



REHAB *Thailand*

Hope Rehab Thailand • 45/13 Moo 9 • Bang Phra, Sriracha • Chonburi • Thailand 20110

Pre-admission Contract

Duty of Care

Transport and Flights

Clients are expected to go to the agreed meeting point at **BKK International Airport, 'meeting point one'** in the arrival hall. Our staff is instructed **NOT** to move from the agreed meeting point so as to avoid confusion. Clients are expected to inform us of delays and missed flights. Our drivers do not go into Bangkok city center or other airports. Clients must come directly to Hope after arriving in Thailand.

Drink or Drug Use While at Hope

This is strictly forbidden and can result in immediate discharge. All clients can expect random drug and alcohol testing while at Hope. This is to keep the whole community safe. Your cooperation is appreciated.

Aggression

Immediate discharge, thankfully this has never happened.

Sexual Conduct

No sex or romantic relations with other clients at Hope – We understand it's only human, however, we have had to move clients to other rehabs in Thailand on these grounds.

Detox at Hope

Hope's service and philosophy is to keep clients safe, comfortable, and engaged during detox. To some extent, we allow the client to lead detox regimes themselves within reason. i.e. going in the right direction by reducing. We provide detox together with treatment, not just detox only.

Rules and Boundaries

Clients are expected to respect our community by keeping to our liberal and well-thought-out boundaries for everyone's safety and to get the most value out of treatment. On admission, all clients complete our intake package, this is when we explain all of the above.

Threats of Harm

The team must take all threats of harm very seriously. Threats of harm to self, others, and Hope lead to immediate discharge and removal from the Hope facility. Any person who engages in this kind of behaviour, even due to mental health issues, is liable to be discharged.

Confidentiality and Privacy

At Hope, we find a balance between client confidentiality, family therapeutic involvement, and client safety. If a client plans to do something we deem high risk, we must inform next of kin.

Hope Rehab is not an Eating Disorder Clinic

We accept some clients with a history of Eating Disorders however we do not treat Eating Disorders as this requires special diets and a highly controlled environment.

Sober House

Hope works closely with all reputable second-stage/sober houses in Thailand and has clinical referral pathways established. We have agreements in place that no Hope client will be accepted if they drop out of primary treatment early and must complete a minimum of two months at Hope for sound therapeutic reasons. The same is true for all serious rehabs in Thailand.

Blocks to Treatment

Clients and funders are duty bound to inform us of any issues that could get in the way of smooth engagement with our treatment program. Hope accepts voluntary and motivated clients into our treatment program. This helps avoid unnecessary disappointment and failure.

Most clients come with some mental/emotional issues (depression/anxiety) However, some mental health issues are more severe (psychiatric) We understand many clients have tried other services, and in desperation seek help from us, but Hope Rehab is not a substitute for a specialist psychiatric service. We do treat addiction with personality disorders, e.g. bipolar and BPD if medicated and managed reasonably.

Hope Rehab Payment Policy

The non-refundable deposit is due at the time of booking and allows us to process your admission. The balance payment must be paid on arrival (within 3 days). Should any client wish to leave treatment early for any reason refunds are only made on an individual basis according to our refund policy. For more details, please see our detailed refund policy on our website.

Possessions/Passport and Money

We lock all such possessions in our safe for reasons of security. Clients may come to the office to retrieve cash as needed. We have never had a theft at Hope, however, there is always a first time so do not leave high-value possessions around – leave expensive jewelry and watches at home.

Visa

On entry to Thailand, most foreigners receive a 30 day visa for free; this can be extended at our local immigration office in Sriracha for an additional 30 days for \$50. Thereafter it requires a 3-hour drive to the land border to get a new 30 day visa at a cost of \$150. Hope organizes this, but clients pay for it themselves. Not all countries qualify for the visa-on-arrival, please contact your local Thai Embassy if in doubt. If a client experiences any immigration-related difficulties or there are changes to the rules outside of our control, Hope cannot be held responsible. We will always do everything in our power to help anyone who has visa difficulties for any reason.

General Healthcare Including Accidents

You will be safe at Hope unless you do something outside of our control. We do have nurses on staff, but we do not pay for physical ailments requiring outside services such as hospital visits. If you think there is a possibility you will need such healthcare, although it is relatively cheap in Thailand, we recommend taking out travel insurance. Hope is a fully licensed therapeutic rehab facility, not a hospital, and our staff is generally not medical staff. So, if a client has any serious physical health issues including chronic illnesses such as diabetes, epilepsy, BBV's – the management of these conditions is not Hope's responsibility. We will help and support clients in every way possible and we do work closely with our local hospital.

Smoking

Smoking cigarettes is allowed at Hope - but only in the designated smoking areas. You can't smoke in your room or you will be asked to pay the cost of redecorating.

Food

To keep costs down we cannot provide individual diets. However, clients needing extra attention will be given the opportunity to organize this themselves by going to the very good supermarket in town or the local vegetable market at their own cost. Hope provides healthy, balanced meals 3 x daily and will do whatever we can within reason to assist clients with special dietary needs.

Accommodation

Room Changes While in Treatment - The spirit of recovery is all about the group and the newcomer, so Hope Rehab needs to bring in new clients to make the treatment process work. The sliding scale price structure is to encourage longer treatment and client flexibility. At Hope Rehab we have three stages and levels of room allocations. Some clients start treatment with detox so the first stage is the detox rooms in the main house or as near as possible. The next level is the standard rooms that are spread out across the facility. After approximately 6 weeks you may be moved to the Senior Rooms at Hope by the Sea and definitely for your third month. We strive to make you comfortable and limit room changes as much as possible. If a client is unwilling to comply with the necessary room changes at the appropriate stage of treatment we maybe be forced to discharge them to prevent a gridlock with new admissions.

Aftercare and Post-treatment Support

It is a client's responsibility to access and engage with our aftercare groups and counsellor support, we do not chase clients.

Complaints

We do not accept complaints after leaving Hope's care - complaints must be made while at Hope so we have a chance to address them and know they are genuine. For more information see the refund page on our website.

Leaving Thailand

Hope advises that all clients leave Thailand and return home after leaving Hope. We only support clients staying in Thailand if they continue treatment at an approved facility. Staying in Thailand unsupervised can present serious risks. Hope will do our very best to enforce this rule as we cannot take any responsibility for clients staying in Thailand after discharge. However, Hope is not a prison and all our clients are adults free to make their own choices.

Finally

Please remember, Hope is not a hotel or even a retreat. We are a serious rehab and therapeutic community of unparalleled value with an outstanding track record compared to other alternatives. All our resources go back into our special facility and our team of 50 plus dedicated staff.

