny.org/recovery-support/youth.clubhouses/>

**Friends of Recovery – New York (FOR-NY)**

[www.for-ny.org](http://www.for-ny.org)

**RELAPSE WARNING SIGNS****Relapse Prevention: What the Family Needs to Know (Video) (OASAS)**

<https://www.youtube.com/watch?v=oiKCwzKyXCc>

**Memo to Self: Relapse Plan (Video)**

<https://drkevinmccauley.com/products/memo-to-self/>

**Post-Acute Withdrawal**

[http://www.huffingtonpost.com/2014/02/12/post-acute-withdrawal-syndrome-addicts-alcoholics\\_n\\_4775009.html](http://www.huffingtonpost.com/2014/02/12/post-acute-withdrawal-syndrome-addicts-alcoholics_n_4775009.html)

**TRAINING****FOR-NY Training webpage**

[www.FOR-NY.org/training](http://www.FOR-NY.org/training)

**Directory of Councils on Addiction in New York State (by County)**

<http://canys.net/directory/>

**Community Calendar of Opioid Overdose Training**

[https://www.health.ny.gov/diseases/aids/general/opioid\\_overdose\\_prevention/training\\_calendar.htm](https://www.health.ny.gov/diseases/aids/general/opioid_overdose_prevention/training_calendar.htm)

**Heroin and Opioid Overdose Prevention Training Sessions**

<https://www.oasas.ny.gov/atc/ATCherointraining.cfm>

**Identifying Trauma and Substance Abuse in Adolescents**

<http://www.bu.edu/atssa/Resources/Publications/IdentifyingT&SA.pdf>

**ADDITIONAL TRAINING ON SPECIFIC TOPICS****Naloxone**

[http://www.health.ny.gov/diseases/aids/general/resources/oop\\_directory/index.htm](http://www.health.ny.gov/diseases/aids/general/resources/oop_directory/index.htm)

**Suicide Prevention**

<http://www.preventsuicideny.org/>

**Trauma and Addiction**

<http://www.recovery.org/pro/articles/trauma-and-addiction-7-reasons-your-habit-makes-perfect-sense/>

**LEGAL ISSUES****The Legal Action Center**

<https://lac.org/resources/>

**OVERCOMING BARRIERS TO GETTING HELP****PAYING FOR TREATMENT****“How to Apply for Programs and Services”**

<https://otda.ny.gov/programs/apply/>

## INSURANCE ISSUES

### **New York State Office of Financial Services**

<http://www.dfs.ny.gov/consumer/consindx.htm>

### **New York State of Health website**

<https://nystateofhealth.ny.gov/>

### **Understanding Health Insurance Coverage (Video) (OASAS)**

<https://www.youtube.com/watch?v=afARiPyArKQ&feature=youtu.be>

## UNDERSTANDING YOUR RIGHTS

### **Understanding the Appeals Process (Video)**

<https://www.youtube.com/watch?v=Od9YMS07zHM>

### **File a Complaint online**

<https://www.ag.ny.gov/health-care-complaint-form?wssl>

### **“A.G Schneiderman offers assistance for individuals and families seeking Substance Abuse and Mental Health Treatment” (article)**

<https://ag.ny.gov/press-release/ag-schneiderman-offers-assistance-individuals-and-families-seeking-substance-abuse-and>

### **Patient Safety (Video) (OASIS)**

<https://www.youtube.com/watch?v=YWXME9xPTiE>

## CONFIDENTIALITY

### **Federal Confidentiality Regulations article**

<http://www.asam.org/magazine/read/article/2013/08/15/confused-by-confidentiality-a-primer-on-42-cfr-part-2>

### **HIPAA**

<https://www.samhsa.gov/sites/default/files/part2-hipaa-comparison2004.pdf>

## COMMUNICATING WITH YOUR HEALTH CARE PROVIDER

### **Communicating with Your Health Care Provider (Video)**

<https://www.youtube.com/watch?v=dAoAekf6rHE>

### **Treatment and Provider Search**

[www.oasas.ny.gov/treatment/directory.cfm](http://www.oasas.ny.gov/treatment/directory.cfm)



## HOPE DEALERS

### Courtney's Story

<https://www.youtube.com/watch?v=VpVhO1N0png>

## TOOLS: E-BOOKS

**Intervention eBook:** *What to do if your child is drinking or using drugs.* This ebook answers parents' most pressing questions about confronting their child about his or her use. <http://drugfree.org/download/intervention-ebook/>

**Medication Assisted Treatment (MAT) Ebook:** This eBook will help you learn more about medication assisted treatment – what it is, how it's used, where to find it and how you can best support your child through treatment. <http://www.drugfree.org/resources/medication-assisted-treatment-ebook/>

**Treatment eBook:** *How to find the right help for your child with a drug or alcohol problem.* This Treatment eBook (pdf) helps you get the right help for your child. You will learn what alcohol and drug abuse treatment is, how to pay for treatment, how to get your child to start treatment and what you can do to help yourself and your family cope with the challenges you're facing. <http://drugfree.org/download/treatment-ebook/>

## TOOLS: VIDEOS

### Narcan /Staying Alive on the Outside

<https://vimeo.com/164337787>

### OASAS Videos Faces of Addiction/Faces of Hope: Help is available.

English: <https://www.youtube.com/watch?v=WQk6A7eDE5w>

Espanol: <https://www.youtube.com/watch?v=YKRzI36qUkA>

<http://combatheroin.ny.gov/real-stories>

“The Denial was Huge” Nora V’s video (OASAS) <https://www.youtube.com/watch?v=cQpasAAwFJg&t=2s>

“He was good looking. He was smart. He didn’t want to be a drug addict.”

Susan S’s video (OASAS): <https://www.youtube.com/watch?v=SUN7TVtwoRU>

Building Awareness of Resources Available to Communities across the State.

Listen to Radio Ads, and View PSAs:

Radio PSAs: <https://soundcloud.com/user-232269138/combat-addiction-campaign-radio-ad-english>

Television PSAs: <https://www.youtube.com/watch?v=qYQxz5F8m80&index=1&list=PLNIxVjyAHXCM7Wp1wqxiTXOb71kafYWFz>

### **HBO Documentary *Addiction***

The Addiction Project produced by HBO in partnership with the Robert Wood Johnson Foundation, the National Institute on Drug Abuse (NIDA) and the National Institute on Alcohol Abuse and Alcoholism (NIAAA) <http://www.hbo.com/addiction/>

## **TOOLS: BOOKS**

Recommended by family members who attended our family forums.

### **Beyond Addiction: How Science and Kindness Help People Change**

[https://www.amazon.com/Beyond-Addiction-Science-Kindness-People/dp/1476709483/ref=sr\\_1\\_1?s=books&ie=UTF8&qid=1473703757&sr=1-1&keywords=beyond+addiction](https://www.amazon.com/Beyond-Addiction-Science-Kindness-People/dp/1476709483/ref=sr_1_1?s=books&ie=UTF8&qid=1473703757&sr=1-1&keywords=beyond+addiction)

### **An Addict in the Family: Stories of Loss, Hope, and Recovery**

[https://www.amazon.com/dp/156838999X/?tag=googhydr-20&hvadid=40105651327&hvpos=1t2&hvnetw=s&hvrand=15377920399417263337&hvpone=&hvptwo=&hvmqmt=b&hvdev=c&hvdvcmdl=&hvlocint=&hvlocphy=9004730&hvtargid=kwd-10989009171&ref=pd\\_sl\\_iid69e9v7\\_b](https://www.amazon.com/dp/156838999X/?tag=googhydr-20&hvadid=40105651327&hvpos=1t2&hvnetw=s&hvrand=15377920399417263337&hvpone=&hvptwo=&hvmqmt=b&hvdev=c&hvdvcmdl=&hvlocint=&hvlocphy=9004730&hvtargid=kwd-10989009171&ref=pd_sl_iid69e9v7_b)

### **In the Realm of Hungry Ghosts: Close Encounters with Addiction**

[https://www.amazon.com/dp/155643880X/?tag=mh0b-20&hvadid=4162649355&hvmqmt=e&hvbmmt=be&hvdev=c&ref=pd\\_sl\\_9qjmf4cch\\_e](https://www.amazon.com/dp/155643880X/?tag=mh0b-20&hvadid=4162649355&hvmqmt=e&hvbmmt=be&hvdev=c&ref=pd_sl_9qjmf4cch_e)

### **Recovery 2.0 Tommy Rosen, Move Beyond Addiction and Upgrade your Life.**

<https://www.amazon.com/RECOVERY-2-0-Beyond-Addiction-Upgrade/dp/1401944485>

## **COUNCIL ON ADDICTIONS OF NEW YORK STATE (CANYS) MEMBERS DIRECTORY**

<http://canys.net/directory/>

## **FAMILY RECOVERY RESOURCES**

**Al-Anon, Ala-Teen:** offering support for friends/ families of people suffering from Alcoholism)  
<http://www.al-anon.alateen.org/>

**ACOA:** Adult Children of Alcoholics: supporting people who grew up in alcoholic or dysfunctional homes  
<http://www.al-anon.alateen.org/>

**Nar-Anon:** 12 step program for friends and families of addicts  
<http://www.nar-anon.org/>

**CODA:** Codependents Anonymous: offering support for people seeking healthy relationships  
<http://coda.org/>

**Families Anonymous:** 12 step group for families and friends of those with alcohol, drug and behavioral problems  
<http://www.familiesanonymous.org/>

**The Addict's Mom:** Sharing without Shame  
<http://addictsmom.com/>

**Mothers of Addicts**  
<http://www.mothersofaddicts.com/>

**Parents of Addicts Online Support Group**  
<http://www.mdjunction.com/parents-of-addicts>

**InTheRooms.com:** online social network for people in recovery and their families.  
[www.intherooms.com](http://www.intherooms.com)

## RECOVERY RESOURCES FOR YOUR LOVED ONE

**Find Local A.A.:** Find local Alcoholics Anonymous programs and meetings.  
<http://www.aa.org/>

**Find Local N.A.:** Locate helplines and websites for local Narcotics Anonymous groups near you who can assist you in finding a meeting.  
<http://www.naws.org/meetingsearch/>

**Find a Recovery Community Organization:** Locate local organizations providing peer recovery support services in recovery community centers and other diverse settings.  
<https://www.for-ny.org/recovery-support/recovery-community-organizations/>

**Guide to Mutual Aid Resources:** Mutual aid is the process of giving and receiving nonclinical and nonprofessional help to achieve long-term recovery from addiction. There are mutual aid groups for people seeking, initiating and sustaining their recovery, as well as for their families and significant others.  
<http://facesandvoicesofrecovery.org/resources/mutual-aid-resources/mutual-aid-resources.html>

**Locate an Association of Recovery Schools Member School:** The map of school based recovery support initiates from a broad market study conducted by The Stacie Mathewson Foundation on behalf of the Association of Recovery Schools. The goal is to paint a picture of the present landscape of schools that have a recovery support emphasis.

<https://recoveryschools.org/toolkit/#1452233240240-22545dae-eed0>

**Recovery Residences:** Information about access to quality recovery residences through standards, support services, placement, education, research and advocacy.

<https://narronline.org/>

**Young People in Recovery Find a Chapter:** Find a Young People in Recovery chapter nearest to you with this map.  
<http://youngpeopleinrecovery.org/find-a-chapter/>

**InTheRooms.com:** online social network for people in recovery and their families.  
[www.intherooms.com](http://www.intherooms.com)



## ENDNOTES

- i **Adapted from OASAS** <https://combatheroin.ny.gov/warning-signs>
- ii. **CRAFT Screening tool from the Center for Adolescent Substance Abuse Research**  
<http://www.ceasar-boston.org/CRAFT/>
- iii **Adapted from NIDA** <https://www.drugabuse.gov/drugs-abuse>
- iv **Intervention Models:**  
  
**Johnson Model:** or “Care-frontation” focuses on creating a meeting between a group of supporters and the addict in order to expose the addict to the consequences of their addiction. This “Care-frontation” serves to precipitate a crisis in the addict’s life that is not threatening, damaging, or fatal, and is used to compel them into treatment before they are able to suffer irreparable social or physical damage as a result of their disease  
  
**Arise Intervention Model:** involves exposing the addict and their family members to a collaborative intervention process. Rather than being confrontational, the Arise Model is invitational, non-secretive, and a gradually-escalating process.  
  
**Systemic Family Model:** may use either an invitational or confrontational approach. It differs from the Johnson Model in that the focus is on fostering a patient, firm coaching instead of creating a negative confrontation. Rather than focusing on the addict, the interventionist fosters discussion with the entire family on how their behavior contributes to the addict’s continued abuse of substances, and how to approach the problem as a family unit.
- v **CRAFT Community Reinforcement and Family Training (CRAFT)**  
<http://motivationandchange.com/outpatient-treatment/for-families/craft-overview/>
- vi **U.S. News and World Report;** Lindsay Lyon <http://health.usnews.com/health-news/articles/2008/08/06/7-reasons-parents-should-not-test-kids-for-drug-use>
- vii **The Recovery Research Institute:** <https://www.recoveryanswers.org/recovery-101/pathways-to-recovery/>
- viii **The Refuge Recovery Preamble** <http://refugerecovery.org/wp-content/uploads/2014/04/FORMAT-FOR-REFUGE-RECOVERY-MEETINGS.pdf>
- ix **Tommy Rosen:** Recovery 2.0 <http://recovery2point0.com/>
- x **Relapse Warning Signs** described in the 1982 Gorski and Miller study and adapted from Terry Gorski’s Blog <https://terrygorski.com/?s=Relapse+Warning+signs>
- xi **Coping with the Stigma of Addiction, HBO Addiction** [https://www.hbo.com/addiction/stigma/52\\_coping\\_with\\_stigma.html](https://www.hbo.com/addiction/stigma/52_coping_with_stigma.html)
- xii **Research Triangle International (RTI)** is a nonprofit translational research and policy organization, established in 1992. The organization develops tools, translate research into improved policies, and programs to address the devastating effects of substance abuse on families, schools, etc.

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For more information about the information contained in this guide:

**Friends of Recovery - New York**

**Call: 518-487-4395**

**Email: [info@for-ny.org](mailto:info@for-ny.org)**

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