



## COPE Program- Couples Overcoming PTSD Everyday

**Joining Instruction Dated Aug 2016: Bear Mountain Langford BC**

**Your COPE Serial is from 2-7 Oct 2016: Course number is: 201608**

### **General/Introduction:**

Welcome to COPE or “Couples Overcoming PTSD Every day.” You have chosen to take part in a new cutting edge program that seeks to assist families battling PTSD with a more holistic approach. The COPE Program has two phases; Phase One involves a five-day residential retreat for Canadian Armed Forces (CAF) veterans, RCMP, first responders and their respective spouse/partner/significant other. Participants may be currently serving members or retired veterans.

Phase Two involves each couple at home paired with an International Certified Family Coach. The Coach will on a weekly basis call by telephone and guide the couple through a series of exercises and discussions for approximately six months concentrating upon the skills learned and goals set during Phase One of the COPE Program.

There are many down sides to PTSD and one of them is the fact that relationships often suffer and end due to ongoing pressures and disruptive home experiences. The COPE program is intended to help you as a couple manage PTSD in the home and to find new ways to communicate and live happier healthy lives as a team. Each day of Phase One will offer new exercises, challenges and opportunities to explore the inner and outer reaches of your relationship and build new bridges so you may thrive as a couple and then a family.

Each of you must be aware of your individual as well as group responsibilities towards the other couples in the group for Phase One. It is expected that each member of the couple comes to COPE fully willing to participate in and complete all planned lectures and activities. Each person attending COPE must be willing to support others on the program as well as be supported by others. It is also expected that each of you will participate fully in the COPE Phase Two coaching sessions which will continue for up to six months after Phase One. Individual coaches will be assigned on the last day of COPE Phase One and you will meet your coach the week following by telephone.

The COPE program is involved in a research project that will hopefully lead to future funding from governmental or corporate entities. Your participation in the anonymous completion of the COPE survey questionnaires is voluntary for participants although we ask your cooperation with this aspect of COPE. Should you choose not to participate in this research aspect, it will not affect your selection to attend COPE. The survey process will happen a total of five times throughout the COPE process up to one year.

All COPE participants will be assigned an individual research number; this will be the only identifier used on your surveys/research questionnaires. Your names will never appear on any documentation used for research ever. It is imperative that good research data be collected during and after the COPE Program as this information will assist in the sustainment and improvement of the COPE Program for other participants. Please take part in this very important aspect of the COPE Program genesis.

You as a couple will be screened by a COPE Facilitator soon to assess your readiness for the COPE Program. Expect to hear from either of the two Psychologists about one month from the start of COPE Phase One.

### **What You Need to Know:**

**Before you come to COPE Phase One:** The Cope Program will be demanding upon you both. You can best prepare yourselves for this experience by agreeing to commit to the process and be as open and honest with each other as well as the other couples as possible. You must recognize that you will be in a group of four additional couples at various levels of healing. Be prepared to share your thoughts and feelings with them and participate fully in the presentations and many discussions and exercises that will take place. This will be an amazing experience for you both, but to get the most out of it; you will need to fully invest in the COPE process during both phases.

**Travel Days:** The travel day to your COPE Program will be on Sunday 2 Oct 2016. The dates for the COPE Program you are attending are 2-7 Oct 2016. Plan your driving trip to have you arrive at Bear Mountain Resort in Langford BC around 1500 hours (3pm) that Sunday afternoon.

**Flights:** All flight travel will be booked return through COPE administrative staff only. (DO NOT BOOK YOUR OWN FLIGHTS) Your flight will be from a major airport nearest your home to Victoria International Airport return. An itinerary will be sent to you via email once booked. The cost of your flights will be covered by COPE; any other transport costs are your responsibility, for example: the cost of travel to and from the airport you are traveling out of, parking costs and taxi fares. It is your responsibility to ensure you are at the airport on time for your flight. Flight arrival times in Victoria will be early to mid-Sunday afternoon. Missed flights will result in you not attending COPE. If you are required to fly in the day previous to COPE starting or have to stay a day longer due to flight availability, COPE will cover those costs.

Once in Victoria and after collecting all personal baggage; proceed out the doors closest to the baggage carousel where you will be met by either a COPE representative or the Bear Mountain Shuttle Bus Driver. The COPE representative will meet you at the doors from the arrivals area and will have a card

with your last name on it. The shuttle bus driver will be parked in the designated shuttle bus parking area; the vehicle is well-marked for Bear Mountain Resort. He will deliver you to Bear Mountain reception at the Westin Inn. You will receive a room and welcome package along with any changes for the evening regarding location and time. Enjoy the surroundings until the welcome reception at 1730 hours (5:30pm) on Sunday 2 Oct.

Those driving to COPE may need to take a Ferry. The BC Ferries website is [www.bcferrries.com](http://www.bcferrries.com). Please plan ahead and arrive early for the ferry as sometimes there are delays. On arrival day, ensure you allow time to drive from Victoria's Schwartz Bay Harbour to Bear Mountain Resort. It takes approximately 40 minutes to drive this route. Directions are included at the end of this document. Keep the receipts for the ferry and it will be refunded after the program including your ferry ride back to the mainland.

Parking is at the front of the hotel. Valet parking spots are used at your expense.

The departure day from your COPE Program is 7 Oct 2016. Do not expect to depart Bear Mountain until at least 1700 hours (5pm) that day. For those requiring flights out of Victoria; a shuttle bus will take you to the airport. If an extra night is required to catch a flight the next day, COPE will cover that cost as well as meals.

**Arrival Day- Sunday:** Check in at the front desk of the Bear Mountain Westin. State you are with the COPE Program as we have special rooms located in the same general area of the facility to promote social gathering throughout the program. If there is a fridge in the room with snacks, they are consumed at your expense.

You will be greeted by COPE staff and welcomed to the hotel and COPE Program. Your first timing is 1730 hours (5:30pm) in the Goldstream Room located on the main level just to the left of the front check in desk. Signs will be posted giving directions to the proper area. Ask at reception if you are unclear. There will be a short reception and welcome, and then we will have dinner together for the first time in the same room. After dinner, the facilitators will assign the couples a short homework assignment for the evening.

**What to bring:** The COPE program is intended to be relaxed so comfortable appropriate clothing is recommended. The days will be long (may go well into the evening) and a great deal of sitting is required although there may be movement/walking involved with some of the exercises.

Each day will start at 0700 hours with a short stretch/yoga warm up to get stiff muscles moving so bring sweats or shorts. A yoga mat will be provided or bring your own if you have one. A water bottle is a very good idea to bring with you to each of these sessions. Yoga has been an important piece of the healing path Chris and Kathryn have followed and they have included it as part of COPE to demonstrate its potential as a resource for better mental and physical health. If you are physically unable to participate in the Yoga, that is fine. We would recommend that you utilize that time period to take part in whatever you normally do to stretch and get yourself limber for the day to come. The important part here is that you are moving. Please discuss your personal needs with either Chris or Kathryn.

Each day may also involve some activity outdoors (weather permitting) so check ahead to see what weather might be in store for that week and dress accordingly. Winter months in Victoria are wet and rainy so a good raincoat, hat, sweater and rubber boots make walking outdoors much more enjoyable. It sometimes snows up on Bear Mountain so a warmer coat, boots, gloves and hat are recommended during the colder months.

**Meals:** All meals are provided and will be served buffet style. It will be a casual atmosphere so there is no reason to bring anything “dressy” for this program. We only request that all clothing be respectful of others. **Please ensure COPE Staff are aware ahead of time of any food restrictions/allergies etc so we can be prepared.** Email us at [contact@copecanada.ca](mailto:contact@copecanada.ca)

**Alcohol consumption:** The COPE Facilitators request that no alcohol be consumed during the week of the program; your full attention is requested during the COPE Program. Drunkenness or inability to attend the program due to drunkenness or abuse of alcohol will result in immediate removal from the program. Illegal drug use is strictly prohibited and will also result in immediate removal from COPE. As part of the intake process you both will be asked to agree to abide by this “No Booze “policy for COPE.

**Scents:** Please refrain from bringing or wearing any perfume or cologne during COPE Phase One. Many people are very sensitive to these scents and it can also be very distracting. If you use medicinal marijuana, please plan to use an inhaler or edible form during COPE. Sometimes the distinctive aroma of marijuana can be disturbing to others in the group. Please contact either Chris or Kathryn if you have questions or concerns with this.

**Social Media:** The use of social media tools in the COPE program room is not allowed. Distractions are to be minimized so leave them in your room. If there is an emergency at home have them call (250) 213-7910 and Chris will contact you.

**Children:** Children are not to attend COPE. It is imperative that only the couple attend as the work will be considerable and time as a couple is paramount; family distractions need to be minimal. As part of the initial assessment process you will have been asked about your family plan while you attend COPE. To ensure your complete concentration on COPE please ensure you have a solid family plan of care for any children/pets in your home.

**Service Dogs:** Service dogs are permitted as long as they are certified and will not be a distraction during COPE. This will be assessed by the Lead Facilitator during the clinical intake within one month of the start of your COPE Program.

If you have an allergy to dogs please let COPE Staff know immediately.

**COPE Program days:** Each day will commence at 0700 hours with the Yoga session at the Gym building next to the Westin Inn and will last up to one hour. You will then be released to shower and have breakfast in the Master’s Lounge or Mount Baker Room TBC as the next session starts sharp at 0930 hours in the Player’s Lounge on the lower level of the Westin Hotel. This location will be revealed after the Meet and Greet on Sunday. All start timings given are to be strictly adhered to and staff would

appreciate it if all participants were a few minutes early to each session, seated and ready to go. There is a lot of work to be done during this five-day program so punctuality will be appreciated.

**Medical Concerns:** If you have particular medical concerns or needs please ensure the COPE administrative team is aware so we can better prepare for your participation. This information will be held in strict confidence. Email us at [contact@copecanada.ca](mailto:contact@copecanada.ca) to let us know.

### **COPE PROGRAM COACHING**

The COPE Program is very different from other programs as Phase One involves couples grouped together to learn about managing PTSD as a team. COPE continues with the Phase Two Coaching program which truly makes it unique from all other programs. The week following your Phase One you will receive a telephone call from your assigned Coach to set a meeting time for Phase Two. These Associate Certified Coaches are different from the Facilitators who provided Phase One and will guide you as a couple over the following six months as you continue to work towards your goals set during Phase One. You will be in touch with your coach three weeks of the month via telephone/Skype. These sessions will last approximately one hour.

### **QUESTIONS and ANSWERS**

1. **When and where do we meet that first evening?** The first timing is at (1730hrs) 5:30pm on Sunday 2 Oct. The location is in the Goldstream room next to the front desk at the Westin Hotel. Ask at the front desk if you get lost. There will be a sign for COPE as well giving directions; it will be marked "COPE Program Welcome". There will be a short welcome session meet and greet at that time as well as dinner served around 1800 (6pm). Later some homework will be issued and is to be completed before the following morning session.
2. **Is there information on Bear Mountain?** Website and general stuff: You will find all the information you might need at this website for Bear Mountain Resort. <http://bearmountain.ca/>
3. **What recreational activities will there be?** Each day will start with a bit of a stretch with some yoga provided by a professional Yoga Instructor. All activities each participant will be involved with are not dangerous and are low impact. If you have medical restrictions, please let COPE admin staff know.
4. **Is there shopping nearby?** Yes, there is a small convenience store near the Westin and also down the mountain in Langford there is a lot of shopping with food, sports, and clothing stores.
5. **What if I have an emergency at home?** If during your time at COPE there is an emergency at home and you must depart, arrangements for travel can be made by you at your expense and claimed later or can be done by COPE staff as soon as possible. The quickest and most economical travel home will be arranged as soon as it can reasonably be accomplished (usually

the next day). Your spot on that COPE serial cannot be returned to and thus attendance at a future COPE may need to be arranged.

6. **How do I claim my expenses for travel?** If you have incurred claimable expenses traveling to and/or from the COPE Program, you may claim them using the claim form provided to you in your binder you received on Sunday evening. Upon completion of the COPE Program, please try and complete your expense claim right away as the loss of receipts will result in disappointment. Ensure you clearly mark what serial of COPE you attended. That number will be on your welcome package. Print this form, complete it with all eligible expenses itemized, sign it, scan it, and email it with a scanned copy of all receipts to [contact@copecanada.ca](mailto:contact@copecanada.ca) for reimbursement. If you cannot scan and email them, fill out the form as above and with a copy of all receipts mail it to:  
Cope Program Claims  
6760 Rhodonite Drive  
Sooke BC V9Z0H5
7. **What's the Coaching thing about?** Follow up Coaching (Phase Two): Each couple attending COPE will be assigned a professional coach employed by COPE that will conduct a follow up program for six months. This aspect of the COPE is truly what makes it so different from any other program available as it is designed to assist couples to sustain the skills learned during the COPE retreat and monitor progress and minimize trouble areas.
8. **How often will we meet the coach by phone?** A Coach will contact you a week after Phase One to set up your first coaching session. This process will involve a three times per month follow up via telephone contact with planned discussions for each session. It is designed to build on the skills learned during COPE Phase One to increase the chances of relationship success over the long term.
9. **How do I get discharged?** During the Phase Two coaching period, a decision can be made in conjunction with all parties concerned to discharge completely the coaching program. It is highly encouraged that all participants of the COPE Program complete the six months of coaching. A follow up session is requested at the 12 month mark for data gathering and success survey completion. This will take place via telephone/email communication.
10. **Will there be Research/Surveys done?** One of the best ways to improve on COPE and guarantee it will be available for future veterans/first responders and their respective spouses is to conduct research and data gathering throughout the process. The COPE program asks all participants to complete a series of questionnaires and surveys before during and after COPE to help establish if clinical and personal goals are met. This will dictate the success of the program which will lead directly to the longevity of the program. COPE staff humbly ask for your complete indulgence to participation in this process. For follow up sessions, the surveys will be mailed or emailed and submitted back anonymously. Your names will never appear on any of these surveys.
11. **How do I contact COPE?** COPE Administrative staff may be contacted at 250 213-7910, 250 213-7311 or at [contact@copecanada.ca](mailto:contact@copecanada.ca)

12. **What are the directions from the Schwartz Bay Ferry to Bear Mountain Resort?** As you exit the ferry at Schwartz Bay terminal you are driving on the Patricia Bay Highway/BC-17  
Drive 40.5 km, 37 min to Bear Mountain Resort  
Continue south on Patricia Bay Hwy/BC-17.  
Take exit onto Makenzie Drive to BC-1.  
Turn right onto BC-1N  
Take exit 14 from BC-1 N onto Millstream Rd  
Continue on Millstream Rd for 1.7 km  
Turn left onto Bear Mountain Pkwy for 2.3 km  
At the first roundabout, continue straight to stay on Bear Mountain Pkwy  
At the second roundabout, continue straight to stay on Bear Mountain Pkwy  
Enter the third roundabout take first right  
The Westin Bear Mountain Golf Resort & Spa, Victoria  
1999 Country Club Way, Victoria, BC V9B 6R3  
Park and check in at front desk.
13. If you have further questions please contact Chris or Kathryn at 250 213-7910, 250 213-7311, or email at [contact@copecanada.ca](mailto:contact@copecanada.ca)