

CONSUMER GUIDE:

TWENTY QUESTIONS TO DETERMINE IF A PROGRAM IS RESPONSIVE TO THE NEEDS AND ISSUES OF WOMEN

Based on: Treatment Guidelines
Gender Responsive Treatment of Women with Substance Use Disorders
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Your first contact with the program

1. Is the program environment safe, comfortable and inviting?
2. Does the staff and décor reflect your cultural background?
3. Are your children welcome?
4. When you meet with the staff, do they handle your history of possible sexual abuse or domestic violence in a sensitive manner that is not overly upsetting?

Your Recovery Plan

5. Have you participated actively in developing your Recovery Plan and is it in your own words?
6. Does your Recovery Plan cover those areas of particular importance to you as a woman, such as trauma, parenting, relationships and sexuality?

Your treatment

7. Is treatment in all-women groups available to you?
8. Is family and couples therapy available to you?
9. Are peer supports available to you?
10. Does your treatment use your strengths and do you use these strengths while in the program?
11. Does the staff help you form links to recovery supports in the community, including the local Recovery Center, if available?

Your children and family

12. Is there safe play space for children and places for you to interact with your children?
13. Are your children included in treatment and are they assessed for behavior and development challenges?
14. Does the program provide on-site therapeutic child care?
15. Does the program help you find supports, assistance and advocacy for your family members, including your partner and children, to meet their needs?

Qualifications of the program

16. Does the staff have training in women's development, behavioral health issues, trauma, and cultural issues?
17. Is there a written policy in place regarding physical contact and boundaries between staff and clients, and between clients?
18. Does the program have an evaluation process to ensure that treatment takes care of women's needs (as different from men's)?
19. Does the program measure recovery, improved family relationships and parenting?
20. As a client, do you have opportunities for input to the program operation and design?