



Service Booklet

ACI Recovery Services

RECOVERY.SCOT



About us



ACI Recovery Services began in **1986** under the name Alcohol Counselling Inverness, since then we have expanded our support to include those experiencing drug addiction, gambling addiction, and family support for the loved ones of those struggling with addiction. Our mission is that all people in the Highlands struggling with addiction have access to free, professional, specialist counselling and support services, without judgement or stigma

Our services have always been shaped by the voices of those with lived experience and we welcome some of these voices in Our Board and Team.

We are a team of highly proficient, empathetic, and outcome-oriented counsellors who are committed to delivering outstanding care and implementing successful psychosocial interventions.

Ensuring personalised care is paramount to us. We strive to match individuals with the team member who best meets their needs. Instead of following conventional approaches, we have crafted a service that revolves around people's requirements, available when and where they need it.

Frequently Asked Questions

WHAT IS ADDICTION?

ADDICTION IS DEFINED AS NOT HAVING CONTROL OVER DOING, TAKING OR USING SOMETHING TO THE POINT WHERE IT COULD BE HARMFUL TO YOU. WE ARE HERE TO SUPPORT ANYONE WHO FEELS THEY WISH TO MAKE A CHANGE IN THEIR USE OF ALCOHOL, DRUGS, OR GAMBLING

WHAT IS COUNSELLING?

COUNSELLING IS A TYPE OF TALKING THERAPY WHICH ALLOWS PEOPLE THE SPACE TO DISCUSS ANY DIFFICULTIES THEY ARE EXPERIENCING IN A SAFE AND CONFIDENTIAL ENVIRONMENT. OUR COUNSELLORS WILL ENCOURAGE PEOPLE TO TALK ABOUT WHAT THEY ARE GOING THROUGH IN ORDER TO UNCOVER ROOT CAUSES, AS WELL AS THINKING AND BEHAVIOURAL PATTERNS

DO I HAVE TO PAY FOR SESSIONS?

NO, WE OFFER UP TO 24 SESSIONS COMPLETELY FREE

WHO WILL I SPEAK TO?

YOU WILL BE PAIRED WITH ONE OF OUR INCREDIBLE VOLUNTEER COUNSELLORS , SPECIALISTS IN ADDICTION WITHIN A HUMANISTIC APPROACH. GET READY FOR A COMPASSIONATE AND SUPPORTIVE JOURNEY TOWARDS HEALING

WHAT DOES HUMANISTIC MEAN?

THE HUMANISTIC APPROACH FOCUSES ON SELF-DEVELOPMENT, GROWTH AND RESPONSIBILITIES. TO HELP INDIVIDUALS RECOGNISE THEIR FULL POTENTIAL OUR SERVICES ALIGN WITH THE HUMANISTIC VALUES OF UNDERSTANDING ACCEPTANCE AND GENUINE CONNECTION.

IS IT CONFIDENTIAL?

WHAT YOU DISCUSS IS KEPT CONFIDENTIAL, UNLESS THEY ARE WORRIED ABOUT YOUR OR SOMEONE ELSE'S WELLBEING. YOUR PEACE OF MIND MATTERS, AND WE ARE HERE TO ENSURE THAT YOUR COUNSELLING EXPERIENCE IS NOT ONLY EFFECTIVE BUT ALSO CONDUCTED WITH THE UTMOST RESPECT FOR YOUR PRIVACY AND CONFIDENTIALITY.

DO I NEED TO BE ABSTINENT?

YOU DO NOT NEED TO BE ABSTINENT TO USE OUR SERVICE HOWEVER WE DO EXPECT CLIENTS TO TURN UP TO THEIR APPOINTMENT SOBER.

CAN I SELF REFER?

YES YOU CAN SELF REFER THROUGH OUR WEBPAGE AT RECOVERY.SCOT OR ON THE PHONE BY CALLING 01463220995. THIS SELF-DRIVEN COMMITMENT OFTEN LEADS TO MORE IMPACTFUL AND SUSTAINED POSITIVE OUTCOMES IN THE COUNSELLING JOURNEY.

WHERE ARE YOU BASED?

WE HAVE TWO SITES IN THE HIGHLANDS:- 108 CHURCH STREET, INVERNESS, IV1 1EP & SUITE 28 MORRICH HOUSE, 20 DAVIDSON STREET, INVERGORDON, IV18 OSA

ARE THE APPOINTMENTS IN PERSON?

WE OFFER IN PERSON APPOINTMENTS AT OUR OFFICES AS WELL AS VIDEOCALL AND PHONE APPOINTMENTS

Counselling



The main service we provide at ACI is our **FREE** one-to-one counselling with a registered therapist. ACI are a COSCA organisational member and adhere to COSCA's Statement of Ethics and Code of Practice.

Counselling provides a safe space for people to explore their behaviours around addictions, where these behaviours may have started, and how they would like things to change.

People's relationship with alcohol, drugs, gambling, or other addictive behaviour often develops out of a need to cope with their life or a difficult experience. This coping mechanism is also often learned when people are young and as such can take some time to unlearn.

Here at ACI Recovery Services we offer up to **24 FREE** sessions with a dedicated counsellor on a weekly basis. We have over 20 counsellors so we will match you with the person that we feel is right for your journey.

We also provide free one-to-one counselling for loved ones of those who are struggling with addiction. We know that addiction is a complex matter which can be impacted and influenced by those around us. Our family service offers up to **12 FREE** sessions in which to explore the feelings around a loved one in addiction and how to look after yourself first and foremost. We often find that when family members enter counselling the person with the addiction often follows.

Young Peoples Counselling



While all of our counsellors are trained to work with people aged 16 and up, we recognise that the challenges facing young people today are unique and so is their relationship to addiction. In order to ensure that our young people are able to access the same quality of support and depth of relationship we have a dedicated young person's counsellor who works with anyone between 16 and 25 using our services.

Polish Speaking Counselling

We know how important the match with a counsellor is in terms of how beneficial counselling can be.

In order to recognise the large number of Polish speaking people in the Highlands we have a dedicated Polish speaking counsellor that we can offer people who prefer to speak in their own language. We hope that by offering this service we can provide more people with access to counselling and support in a reduction of addiction across the highlands.

Our Complaints Procedure can be found on our website. recovery.scot/ourteam. Complaints can be referred to COSCA only after ACI complaints process has been completed.



Recovery Coaching



Our Recovery Coaching service was developed by our Heilan Harbour Recovery Project in 2023. We believe in guiding individuals through their journey towards sobriety with compassion and understanding.

Developed as a complementary avenue alongside traditional counselling, Recovery Coaching offers a less formal yet equally impactful support system. Think of it as a different lane on the path to healing—one that embraces social intervention and peer support, fostering connections and camaraderie along the way.

Our experienced coaches are here to accompany you through the highs and lows of recovery, providing a safe space for exploration and growth. Whether you're navigating early sobriety or facing challenges further along the road, our coaches are dedicated to empowering you to discover your strengths and navigate obstacles with resilience. However, we understand that triggers and difficult emotions can arise unexpectedly. In such moments, our seamless referral system ensures that individuals have access to the counselling team for additional support and guidance. At ACI, our goal is not only to help you achieve sobriety but also to empower you to thrive in your newfound freedom.

Join us on this journey of transformation, where every step forward is celebrated, and every setback is met with unwavering support.

C.R.A.F.T.



C.R.A.F.T. (Community Reinforcement and Family Training), is a cornerstone of ACI Recovery Services dedicated to supporting individuals whose loved ones are grappling with their use of alcohol or drugs.

CRAFT embodies our mission to empower you to guide your loved one toward seeking help or treatment. We recognise the tumultuous journey you may face, marked by confusion, frustration, and a sense of isolation. At C.R.A.F.T., we offer a lifeline of free, confidential, and specialised therapy and education, tailored to your unique circumstances. Whether you're navigating the complexities of supporting a loved one through recovery or seeking solace and guidance to cope with your own distress, Our compassionate team is here to walk alongside you.

Our program spans six weeks, with options for both small group sessions and one-to-one support, ensuring personalized attention and care throughout your journey. Additionally, we host a monthly CRAFT Gathering support group, providing ongoing peer support for those who have completed the training.

Let C.R.A.F.T. be your steadfast companion in this voyage toward healing and restoration, empowering you to navigate the challenges ahead with resilience and strength. Where your love has power.

Recovery Groups



Creative Writing Group

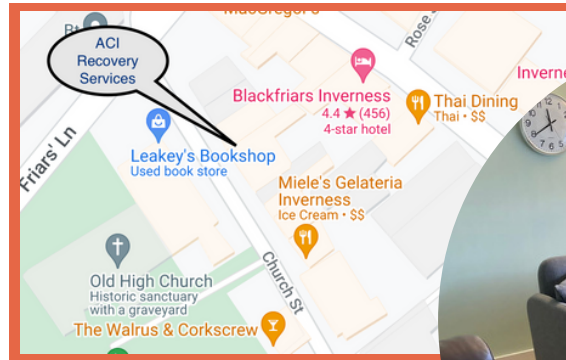
Our creative writing group meets on a fortnightly basis for informal creative writing sessions. It provides a safe space to explore your creativity and recovery through writing. There is no need to have any previous writing experience and pens and paper will be supplied. Our group is facilitated by crime writing author G.R. Halliday.



Music For All Group

Our music group also meets on a fortnightly basis for creative sessions exploring connection, breathing, rhythm, and fun. The group works together and independently to explore the healing abilities of music and creating something as a group. This group is facilitated by Jane Shears, Rowan Tree Counselling

Our Premises



INVERNESS

108 CHURCH STREET
INVERNESS
IV1 1EP

Opening Times
Mon, Wed: 10am - 7.30pm
Tue, Thu, Fri: 10am - 4pm

Inverness Train Station 5 minute walk
Inverness Bus Station 5 minute walk
Rose Street Car Park 5 minute walk



INVERGORDON

SUITE 28
MORRICH HOUSE
20, DAVIDSON DRIVE
INVERGORDON
IV18 0SA

Opening Times
Mon, Tue, Wed, By Appointment

Invergordon Train St 19 minute walk
Davidson Drive Bus Stop 1 minute walk
Morrigh House Car Park
On site parking at the front
Stagecoach Service 25
Inverness to Brora



WHAT DOES ACI-CONNECT MEAN?

ACI-CONNECT IS WHAT WE CALL OUR DIGITAL ALTERNATIVES TO IN PERSON SERVICES. IT RELATES TO OUR ONLINE VIDEO PLATFORM AND TELEPHONE APPOINTMENTS.

HOW CAN I USE ACI-CONNECT?

ACI-CONNECT ALLOWS PEOPLE MORE FLEXIBILITY IN HOW THEY ACCESS OUR SERVICES. WHETHER YOU WISH ALL YOUR APPOINTMENTS TO BE REMOTE, OR JUST SOME, YOUR COUNSELLOR CAN CONTACT YOU THROUGH A PHONE CALL OR SEND YOU A VIDEO LINK FOR YOUR SESSIONS.

IS ACI CONNECT SECURE?

ACI-CONNECT IS CONFIDENTIAL AND SECURE, OUR COUNSELLORS CONDUCT ALL OF THEIR APPOINTMENTS IN A PRIVATE SPACE TO ENSURE CONFIDENTIALITY. OUR ONLINE VIDEO PLATFORM USES LINKS UNIQUE TO YOU, MEANING NO ONE ELSE CAN ENTER THE SESSION. IT IS WORTH BEING MINDFUL OF YOUR OWN SENSE OF PRIVACY AND COMFORT WHEN USING ACI-CONNECT.

WHAT HAPPENS IF I AM RUNNING LATE?

AS WITH OUR IN PERSON APPOINTMENTS WE ALLOW A 15 MINUTE GRACE PERIOD FOR ACI-CONNECT APPOINTMENTS. THIS MEANS YOUR COUNSELLOR WILL WAIT ON THE VIDEO PLATFORM FOR 15 MINUTES OR THAT THEY WILL CALL YOU AT THE TIME OF YOUR APPOINTMENT AND THEN 15 MINUTES LATER.

WHAT CAN I DO IF I HAVE TROUBLE CONNECTING?

IF YOU ARE HAVING TROUBLE CONNECTING THEN PLEASE USE OUR TEXT SERVICE TO LET YOUR COUNSELLOR KNOW, ALTERNATIVELY YOU CAN CALL OUR OFFICE, DURING OFFICE HOURS, ON **01463 220995**.

Our Funders

We couldn't do the work that we do without the help of our funders, our board, our volunteers, and our donors. Thank you for all of your support.



Bank: Royal Bank of Scotland
Name: Addictions Counselling
Inverness
Sort Code: 83-23-10
Account No: 10664538



"YOUR SUPPORT TRANSFORMS LIVES!"

Get In Touch



RECOVERY.SCOT



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“LEADING THE WAY IN
ADDICTION RECOVERY AND
SUPPORT. EMPOWERING
INDIVIDUALS AND FAMILIES ON
THEIR JOURNEY TOWARDS
HEALING.”