



## **Facility-Based Addictions Treatment (FBAT) Program Fresh Start Client Handout**

### **Keep this Handout with You During Travel**

It has important information you may need during your trip.

|                                  |                                 |
|----------------------------------|---------------------------------|
| <b>Facility Name</b>             | Fresh Start Recovery Centre     |
| <b>Address of Facility</b>       | 411-41 Ave NE, Calgary, Alberta |
| <b>Phone Number for Facility</b> | 403-387-6266                    |

When you arrive at the Calgary Airport: Call Fresh Start at **(403) 387-6266** to be picked up.  
Once you have all your luggage, go to **Information booth near door 7** to be picked up.  
**You and your case manager must ensure you have a way to contact Fresh Start upon arrival at the airport.**

### **ID**

- You must have ID that is valid for the entire time you are in treatment.
- You will need this ID to board your flight to leave the NWT, and again when you fly back after treatment.
- Keep your ID somewhere safe. You will not be able to fly without it.
  - If you lose your ID while you are away and cannot travel home when your program ends, you will need to provide accommodation, food, etc. for yourself in the south until you replace your ID or find a way home.
  - If you get new ID, the FBAT program can then provide a flight home.

### **Escorts**

- Your escort will only be with you during your flights, they will not go to the treatment facility.
- Escorts stay at the airport and immediately fly back to the NWT.
- The treatment facility (Fresh Start) will send staff to pick you up. Escorts are not allowed on their shuttle.
- Even if an escort is approved to travel with you to treatment, they may not be available to travel home with you after treatment.
  - Make a safety plan with your case manager in case you need to return home by yourself.

### **Luggage (suitcases/bags)**

- You can check two suitcases on your flight.
- Be ready to pay for your suitcases (approximately \$50 per bag) at the airport because baggage fees may not be included on your ticket. You can apply to medical travel to reimburse you for up to two bags.
- You or your case manager can ask medical travel to pre-pay for your bags, but this is not always possible.

- Your case manager can help you apply for a weekly allowance while you are at treatment. You can save some of this to help pay for bags on your return flight.

### **Early/Unplanned Discharge**

- You and your case manager must always plan in case you leave treatment early. This could happen if:
  - You choose to leave early, or
  - The facility asks you to leave because you are not following the rules or not participating in the program.
- If you leave early, you cannot stay at the facility, even if you have no housing.
- Things can change quickly - that is why it is important for you to plan with your case manager before you go to treatment.

|                                                                                  |             |                     |
|----------------------------------------------------------------------------------|-------------|---------------------|
| <b>Important Contacts:</b> In case of an emergency, I can contact the following: |             |                     |
|                                                                                  | <b>Name</b> | <b>Phone Number</b> |
| <b>Case Manager</b>                                                              |             |                     |
| <b>Family/Friend or<br/>Emergency Contacts</b>                                   |             |                     |
| <b>811- Non-Emergency Health Line in Alberta &amp; BC</b>                        |             |                     |
| <b>911- In an Emergency</b>                                                      |             |                     |

|                                                                                                                                   |                        |
|-----------------------------------------------------------------------------------------------------------------------------------|------------------------|
| <b>Medical Travel Contacts:</b> Available Monday – Friday, 8:30am – 5:00pm                                                        |                        |
| <b>Location</b>                                                                                                                   | <b>Phone Number</b>    |
| Yellowknife, Lutsel'ke, Sahtu Region & Fort Providence                                                                            | 867-669-4115           |
| Hay River                                                                                                                         | 867-874-8165           |
| Inuvik                                                                                                                            | 867-678-8034           |
| Dehcho                                                                                                                            | 867-695-7005           |
| Fort Smith                                                                                                                        | 867-872-6265           |
| Tlcho                                                                                                                             | 867-392-3004           |
| <b>After-Hours Medical Travel Contacts:</b><br><i>Weeknights (Monday-Friday), 5:00pm – 10:00pm and Weekends, 7:00am – 10:00pm</i> |                        |
| <b>Location</b>                                                                                                                   | <b>Phone Number</b>    |
| All regions <b>except</b> Beaufort-Delta                                                                                          | 867-669-4115, Option 3 |
| Beaufort-Delta                                                                                                                    | 867-678-5626           |

**Client Acknowledgement:** (Filed with application, signed prior to receiving travel arrangements)

**I understand that:**

- I need ID that is valid for the whole time I am in treatment. I need this to get on the plane.
- If I lose my ID(s) while at treatment, I am unable to get on a flight home.
- If I lose my ID(s) and cannot travel home, I will need to provide for myself in the south until I can replace my ID or find a way home.
- My flights are booked at the lowest cost and most direct way. I can't ask for extra stops or make personal travel requests.
- Flights can't be changed after they are booked.
- I can take two suitcases, but I may have to pay for them at the airport and be reimbursed.
- I can only stay in a hotel or boarding home if it is needed between flights as part of my medical travel.
- If there are flight delays or cancellations (for example because of weather) I may need to pay for food, taxis and other costs myself.
  - a. I can ask medical travel for reimbursement (up to \$18/day for food).
- If I need an escort, I must choose someone who is willing and able to travel with me.
  - a. If my escort cancels, a ticket for a second escort cannot be booked.
  - b. Name changes cannot be made to the escort ticket.
- Even if I have an escort to travel to treatment, I may have to travel home alone if I can't find an escort to help me get home.
- If I move away from the NWT and/or establish healthcare in another province or territory, my return travel home will not be funded.
- I cannot stay at the treatment facility only because I don't have housing. If I ask to leave early, or am asked by the facility to leave, they will not provide housing.
- I have the right to share feedback on my experience with the FBAT program. The most direct way to do this so the FBAT program can follow up is:
  - a. Speak to my case manager who can share my experience with the DHSS Manager.
  - b. Contact the DHSS Manager directly at [resaddictionstx@gov.nt.ca](mailto:resaddictionstx@gov.nt.ca)

**Important Travel Checklist**

- ☐ **Valid** NWT health care card
- ☐ **Valid** government issued ID (one photo ID or two non-photo ID)
- ☐ Snacks and/or money for food - medical travel does **not** provide money or "vouchers"
- ☐ Cell phone or money for a pay phone

Client Printed Name: \_\_\_\_\_ Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**As the case manager, I have reviewed this with the client and provided them a copy of the Client Handout for travel.**

Case Manager Printed Name: \_\_\_\_\_ Signature: \_\_\_\_\_

Date: \_\_\_\_\_