My Recovery Plan: FAQs for Clients

This Frequently Asked Questions (FAQ) is intended to provide general information and guidelines for contracted service providers when introducing clients to My Recovery Plan (MRP). If you have specific questions not answered in this FAQ, email: myrecoveryplan@ahs.ca

My Recovery Plan is being rolled out across Alberta to help individuals in their recovery from substance use. By using My Recovery Plan during your treatment, you will be able to:

- Have a better idea of what recovery is, where you are at in your recovery journey and what supports there are to help you.
- Control your recovery journey by accessing information that will help you, set personal recovery goals, identify unmet needs, leverage your strengths and resources, and track your progress.
- Stay motivated when things become difficult because your My Recovery Plan portal will show you the challenges you have overcome and the achievements you have made in your recovery journey.
- See proof of increasing recovery capital and evidence of progress in your recovery journey.

Key Terms (alphabetical order)

My Recovery Plan (MRP) – As part of Alberta's plan to build a comprehensive recovery-oriented system of care, the My Recovery Plan platform is being implemented. This started in 2022.

- MRP will help you assess, plan, monitor and measure your recovery journey. The goal is to strengthen the internal and external resources you need to achieve and maintain recovery.
- You will be able to personalize and have more ownership of your recovery journey via a client portal, and you will be able to use the platform across addiction treatment service providers.
- Publicly funded service providers will be able to monitor their clients' progress and assess the impact of their own program, leading to better outcomes for the people they serve.

Navigator – A Navigator is the staff at your treatment facility that helps you use MRP. The Navigator can assign or guide you through your assessment, work with you to choose goals and tasks, add resources to your recovery plan, and otherwise support your recovery journey.

REC-CAP – REC-CAP is an evidence-based assessment and recovery planning tool based on recovery capital. The tool:

- Assesses your recovery strengths, barriers and unmet service needs;
- Supports trained navigators to help you pick recovery goals
- Shows recovery capital gains over time.

Recovery capital – The personal, social, community and other supports that help you recover from addiction.

Recovery in addiction – is continued action of seeking balance and healing in physical, social, and spiritual aspects of life, with an aim to improve quality of life consistent pursuit of abstinence.

Recovery oriented system of care (ROSC) – is a coordinated network of services and supports that helps people with substance use or mental health issues improve their health and quality of life and achieve abstinence from illicit drugs by building on the strengths of individuals, families and communities.

My Recovery Plan Acronyms and Abbreviation List

AH	Alberta Health
AHS	Alberta Health Services
AMH	Addiction and Mental Health
HIA	Health Information Act
IT	Information Technology
LDRS	Last Door Recovery Society
MHA	Ministry of Mental Health and Addiction
MRP	My Recovery Plan
QR code	Quick Response Code
RC	Recovery Capital
RCI	Recovery Capital Index
REC-CAP	Recovery Capital Assessment Tool
ROSC	Recovery Oriented System of Care

Frequently Asked Questions for Client

What is My Recovery Plan (MRP)?

My Recovery Plan (MRP) is an online tool to help those living with addiction build and understand their recovery capital. Recovery capital is the personal, social, community and other supports that help you recover from addiction.

Who will I work with to create a My Recovery Plan?

A Navigator will work directly with you to create your individualized recovery plan using MRP. A navigator can be a therapist, clinician or recovery coach.

What does My Recovery Plan do?

You and your navigator can use MRP to:

- assess your recovery capital
- create goals for your recovery,
- help you track your progress, and
- help you deal with challenges that may come up along your recovery journey.

How does My Recovery Plan work?

You will work with a navigator to go through a series of questions to assess various types of recovery capital.

What will happened after I have answered all questions?

Your answers will generate scores for different aspects of recovery capital. Based on your scores, the tool will provide you with suggested treatment goals and tasks to help you improve where you have low recovery capital, and help you keep high recovery capital.

Who will choose which goals and tasks I should focus on?

Both you and your nagivator will decide together which goals and tasks you should focus on for the next 30-45 days.

How do I keep track of my goals and tasks?

You'll have your own portal where you can view your goals and tasks. When you complete a task, you enter that information into your portal. You'll be able to track which tasks you have completed and which ones you still need to focus on.

How can I access My Recovery Plan?

You will have a personal username and password to access the MRP portal. You can access MRP through any device such as a laptop, iPad, phone or desktop computer. Google Chrome is the preferred web browser, but other browsers will also work. You can access MRP through this landing page: https://www.alberta.ca/my-recovery-plan.aspx

How is my recovery capital score determined?

Your Recovery Capital Index (RCI) score is the sum of positive and negative recovery capital scores. These scores are calculated when answering questions in the Assessment that is used in the MRP software.

MRP measures seven domains (categories), five of which are positive and two which are negative, These categories are:

Positive Recovery Capital Domains

1. personal capital
2. social capital
3. community capital
4. commitment to recovery
5. quality of life and satisfaction

Negative Recovery Capital Domains

6. Barriers to Recovery
7. Unmet Service Needs

Upon completing your assessment, which is made up of 121 questions, the software calculates your RCI. This score serves a dual purpose: one to assess your recovery capital and help guide recovery planning, and two to measure change over time.

What does it mean to have high or low recovery capital?

It is common when a person initiates their recovery journey from addiction to have a low recovery capital score. People entering treatment can often have between -60 and -20 as their baseline scores. Recovery can start no matter what your score is.

Having a score in the negatives means you may have many barriers to achieve and sustain recovery, such as housing, mental health needs, medication stabilization. As you participate and engage in recovery plans, your RCI score will increase. This means you may have stabilized your housing, your medication needs are met, and you have participated in mental health services that meet your needs.

It is common for people who are engaged in recovery services to increase their RCI over time. Despite your RCI Score, building recovery capital is a constant action; regular action is required to maintain your increased recovery capital. In the event your score goes down in one area of your life, you can target those issues immediately. A high score (e.g., 50+) does not mean you are cured; it means you are doing the work to consistently achieve better health outcomes.

How will I build my recovery capital?

To help build your recovery capital, your navigator will refer you to supports, services, and recommend recovery related activities.This could include exercise, self-reflection, meditiaton, support groups, recreational activities, supports from health professionals, or other services. You'll be able to provide feedback about how helpful you found these supports, services, and other activities.

How will I know if my recovery capital score has increased or decreased?

At certain points in your treatment, your navigator will ask you to go through the questions again to see if your scores have improved. This will allow you to see where you have improved, and what you still need to work on. You will be able to see how your scores changes over time.

Why is recovery capital important?

Recovery capital can help a person achieve and sustain recovery. It is the personal, social, community and other supports that help you recover from addiction.

In the past, recovery was focused on stopping drug use. However, the latest research shows that improving multiple areas of a person's life helps the person better achieve and maintain recovery.

Do I get a new set of goals and tasks every time an assessment is done?

Every time you complete an assessment, MRP will suggest goals and tasks based on your scores. You and your navigator can then choose which goals and tasks to focus on next.

Can I suggest a task or goal that is not already listed?

Yes, you can add a task or goal that is not suggested.

How often should I complete an assessment?

You will be asked to go through the questions at least twice, once when you are admitted to treatment, and when you complete your treatment program. If your treatment program is longer than 45 days, you will complete the questions every 30-45 days. Your navigator may also have you go through the questions more often as part of your treatment program.

What happens to information in My Recovery Plan when I'm done treatment?

When you are done treatment you will still be able to access your portal to view your goals and tasks; however you will not be able update the status of your goals or tasks, as it will be read only access.

How will my personal information be protected?

Your personal information is protected under the *Health Information Act (HIA),* which sets out rules about how this data is stored, who can access it, and under what circumstances t the information can be accessed in order to ensure as much privacy as possible. Your personal information will be stored on a cloud server located in Canada that meets high security standards.

How will the service provider secure the client's information?

Access to your personal information by your treatment team is limited to your navigator or clinician, or on a strict need-to-know basis, such as by the management team. Your treatment centre's staff can only access the information of clients they are currently treating. Once you leave the treatment centre, they will not have access to your future information.

How will the client's personal information be shared between treatment facilities?

It is up to you to decide if you wish to share your previous health information with another clinician or therapist when you enter a new treatment centre. You will provide consent to the new treatment centre to access your old MRP information.

Does Alberta Health Services (AHS) have direct access to My Recovery Plan data?

Alberta Health Services does not have direct access to your personal information in the MRP platform. Your personal information will be securely sent to Alberta Health Services from MRP and stored on a password protected server for reporting purposes. All reporting will be in an aggregate (grouped) format and no names, contact information or other identifying information will be shared.

Does the Ministry of Mental Health and Addiction (MHA) or Alberta Health have access to My Recovery Plan data?

MHA and AH will not have access to your personal information, and will only receive aggregated (grouped) information. MHA and AH will never be able to identify individual people – they will not see any names, contact information, or other identifying information. MHA and AH will use this information to better understand the needs of clients and how to improve addiction services to help people recover.

Does Last Door Recovery Society (LDRS) staff have direct access to My Recovery Plan data?

A limited number of staff at LDRS will have access. Their access will be restricted to helping manage the system on behalf of Alberta Health Services. LDRS does not have the right to access or edit personal health information. The only time LDRS staff will have access to data is to provide IT support for a navigator who needs assistance with using the software MRP. IT staff are the only individuals with access to data and they have training on how to provide IT support without reading personal data.

Do I have to use My Recovery Plan?

MRP is part of the treatment program for all publicly funded residential addiction treatment. All clients are asked to participate in the MRP assessments as it helps your clinician, therapist or recovery coach better understand your needs and how to support your recovery.

Do I have to provide my consent to use My Recovery Plan?

Yes, while using MRP is part of your treatment program, it's a requirement of the *Health Information Act* that a person provides consent before completing a recovery capital assessment. Your Navigator will ask for your consent before they complete the first assessment. You will provide your consent and the signed copy will be stored in your client file. Your Navigator will also acknowledge that you provided consent in MRP.

Can I delete my information from My Recovery Plan after I have provided my consent and it has been entered?

Yes, it's a requirement of the *Health Information Act* that a person be able to withdraw their consent at any time. If you wish to have your information deleted let your service provider know and they will have it removed. You can also email LDRS directly, compliance@myrecoveryplan.ca, and request your information be deleted.

Will I need to pay to use My Recovery Plan?

No, clients do not have to pay to use MRP.

How will the My Recovery Plan implementation be evaluated?

The LDRS team is working with Alberta Health Services to do an evaluation of MRP in Alberta. This information will help us make improvements. A secure, online tool is being used to send surveys. A navigator will ask you to complete a survey after your mid-point assessment. If you agree the navigator will provide you a QR code or URL for you to complete the survey.

Who do I contact if there are issues and concerns with My Recovery Plan?

For technical support related to software issues, service providers and clients will be able to contact LDRS directly through a ticketing system. LDRS has indicated that response times will be quick and that they will seek to resolve the issue immediately if practicable. Note that LDRS does not have the right to access or edit personal health information.

If there are issues with the government website where the My Recovery Plan portal can be accessed, users should contact the Service Alberta Help Desk.

Help Desk Contact Information

Partners	Roles and Responsibilities	Contact Information
LDRS Team	• Software related issues • Help navigating and using the MRP	MRP ticketing system: https://support.myrecoveryplan.ca/ Email: support@myrecoveryplan.ca Phone: 1-866-380-2303
AHS	• Implementation or clinical related questions related to the use of MRP • Reporting related questions to the use of MRP	MRP Project Team Email: myrecoveryplan@ahs.ca.
	• Privacy related questions	AHS Privacy Email: privacy@ahs.ca Number:1-877-476-9874
Service Alberta	• Problems with the alberta.ca landing page	Telephone: 780-427-1462 Toll free: 1-888-427-1462