

CLEARVIEW DETOX

Frequently asked Questions

1. Can I refer my friend or family member?

Detox is a medical service therefore, individuals do require a referral from a health care professional.

2. How can my doctor make a referral?

Your doctor's office can call Clearview Detox at 250-739-5891 and request a referral form be faxed to their office. Once completed, the referral form can be faxed back to 250-739-5892.

3. I don't have a family doctor. How else can I get a detox referral?

If you do not have a family doctor, you can go into your local Mental Health & Substance Use office and request a referral. We also accept referrals from acute and community care nurses and Indigenous service providers. Clearview can accept self-referrals to support individuals living in remote communities and who have barriers to access. Individuals meeting this criteria can call Clearview at 250-739-5891 Monday through Friday 9am-3pm.

4. What happens if I am late for my scheduled admission time?

Clearview Detox has two admission times, 1030am and 2pm. Patients are required to show up to their appointment times as scheduled. Late arrivals may not be accepted. If you have a scheduled date and time and you anticipate being late, please call Clearview directly as soon as possible to ensure we can accommodate a different arrival time.

5. Can I smoke when I am there?

Clearview Detox is a non-smoking facility. This includes vaping. Nicotine replacement Therapy is available on site and patients are encouraged to bring their own supply. Any supply brought with you must be sealed and in its original packaging.

6. Can I leave once I am there?

Leaving the property during your admission is not permitted. For your safety and the safety of others, all patients must remain in the premises for the duration of your stay. This a voluntary service. Individuals may self-discharge at any time should you wish to leave.

7. What happens when I am discharged?

Clearview staff will work with you during your admission on your discharge plan. Some individuals may be planning to go to Treatment and others returning home to their communities. Staff can provide support with various treatment applications and connection with local services in your home community.

8. Can I visit my friend or family member while they are admitted?

Clearview has a No Visitor Policy, however, you may call in daily and there is access to a computer and Wi-Fi for personal devices.

9. Can I bring in my own food or drinks?

No outside food or drink is allowed in the facility. This includes small snacks and candy. We also do not store food items. Please do not arrive for your intake with these items. Meals and snacks are provided on site for the duration of your stay.

10. What can I bring?

Clearview has very limited storage space and strongly recommends limited belongings be brought to the site. Bring only a couple pairs of comfy clothes/pajamas and personal toiletry items. Linens, stuffed animals, pillows and blankets will not be allowed in the facility, please do not bring them. You may bring your own cell phone or laptop/small electronic devices.

11. Should I bring my own medications/NRT?

Patients are encouraged to bring their own medications, inhalers, creams, ointments etc and also their own Nicotine Replacement Therapy. All medications must come in clearly labelled pharmacy bottles and be in its original packaging and clearly identifiable. Use of personal medications will be at the discretion of the admitting nurse. Clearview may also order all medications for you from our local pharmacy as necessary.

12. What happens to alcohol/substances or paraphernalia oi have in my belongings?

All belongings are searched by staff on admission. Any found alcohol, unknown substances, or paraphernalia will be promptly disposed of as per our policy. It is strongly encouraged that patients do not bring these items with them for their intake.

13. What happens when I want to leave?

Clearview is a voluntary facility. Individuals cannot be forced to come to detox or stay at detox. If you want to leave prior to finishing your stay, you may be encouraged to stay and offered discharge planning but can still choose to leave. If a patient is deemed medically at risk of harm to themselves or others, they may be transported to the hospital for further assessment. On admission, all patients must also identify a *Safe Exit* person. In the event you leave early and are felt to not be safe, your safe exit person would be notified.

14. Do you do withdrawal from Cocaine or other stimulants?

Withdrawal from stimulants is not technically considered a medical detox and can typically be managed in the community. When there are other mental health concerns or complicating medical conditions, referrals may be accepted on an individual basis for stimulant withdrawal.