

NEW YORK CENTER FOR LIVING

REMOTE PROGRAMMING GUIDE

March 2020

SAMPLE: ADOLESCENT WEEKLY REMOTE SCHEDULE

Each week, you will have group sessions, one family session, and one individual session.

	Monday	Tuesday	Wednesday	Thursday	Friday

SAMPLE: YOUNG ADULT WEEKLY REMOTE SCHEDULE

Each week, you will have group sessions, one family session, and one individual session.

	Monday	Tuesday	Wednesday	Thursday	Friday
11:00-1:00 PM					
1:00 – 2:00 PM					
2:00 - 3:00 PM					
3:00 - 4:00 PM					
4:30-5:00 PM					
5:00 – 6:30 PM					

Dear CFL Community,

We are writing to let you know that New York Center for Living stands with you through this COVID-19 crisis. During this time, it is more important than ever to stay connected.

Please be advised that we can and will provide you with requisition forms to be utilized at any local Lab Corp as an alternative to coming to the Center.

We know that you have questions and we will try to the best of our ability to address your concerns.

All the best,

Audrey Freshman, PhD. LCSW, CASAC Executive Director

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GENERAL OVERVIEW

During this period of remote services, New York Center for Living (NYCFL) expects all clients to attend their treatment schedules. This includes being on time for all scheduled activities (i.e. group, individual sessions, medical appointments, etc.). Clients will need to be present for all group activities on time as scheduled.

It is expected that clients are responsible for being present and attending their treatment schedules on time. An outreach phone call will be made to the client and/or other noted contact regarding missed treatment appointments.

DRUG TESTING

- Mention hair follicle testing
- Labcorp requisition form process

CONTACT INFORMATION

Who should be included?

Please note if you reach out to the center, your call will be answered during business hours from Monday to Friday and messages will be delivered to the appropriate contact as soon as possible.

Head of Admissions: Elaine Dolan

Adolescent Program Coordinator: Jonathan Buschbayew

Young Adult Program Coordinator: John McAteer

Emergencies...

COMMUNITY PRINCIPLES

All community members are expected to:

- **Maintain Abstinence:** Our goal is to maintain abstinence from all alcohol, drugs, and other mood/mind altering substances. If a relapse occurs, we commit to talking about it openly and honestly. We will ask for the support of peers or staff to do this.
- **Maintain confidentiality:** What we see here and what we hear here; stays here. We will not discuss anything outside NYCFL walls.
- **Be respectful to others:** We will treat each other with respect and dignity and accept others for who they are. We keep an open mind to suggestions, even when we disagree.
- **Be respectful of our environment:** We are responsible for maintaining a clean environment. Stack chairs when group is over, clean dishes or load them into the dishwasher, turn lights off when leaving a room, and throw trash or recyclables into the appropriate receptacles.
- **We do not engage in exclusive relationships with anyone in the Center:** We do not have relationships in which we withhold information about any aspect of the relationship from the community. We are not allowed to become romantically or sexually involved with anyone in the Center. While we are encouraged to attend sober activities with each other of the Center, the Center recommends that at least three people be present. We are responsible to leave if a person engages in substance use or other harmful activities.
- **No secrets from the community:** We understand that holding secrets is harmful to the community, our wellbeing and recovery. It's unfair of us to ask others to keep secrets for us. We commit to being honest with the community when we are presented with information that is being withheld.
- **No electronic devices while group is in session:** To protect patient privacy, no cell phones or electronic devices are allowed in the Center. Cell phones and other electronic devices (ipods, ipads, etc) will be held at the front desk for clients until they leave the Center.
- **No eating during group sessions:** We will not eat or bring food into groups.
- **No outside food or drinks:** Outside food and drinks are not permitted in the Center. The kitchen is stocked with healthy options which we can help ourselves to while group is not in session.
- **No smoking or chewing tobacco:** We understand that nicotine is a harmful and addictive substance. Smoking cigarettes and chewing tobacco is prohibited on 52nd street between 2nd and 3rd Avenues. Cigarettes, electric or other, are not to be brought into the Center. Upon entering the building, we will leave our cigarettes and lighters with the receptionist in the drop box. We will not give or sell cigarettes to each other.
- **Be here and be on time:** We understand the importance of consistent attendance to all appointments. If we plan to be absent or late, we will call the Center in advance. Coming late is distracting and disrespectful.
- **No leaving during group:** We will not leave once group has started. We will use the restroom before or after group.

TELEHEALTH REQUIREMENTS & DAILY PREPARATION

- Download ZOOM app on your phone, computer or other device.
- Make sure your device is charged and ready to go.
- Check your email daily for emails from CFL and your primary therapist.

Check your daily schedule and review:

- What groups do you have to attend today?

- Reconfirm your individual and family sessions for the week with your primary therapist.

ETIQUETTE AND EXPECTATIONS

1. Check your email several times each day and stay in close communication with your primary therapist.
2. Adhere to community principles and ensure you are dressed appropriately for all meetings.
3. Arrive to all sessions on time.
4. Mute yourself when you are not speaking.
5. Remember that you're on camera so please wear appropriate clothing, do not take your device to the bathroom or outside, and stay focused and engaged in each meeting.
6. Contribute to the community as this will serve to help your peers.
7. Do not record or take screenshots of anyone during ZOOM sessions. This will violate our community policy of confidentiality.

RECOMMENDATIONS

Recommendations to help you adjust to changes in routine:

Maintain structure and routines. We advise setting a daily schedule that includes designated times for work, breaks, chores, and meals. Try to stick to your regular bedtime so you don't throw off your sleep cycle. Remember that if you don't get enough sleep, this can make you feel more anxious, or depressed.

Designate a personal space in your home. Use that space for your work, schoolwork, and therapy sessions that is quiet and allows for privacy.

Move your body. Go outside and exercise regularly. You might be tempted to spend more time in your room or sleeping. This will only make it harder to get back to your regular schedule later.

Practice Mindfulness. Set time to meditate or engage in mindfulness activities. Take advantage of apps such as Insight Timer, Headspace, Ten Percent Happier, and etc.

Socialize with others. Connect with your friends and peers outside of CFL programming and school/work responsibilities. Spend time with loved ones doing things you may not ordinarily have time for. Doing positive and enjoyable things together can help buffer against stress and lift your mood. As always, reach out for help. Your feelings are always valid and it's important to let someone know when you need help managing them.

Disconnect from technology. Create phone free time where you put your phone away. It is tempting to want to spend time on the web and using social media. Make sure this doesn't interfere with your responsibilities.

Limit your exposure to the news. With the constant influx of information, you might want to spend long periods of time watching and reading news that ends up making you feel more anxious.

Keep yourself healthy. Eat nutritious meals, get enough sleep, and maintain hygiene practices. Please find general guidelines at: <https://www.cdc.gov/coronavirus/2019-ncov/community/home/index.html>