

**NATIONAL AGENCY FOR THE TREATMENT &
REHABILITATION OF SUBSTANCE ABUSERS
(NATReSA)**



CITIZEN CHARTER

Mauritius and Rodrigues

A Multisectorial Approach for a very complex problem and for a better promotion of all fundamental citizen rights with regard to the mission entrusted to NATReSA.

1. PREAMBLE

Purpose of Citizen Charter

The main objectives behind the issue of this Citizen Charter are:

- ☞ To set operations standard for the delivery of different types of services offered by NATReSA
- ☞ To make our services more responsive to the needs of our clients
- ☞ To bring our services closer to users

This Citizen Charter represents NATReSA's commitment towards quality standards in service delivery, good governance and accountability.

Clients should therefore know:

- ☞ The roles and responsibilities of NATReSA
- ☞ The level, quality and type of services each client is entitled to
- ☞ How to get in touch with NATReSA and its stakeholders
- ☞ Services provided by NATReSA and its stakeholders
- ☞ What to do when something goes wrong

To meet the clients' needs, NATReSA has agreed to:

- ☞ Publish its standards of service
- ☞ Ensure that information is readily available
- ☞ Ensure that its clients receive a courteous and helpful service at all times
- ☞ Offer alternatives when things go wrong
- ☞ Apply best value for money principle

Though this citizen charter does not by itself create new legal rights, it will surely help in enforcing clients' existing rights.

2. ABOUT NATReSA

The National Agency for the Treatment & Rehabilitation of Substance Abusers (NATReSA) is established as a parastatal body by the provisions of the NATReSA Act No. 25 of 1996.

It operates under the aegis of the Ministry of Social Security, National Solidarity and Senior Citizens Welfare & Reform Institutions.

NATReSA is the sole Government Institution responsible for the prevention, treatment and rehabilitation of Substance Abusers.

3. OUR VISION

Building up an effective health-care and prevention programme with hope, in partnership with Governmental and Non-Governmental Organisations.

4. OUR MISSION

To carry out effective programmes with different target groups on Substance Abuse Prevention and to provide treatment and rehabilitation to substance abusers.

5. OUR VALUES

At NATReSA, our client-centric culture is one of our core values; we value our clients and this is why we shall strive to offer quality services which are client-friendly and which will reflect the following core values:

(a) **Excellence and Efficiency**

We shall do everything possible to achieve excellence in our clients' relations, the quality of care and the availability of service together with the efficient use of our resources.

(b) **Integrity and Courtesy**

We shall act with integrity and shall always show courtesy in all our service to the needy, employees, NGOs, stakeholders, and also with our environment.

(c) **Team Work and Innovation**

We shall work together as a single team and always innovate to ensure that our clients get the better treatment and care at a fair and reasonable cost with better results and less relapse.

6. OUR OBJECTIVES

In order to give satisfaction to our clients, we shall:

- ☞ Provide relevant and appropriate information on tobacco, alcohol, drugs, HIV and AIDS to each target group
- ☞ Excel in service delivery to substance abusers in terms of treatment and rehabilitation
- ☞ Improve and manage our corporate image in an efficient manner
- ☞ Provide treatment and rehabilitation to Substance Abusers free of cost
- ☞ Operate our services in a cost-effective manner

7. OUR COMMITMENT

- ☞ We shall strive to provide a 24-hour service to the needy, to reduce the number of new cases of substance abusers, to treat and rehabilitate a maximum number of substance abusers, and to help their integration in their families and the mainstream society.

- ☞ We are committed to inform and educate the whole population on the dangers of using and abusing drugs, alcohol, tobacco and other harmful substances, HIV and AIDS.
- ☞ We shall strive to reduce harms which may be caused by substance abuse

8. OUR COMMUNICATION STRATEGY

Our Registered Office:

National Agency for the Treatment & Rehabilitation of Substance Abusers (NATReSA)

Max City Building

16, Poudrière Street

Port Louis

Republic of Mauritius

Tel: (230) 208 9037, 210 6775, 210 8017, 210 8018

Fax: (230) 210 8015, 211 0224

Email: na251996@intnet.mu

NATReSA Website: <http://ncb.mu/natresa>

Our Registered Office, at the above address, is the main administrative engine pertaining to Substance Abuse Prevention, Treatment and Rehabilitation. But, as a service provider, it offers counselling and advice to all those who are directly or indirectly affected by the harmful effects of Substance Abuse, HIV and AIDS.

9. OUR INFORMATION AND EDUCATION INITIATIVES

NATReSA coordinates and facilitates efforts at national level towards the implementation of programmes for education and prevention of substance abuse. To achieve this purpose it works with different partners so as to reach all possible target groups, namely the Ministry of Social Security, National Solidarity and Senior Citizens Welfare & Reform Institutions, Ministry of Women's Right, Child Development, Family Welfare and Consumer Protection, the Ministry of Education & Human Resources, the Ministry of Youth & Sports, the Ministry of Labour, Industrial Relations & Employment, the National AIDS Secretariat, Private Sectors, Trade Unions, the Sugar Industry Labour Welfare Fund, the Police Force, the Prisons Service, the Mauritius Revenue Authority/Customs, Religious Bodies and Non-Governmental Organisations. The preventive projects implemented by NATReSA are as follows :-

9.1 School Project

Prevention Programme run with as main stakeholder the Ministry of Education & Human Resources and is headed by a Technical Officer of the Agency. We also have the support of the Private Secondary Schools Authority (PSSA), the Pre-School Trust Fund, the Bureau d'Education Catholique, the Federation of Private Colleges and the University of Mauritius. The ultimate goal is to provide the correct information on the harmful effects of alcohol and drugs to all our students. We avail ourselves of this opportunity to take on board Rectors, Deputy Rectors, Teaching and Non-Teaching Staff as well as Parent Teachers Association. We are active at pre-primary, primary, secondary and tertiary level and we identify appropriate programmes for each target group. We lay emphasis on training, empowerment, parental responsibility, promotion of values and organise workshop, seminars, debates as well as song, posters and elocution contests. We also have a project to include a module on substance abuse and HIV/AIDS prevention in the curriculum and the launching of a health club to promote in the curriculum and the launching of a health club to promote a healthy lifestyle in all our schools. Several prevention tools have been created to help us in our prevention campaign at schools, namely video films of about 12 minutes, posters and manuals on "Les Drogues ou La Vie" and "La Valeur du Bonheur"

9.2 Youth Project

This programme is run in close collaboration with the Ministry of Youth and Sports and is headed by a Technical Officer of the agency. We also work with many other NGOs among which the Mauritius Scouts Association, Jeune Adventiste, Young Volunteers, RADO, Muslim Youth Federation, Youth Wing of the Human Service Trust etc. The main objective of this programme is to sensitize our youth on the ill effects of licit and illicit drugs. Programmes are conceived for the youth by the youth. Emphasis is laid on training, empowerment and capacity building and consolidate skills in communication, leadership and resisting peer pressure. We are concerned by the fact that substance abuse and HIV/AIDS is on the rise among the youth. Several competitions such as Poster, Debate and Elocution Contests, as well as Exhibitions are organised within our project. Our main network remains our regional youth task forces with one in the central prison and another one in Rodrigues. All eleven youth task forces fall under the responsibility of a National Youth Task Force. A common programme of activities is organised with the support of the Ministry of Youth & Sports.

9.3 Workplace Project

This programme benefits of the full support at the Ministry Labour and is run under the supervision of a Technical Officer of the Agency. As all our programmes, the main objective is to inform and educate our labour force of the harmful effects of licit and illicit drugs. It is a known fact that Mauritius is facing difficult economic problems and since we do not have any gold, diamond or petrol, we must see to it that our labour force stays healthy and productive. We are active in the public and private sector with special attention to the Sugar, Textile, Tourism, Fishing, Transport and Construction Sectors. This project also receives the collaboration of SEHDA and AREU with the view to provide training and job placement to help in the reintegration of ex-substance abusers in the mainstream society. Over and above the substance abuse and HIV/AIDS prevention programmes, we try to promote a healthy labour force in order to increase productivity and avoid adverse

consequences and problems such as injury at work, abuse of drugs on the workplace and absenteeism.

9.4 Women Empowerment Project

Since March 2006, NATReSA has been actively involved in empowering women against substance abuse. The close collaboration of the Ministry of Women's Rights, Child Development, Family Welfare & Consumer Protection through the National Women's Council, as the main stakeholder, has been secured to implement this project under the supervision of a Technical Officer at NATReSA. This is a gender-sensitive programme so as to recognise and respond to the different needs and constraints women may encounter while being in the shoes of the three different roles assigned to them by society, name production, reproduction and community management. Many women have been trained and given information about drugs, HIV and AIDS, their bodies and sex, women and alcoholism, parenting and life skills, etc. It is a proven fact that women play a key role in the struggle against the plagues of alcoholism and drugs. Unfortunately, we note an increase in substance and HIV/AIDS among women. Prevention programmes organised lay emphasis on the importance of communication skills in the family unit, parental responsibility without forgetting the disastrous effects of alcohol and drugs. We also draw the attention of women on the dangers of foetal alcoholism during pregnancy. Training and empowerment is regularly provided through workshops and seminars.

Rodrigues has been brought on board concerning this project. Women Social Leaders have been trained and many others informed on substance abuse and its complex problem.

9.5 Family Project

As it is largely recognised that drug problems have a profound impact on families, NATReSA has embarked on the Family Project, with a new orientation, so as to reduce and prevent families undergoing serious stress and threats of dysfunction due to substance abuse. The close collaboration of the Social Welfare Division of the Ministry of Social Security, National Solidarity and Senior Citizens Welfare & Reform Institutions has been solicited to implement this project. Since July 2007, Social Welfare Committee Members and Social Workers are being trained in substance abuse prevention, parenting skills and societal values so as to give families a fighting chance to resist drugs. Family-oriented ongoing educational and motivation programmes are being held at Social Welfare Centres to keep families informed on this scourge, henceafter to encourage young people to "choose the power of a drug-free lifestyle".

9.6 Community Prevention Programme

This prevention service falls under the responsibility of a Technical Officer of the Agency and is available to Community Leaders of the republic on demand. It operates after working hours and also in weekends and on public holidays. This programme lasts 6 to 8 weeks and is run by a team composed of a leader and 3 to 4 social workers and collaborators coming mainly from funded centres. Our collaborators are AIDS Unit, Befrienders, Ligue Vie et Santé, Brahma Kumari etc. The programme starts after a need assessment meeting between the team of intervention and the participants. Several modules, such as Substance Abuse, Violence, Suicide, Sexual Abuse, HIV and AIDS Prevention are being dispensed to the audience during CPP Sessions. The organiser has only to look for an appropriate venue and

mobilise those willing to undergo this training, all other expenses being incurred by NATReSA. Each participant is awarded a certificate after completion of programme and they take the engagement to launch and Alcohol Drug AIDS Prevention Team (ADAPT) in order to pursue the mission started. NATReSA continues to extend support and facilities so that ADAPT cells remain active.

We are convinced that PREVENTION is the main protective barrier against the scourges of substance abuse and HIV/AIDS. This is why we extend same facilities to Rodrigues without forgetting Agalega. However, due to communication problems, it is difficult for us to be active in Agalega and a social worker from the island comes to Mauritius for training and empowerment so that in turn he transmits the prevention messages to fellow country men in Agalega. Officers at the agency have the responsibility to conduct ALL prevention programmes and they also have to see to it that follow-up activities are organised.

10 OUR TREATMENT AND REHABILITATION CENTRES

At the Treatment and Rehabilitation Centres under the aegis of NATReSA, we offer a panoply of free services towards treatment and rehabilitation of those who are affected by substance abuse. The Treatment and Rehabilitation Centres are as follows:

10.1 Centre d'Accueil de Terre Rouge

Address	Village Council Road, Terre Rouge
Telephone No.	248 7041
Fax No.	249 2498
Email	cdadtr@intnet.mu
Contact Person	Mr. José Ah Choon
Days Open	24-hour residential basis
Hours of Opening	10.00 hrs to 17.00 hrs (for official matters and visitors)
Services Offered	Residential Programme for 9 weeks. Advice and counselling, day care services, prevention sessions, information sessions on nutrition, sexuality, welfare, healthy lifestyle, swimming, physical exercise, “Decouverte de Dieu”, yoga, etc. Counselling of alcohol patients at Brown Sequard Hospital
Referral Sources	Family contact, public/private medical practitioners, court, prison, NATReSA, etc.
Condition of Acceptance	A substance abuser, above 18 years old, taking his own decision to quit substance abuse. Must undergo medical detox prior to the admission at the Centre. For first contact the patient must be accompanied by a family member or other relative. No fee is charged. No distinction on race, creed and colour. Only male patients are admitted. Female patients may be seen at special meetings called ‘Reunion de Motivation’ and then referred to other Centres.
Catchment area:	Whole Mauritius

10.2 Centre de Solidarité Pour Une Nouvelle Vie

Address	Impasse Larcher, Rose Hill
Telephone No.	464 9980, 464 7815
Fax No.	464 3342
Contact Person	Mr. Fock Sen Ho Tu Nam
Days Open	<ul style="list-style-type: none">- Monday to Friday for official matters and first contact at Rose Hill- 24-hour for Therapeutic Residential Community at Solitude
Hours of Opening	09.00 hrs to 16.30 hrs for official matters at Rose Hill
Services Offered	<ul style="list-style-type: none">- The Centre at Rose Hill houses the Head Office and different units including first contact, medical detoxification, family therapy and aftercare. Female patients are thereafter referred to the Chrysalide Centre.- A Therapeutic Residential Community situated at Solitude lasting from 4 to 6 months offering individual, family, group, occupational and play therapies; giving counselling and advice on healthy lifestyles and maintaining a drug free personality- Social Reinsertion and follow-up- Prevention of Substance Abuse at community level and schools
Referral Sources	Parents, friends, ex-patients, medical practitioners, employers and NATReSA.
Condition of acceptance	A Substance Abuser above 18 years old accompanied by a responsible party at the Day Care Centre. No distinction on race, creed or colour.
Catchment area	Whole Mauritius

10.3 Dr. I. Goomany Centre for the Prevention and Treatment of Alcoholism and Drug Addiction

Address	Sir Edgar Laurent Street, Plaine Verte, Port Louis
Telephone	242 3016, 217 3734
Fax No.	242 6098
E-mail	goomany@bow.intnet.mu
Contact Person	Mr. Imran Dhannoo
Days Open	Monday to Saturday
Hours of Opening	Weekdays: 08.30 hrs to 17.00 hrs Saturdays: 08.30 hrs to 15.00 hrs
Services Offered	Day-Care multi-disciplinary programme based on individual, family and group therapies, counselling, medical detoxification, individual, group and family therapies, relapse prevention, aftercare and follow up programmes for male and female patients. Teen hope activities, prevention and education programmes at schools, community etc.
Referral Sources	Parents, friends, medical practitioners, courts, NATReSA and Probation
Condition of acceptance	Any substance abuser accompanied by a responsible party
Catchment area	Whole Mauritius

10.4 HELP De Addiction Centre

Address	c/o Hindu House, Cassis, Port Louis
Telephone	211 1835
Fax No.	210 6788
Contact Person	Mrs. Devika Rajkumarsingh
E-mail	hhcentre@intnet.mu
Days Open	Monday to Saturday
Hours of Opening	Weekdays: 08.30 hrs to 16.00 hrs Saturdays: 08.30 hrs to 12.00 hrs
Services Offered	Day-Care multi disciplinary approach, counselling, medical detoxification, individual, family and group therapies, occupational therapy and relaxation for male and female patients. Preventive campaigns and screening programmes in the community and schools. A Relay Centre operates at Triolet with similar objectives.
Referral Sources	Parents, friends, prisons, hospitals, self, workplaces, NATReSA, private medical practitioners
Condition of acceptance	Substance abuser (male and female), who have the will and motivation to quit substance abuse and be accompanied by a responsible party
Catchment area	Whole Mauritius

10.5 Sangram Sewa Sadan

Address	1, Balgobeen Road, St. Paul, Phoenix
Telephone/Fax	696 9710
Contact Person	Mr. Satya Prakash Torul
Days Open	Monday to Saturday
Hours of Opening	Weekdays: 09.00 hrs to 16.00 hrs Saturdays: 09.00 hrs to 12.00 hrs
Services Offered	<p>Day-Care centre offering facilities to substance abusers through counselling, medical detoxification, individual, family and group therapies, yoga, recreational activities, keep-fit exercise, positive thinking, reinsertion and follow up of male patients.</p> <p>A ten-week medical programme, whereby substance abusers benefit from the treatment protocol based on Codeine Substitution Therapy. Also refers patients for Methadone Induction at the Barkly Detoxification Centre.</p> <p>The Centre engages itself in community mobilisation preventing substance abuse.</p>
Referral Sources	Hospitals, courts, NATReSA, self and social workers
Condition of acceptance	Any substance abuser accompanied by a responsible party and abiding by the terms and conditions proposed by the centre.
Catchment area	Whole Mauritius

10.6 S.O.S. Alcool Femmes/Etoile D'Esperance

Address	Villa Road, Moka
Telephone/Fax	433 4229
Email	esperance@intnet.mu
Contact Person	Mr. Gilbert Leste
Days Open	24-hour residential basis
Hours of Opening	Weekdays: 09.00 hrs to 16.00 hrs for visitors and first contact
Services Offered	<p>Attending to the needs of alcohol dependent women. It offers support, medical treatment and counselling to these women on a residential basis. For those who cannot reside at the centre, day care services are available. Day care services are also provided at its relay centre at Rivière Noire.</p> <p>Various indoor activities such as handicraft, hairdressing, body care, etc are held at the centre to help women in their reinsertion process.</p> <p>The centre also organises prevention activities within the community and carries information session in the workplace.</p> <p>Psycho-social support is provided to female alcoholic patients admitted at the Brown Sequard Mental Health Care Centre.</p>
Referral Sources	Families, Friends, Hospitals and NATReSA
Condition of acceptance	Women alcohol abusers only
Catchment area	Whole Mauritius

10.7 Ayurveda Centre for the Treatment and Rehabilitation of Substance Abusers

Address	Swami Krishnanand, Seva Ashram Road, Callebasses
Telephone	243 0772
Fax No.	249 1873
Email	mgacentre@hotmail.com
Contact Person	Mr. Premchand Boojhawon
Days Open	Monday to Saturday
Hours of Opening	Weekdays: 09.00 hrs to 16.00 hrs Saturdays: 09.00 hrs to 12.00 hrs
Services Offered	Ayurvedic treatment including medication and ayurvedic detoxification massage. Education and counselling of substance abusers and close relatives. Building skills to counter relapse. Developing self-confidence in patients through yoga and meditation. Promoting aftercare lifestyle by involving patients in occupational therapy. Public awareness campaign in several localities to sensitise the public against substance abuse
Referral Sources	Family, Medical Practitioners, Friends, Self, NATReSA
Condition of acceptance	The patient should be free from using any substance prior to and during the period of treatment
Catchment area	Whole Mauritius

10.8 CHRYSALIDE CENTRE

Address	Royal Road, Bambous (near Football Stadium)
Telephone	452 5509
Fax No.	452 5504
Email	crysalid@intnet.mu
Contact Person	Miss Marlène Ladine
Days Open	24-hour residential basis
Hours of Opening	09.00 hrs - 16.00 hrs for official matters only
Services Offered	It provides medical treatment and rehabilitation of female substance abusers. The residential programme lasts for 6 months, after which, clients are reinserted in the society through job placements with the business community of the region. Women who have children below the age of 12 are allowed to keep their children with them during the treatment
Referral Sources	NATReSA, friends, family members, hospitals, Ministry of Women's Rights, Child Development, Family Welfare & Consumer Protection
Condition of acceptance	Only women who are affected by substance abuse
Catchment area	Whole Mauritius

10.9 NATIONAL METHADONE SUBSTITUTION THERAPY CENTRE, BARKLY (MALE)

Address	Sir F. Herchenroder Street, Beau Bassin
Telephone	466 6298, 466 7211, 454 5720
Fax No.	465 3748/454 9309
Contact Person	Dr. Taroonsingh Ramkoosaling
Days Open	24-hour residential basis induction phase
Hours of Opening	09.00 hrs to 16.00 hrs for official matters
Services Offered	Methadone Substitution Therapy for a capacity of 30 patients
Modus Operandi	<p>Clients for the National Methadone Substitution Therapy Centre are referred for maintenance by Treatment & Rehabilitation Centres. After having undergone a screening exercise, a preparation and motivation, their willpower and willingness to come out of drug addiction by the centres.</p> <p>After Residential Induction phase of 14 days, the drug addicts are sent back to regional hospitals for daily dose of methadone and referred to the Treatment & Rehabilitation Centres for intensive rehabilitation and follow-up and psycho-social support.</p> <p>The National Methadone Substitution Therapy Centre is receiving full support of the Ministry of Health & Quality of Life in terms of 33 Personnel 32 full time and 1 Psychiatrist part time. Main meals are also provided by the Brown Sequad Mental Health Care Centre as well as an ambulance with a driver round the clock.</p>
Condition of Acceptance	Patients admitted to centres would be required to abide by all rules and regulations of the centre.

10.10

NATIONAL METHADONE SUBSTITUTION
THERAPY CENTRE, WARD V - (FEMALE)

Address	Beau Bassin
Telephone	454 2071
Fax No.	454 9302
Contact Person	Dr. Taroonsingh Ramkoosaling
Days Open	24-hour residential basis induction phase
Hours of Opening	09:00 hrs to 16:00 hrs for official matters
Services Offered	Methadone Substitution Therapy for a capacity of 30 patients
Modus Operandi	<p>Female clients for the National Methadone Substitution Therapy Centre are referred for maintenance by Treatment & Rehabilitation Centres. After having undergone a screening exercise, a preparation and motivation, their willpower and willingness to come out of drug addiction by the centres.</p> <p>After Residential Induction phase of 10 days, the drug addicts are sent back to regional hospitals for daily dose of methadone and referred to the Treatment & Rehabilitation Centres for intensive rehabilitation and follow-up and psycho-social support.</p> <p>The National Methadone Substitution Therapy Centre (Ward V) is receiving full support of the Ministry of Health & Quality of Life in terms of 9 Personnel on full time basis and 5 Medical Officers Psychiatrist part time.</p>
Condition of Acceptance	Patients admitted to centres would be required to abide by all rules and regulations of the centre.

10.11 BEAU BASSIN DETOXIFICATION CENTRE (WARD 13)

Address	Brown Sequard Mental Health Care Centre, Beau Bassin
Telephone	454 2071
Fax No.	454 9309
Contact Person	Dr. Taroonsingh Ramkoosalsing
Days Open	24-hour residential basis
Hours of Opening	09.00 hrs to 16.00 hrs for official matters
Services Offered	Detoxification on Codeine based products on 14 days residential programme
Modus Operandi	<p>Clients for the Beau Bassin Detoxification Centre are referred for detoxification by Treatment & Rehabilitation Centres. After having undergone a screening exercise, a preparation and motivation, their willpower and willingness to come out of drug addiction by the centres.</p> <p>After detoxification on a residential basis of 14 days, the drug addicts are sent back to the Treatment & Rehabilitation Centres for intensive rehabilitation and follow-up.</p> <p>The Beau Bassin Detoxification Centre is receiving full support of the Ministry of Health & Quality of Life in terms of Medical/Paramedical Staff and Psychiatrist. Main meals are also provided by the Brown Sequard Mental Health Care Centre as well as an ambulance with a driver round the clock.</p>
Condition of Acceptance	Patients should be referred by the Centres. They would be required to abide by all rules and regulations of the Centre.

10.12 BEAU BASSIN DRUG FREE UNIT

Address	Central Prison, Beau Bassin
Telephone	401 6600
Fax No.	466 0618
Contact Person	Mr. L. Vijayarayanan
Days Open	Monday to Friday for Day Care Services from 08.45 hrs to 14.30 hrs and whole week for Residential Services
Services Offered	<p>Located in the compound of the Beau Bassin Prison, it offers a series of educational, prevention, recreational facilities and spiritual guidance, as well as, counselling to male prison inmates. Outreach within prison setting.</p> <p>NATReSA and Non-Governmental Organisation active in the field of drug demand reduction are regularly called upon to collaborate in the preventive and educational activities of the Unit.</p>
Conditions of Acceptance	Admission to the Unit is restricted to substance abuser prison detainees who volunteer themselves. Thereafter, they are assessed by the Assessment Team Committee to be admitted at the Unit.

10.13 WOMEN PRISON DRUG FREE UNIT

Address	Women Prison, Beau Bassin
Telephone	401 6600
Fax No.	465 6291
Contact Person	Mr. L. Vijayanarayanan
Days Open	Monday to Friday
Hours of Opening	09.00 hrs - 16.00 hrs for detainees only
Services Offered	<p>Located in the compound of the Women Prison, it offers a series of education, prevention, recreational activities and spiritual guidance, as well as, counselling to female prison inmates.</p> <p>NATReSA and Non-Governmental Organisations active in the field of drug demand reduction are regularly called upon to collaborate in the preventive and education activities of the Unit.</p>
Conditions of Acceptance	Admission to the Unit is restricted to substance abuser prison detainees who volunteer themselves. Thereafter, they are assessed by the Assessment Team Committee to be admitted at the centre.

11. OUR INITIATIVES AT RODRIGUES

The Ministry of Social Security, National Solidarity and Senior Citizens Welfare & Reform Institutions, through NATReSA, assists the Rodrigues Regional Assembly (RRA) in the prevention, treatment and rehabilitation of substance abuse. NATReSA is implementing prevention and education programmes in Rodrigues in collaboration with the Rodrigues Regional Assembly whereby Social Leaders, Women and Students are being empowered against substance abuse, especially alcoholism.

11.1 CENTRE D'ACCEUIL ET DE REHABILITATION DE ST. GABRIEL, RODRIGUES

Address	St. Gabriel, Rodrigues
Telephone/Fax No.	831 4611
Email	craccrod@intnet.mu
Contact Person	Mr. Jean Noël Samoisy
Days Open	Monday to Saturday
Hours of Opening	Weekdays: 09.00 hrs to 15.30 hrs Saturdays: 09.00 hrs to 11.00 hrs
Services Offered	<p>Day-Care Centre, motivation for detox at hospital, follow-up at centre or home (Service Ambulatoire), counselling, treatment, rehabilitation & reinsertion of patients are done at centre</p> <p>Prevention and regular sensitisation campaign all over Rodrigues including women's associations, schools, sites of works, clubs, hospitals and community</p> <p>The centre also supports recovered alcoholics for reinsertion programme for both male and female clients. The "Association des Ancients Buveurs" and the "Association des Conjointes des Ancien Buveurs" have been set up with a view to help in the recovery and reinsertion of alcoholics</p>
Referral Sources	Friends, patients, ex-patients, hospital and family
Condition of acceptance	All those who want to get rid of alcohol
Catchment Area	Rodrigues

11.2 CENTRE ALCOOLOGIE, PAILLE-EN-QUEUE

Address Mont Lubin, Rodrigues

Telephone/Fax No. 832 5415

Email craccrod@intnet.mu

Contact Person Mr Jean Noël Samoisy

Hours of Opening 24-hour residential basis

Services Offered It offers inpatient detoxification and relapse prevention programmes to alcoholics and drug abusers. It provides a human and complementary treatment for patients suffering from alcoholism and other drug addiction in Rodrigues. The duration of the stay of each patient is four weeks

Referral Sources Medical Practitioner, Family, Friends, Self, Courts, Hospital, Social Workers etc.

Catchment area Mauritius, Rodrigues and Outer Islands

12. OUR NETWORK OF NON-GOVERNMENTAL ORGANISATIONS

The self-help groups listed below assist NATReSA and the Treatment & Rehabilitation in the reinsertion of recovering substance abusers.

12.1 GROUPE 'A' DE CASSIS

Address	c/o Eddy Begué BK 141, Avenue des Rosiers, Le Hochet, Terre Rouge and La Caz A, 12 St. Georges Street, Port Louis
Telephone/Fax	248 2869, 212 7541, 255 0041
Email Address	ebegue@intnet.mu and lacaza@gpa-cassis.com
Contact Person	Mr. Eddy Begué
Hours of Opening	La Caz A - 09.00 hrs to 16.00 hrs Gymnasium, Cassis - 16.00 hrs to 19.00 hrs
Services Offered	Engaged in the education and prevention of substance abuse in the community. Provides counselling for drug addicts at “La Caz A”. supports young people and provides gymnasium facilities at Cassis.

12.2 PASSERELLE

Address	Route Nicolay, Port Louis
Telephone	216 1764
Fax No.	212 1775
Contact Person	Brother Antonio
Days Open	24-hour residential basis
Hours of Opening	09.00 hrs - 16.00 hrs for administrative purpose
Services Offered	Passerelle offers residential facilities to ex-prison detainees, people affected from AIDS and who are affected by substance abuse and who are homeless. A multi-disciplinary reinsertion programme is adopted at the centre, whereby much emphasis is laid on occupational therapy. The centre also arranges job placement for those who are able to take a job.
Referral	Social Workers, Friends, Religious Organisations
Catchment Area	Whole Mauritius

12.3 GROUPE ELAN

Address	Ex-Imprimerie Père Laval, 28 Nicolay Road, Port Louis
Telephone	686 9436, 217 3874
Fax No.	686 9542, 217 3874
Contact Person	Mr. Lindsay Aza
Days Open	Monday to Friday
Hours of Opening	09.00 hrs to 16.00 hrs
Services Offered	Reinsertion programmes for ex-detainees, ex-substance abusers and adolescents released from Reform Institutions. Facilitates the obtention of Certificates of Morality. Sensitises public opinion, organises family meetings and job placements.
Referral	Social Workers, Friends, Families
Catchment Area	Whole Mauritius

12.4 EXEMP

Address	Avenue Langlois, Plaisance, Rose Hill
Telephone	701 4440
Fax No.	NIL
Email	NIL
Contact Person	Mr. Iqbal Oozeer
Days Open	Everyday on a residential basis
Hours of Opening	24 hour service
Services Offered	<p>Since January 2008, EXEMP is located at the above address and operated as a Residential Centre which supports ex-drug addicts and ex-detainees during their rehabilitation programme. The residents come mostly from families who are reluctant to support them or who have no family or their own.</p> <p>It caters for about 8-10 persons at a time and depends on parents' and volunteers' financial aid.</p> <p>EXEMP carries out several prevention and educational campaigns, especially in the vicinity of Beau Bassin and Rose Hill, to inform the public, especially the youth, on the ill effects of substance abuse</p>
Referral	Friends, Social Workers, Self, Media
Catchment Area	Whole Mauritius

12.5 ASSOCIATION KINOUETE

Address	Nicolay Road, Port Louis
Telephone	217 3484/5
Fax No.	217 3486
Email	assokinouete@intnet.mu
Contact Person	Ms. Juliette François
Days Open	Monday to Friday
Hours of Opening	09.00 hrs - 16.00 hrs
Services Offered	Empowers detainees and ex-detainees (male & female) through a variety of activities to help in their positive reinsertion into the community. Individual and group therapies are held. Referral to existing services is also made. Medical, legal and psychological assistance are provided.
Referral	Prison Services, Friends, Social Workers
Catchment Area	Whole Mauritius

11.6 ALCOHOLICS ANONYMOUS

Address	B.P 98, Rose Hill
Telephone	302 6093
Days and Hours of Opening	<p>Mondays: Parish Hall, Immaculé Conception Church, St. George Street, Port Louis at 17.00 hrs <u>Contact Person:</u> Roland on 234 5362</p> <p>Tuesdays: Parish Hall, St. Claire Church, Royal Road, Goodlands at 18.00 hrs <u>Contact Person:</u> Guy on 283 8053</p> <p>Tuesdays: Parish Hall, Sacré Coeur Church, Royal Road, Beau Bassin at 18.00 hrs <u>Contact Person:</u> Mario on 464 9179</p> <p>Thursdays: Parish Hall, Mon Martre Church, Royal Road, Rose Hill at 18.00 hrs <u>Contact Person:</u> Roland on 234 5362</p> <p>Saturdays: Parish Hall, Visitation Church, La Caverne, Vacoas at 16.00 hrs <u>Contact Person:</u> Mario on 464 9179</p> <p>Saturdays: Parish Hall, St. Ursule Church, Hospital Road, Flacq at 16.30 hrs <u>Contact Person:</u> Jean Marc on 755 8482</p>
Services Offered	A twelve-steps of total abstinence recovery programme for alcoholics in order to help them attain and maintain sobriety through sharing of experiences, strength and hope at the above meetings.
Referral	Parents, Friends, Alcoholics Anonymous Members, Social Workers and “WALK IN” in any of the above meetings.
Catchment Area	Whole Mauritius

12.7 YOUTH FOR CHRIST

Address	Allée Brillant, Branch Road, Phoenix c/o Mr. Cyril Palan, Logos Publicity Ltd, PO Box 522, Port Louis
Telephone	212 9553/57, 254 0150
Fax No.	212 6197
Email	Logos@intnet.mu cyrilpalan@logospublicity.com
Contact Person	Mr. Cyril Palan
Days Open	Saturday & Sunday
Hours of Opening	14.00 hrs to 18.00 hrs
Services Offered	Organises activities for the youth related to sports, education, music, outings/camping, training and counselling programmes. Caters for the youth, especially from underprivileged areas. Organises prevention programmes on Drugs, HIV and AIDS for the youth. The NGO lays great emphasis on spirituality for the proper development of the NGO.
Catchment Area	Whole Mauritius

12.8 COMITE QUARTIER DE LA RUE LA PAIX
ET DES RUES AVOISINANTES

Address	108, Bis La Paix Street, Port Louis
Telephone	241 5987, 241 5390
Contact Person	Mr. Feizal Sheik Fareed
Services Offered	Involved in prevention of substance abuse in the locality. Works is close collaboration with the “Forces Vives” in the region to fight against substance abuse. Counsels and refers substance abusers to Treatment Centres.
Catchment Area	Plaine Verte and the vicinity of Port Louis

12.9 MAURITIUS ORGANISATION ON DRUGS AND AIDS (MODA)

Address	88, Raoul Rivet Street, Port Louis
Telephone	775 1507
Email	Moda-mtius@yahoo.co.uk
Contact Person	Mr. Ravin Lahootun
Days Open	Monday, Wednesday, Friday
Hours Open	16.00 hrs to 19.00 hrs
Services Offered	Prevention of Drug Abuse and AIDS by: (i) Information, Education and Communication at Outreach Programmes (ii) Training of Social Leaders at Workshops, Seminars (iii) Needle Exchange Programme starting at Curepipe and propose to implement at Plaine Magnien, Mahebourg, Cité Richelieu and Pamplemousses
Catchment Area	Whole Mauritius for its preventive and education campaign

12.10

YOUTH NETWORK OF MAURITIUS

Address	Rivière des Creoles, Mahebourg & c/o Trilochun Chambers 4th Floor, Concordia Building Bonne Terre, Vacoas
Telephone/Fax	631 1147
Email	youthnetmauri@intnet.mu
Contact Person	Mr. Munsoo Kurrimbaccus
Days Open	Every Thursday at Vacoas
Hours of Opening	16.00 hrs - 18.00 hrs
Services Offered	Information, education, empowerment and training of youth and the community at large for a positive and sustainable human development. It militates for the emancipation and promotion of human rights. Prevents substance abuse, HIV and AIDS through education and promotes treatment and rehabilitation of substance abusers
Catchment Area	Grand Port/Savanne Districts

12.11

LIGUE VIE ET SANTE

Address	BP 98, Rose Hill or 10 Paul Badaut Street, Rose Hill
Telephone	454 7467, 466 5769
Fax	464 2221
Email	sdamru@bow.intnet.mu
Contact Person	Pasteur Aniel Barbe
Day Open	Monday - Saturday
Hours of Opening	09:00 - 16:00 hrs
Services Offered	Psychosocial Support, Counselling, recreational and educational activities, especially for Youth Education and Prevention of tobacco use and abuse
Referral	Friends, Families, Social Workers
Catchment area	Whole Mauritius

13. OUR REFERRAL PROCEDURES

A person who is directly or indirectly affected by drugs and who is in need of help may phone, write or call in person at NATReSA. The person will be informed, counselled and referred to a Treatment & Rehabilitation Centre, except National Methadone Substitution Therapy Centre, Barkly, Detoxification Centre, Beau Bassin and the Prison Drug Free Centres. The person would be informed, counselled and referred to treatment, if required, accordingly.

14. OUR SUBSTANCE ABUSE INFORMATION SYSTEM

NATReSA compiles data from all sources such as Treatment & Rehabilitation Centres, Ministry of Health & Quality of Life, Ministry of Women's Rights, Police Force, Prisons Service, etc, in a view to continuously upgrade its information system and to provide up-to-date data to the public on substance abuse prevention, treatment and rehabilitation. It has intensified research on substance abuse in close collaboration with the Centre for Applied Social Research (CASR) exploring "Patterns and Trends of Alcohol and Other Drug Use in Mauritius" and a report is published on a bi-annual basis.

15. IMPORTANT INFORMATION

15.1 Drug Abuse

The drug problem remains one of the main social problems, high on the list, which increases the toll on the human race.

The use of psychoactive substances have been part of the society for a long time. At the beginning of the 20th century, drug problems came on the scene. Cannabis, Brown Sugar (Raw Heroin) and other adulterated forms of illegal drugs are being continuously used and abused by people. A shift increase of the drug pattern through injection has contributed to an increase of HIV patients, although this is not the only route of transmission of the virus.

15.2 Legal Framework

The relevant current legislations regulating drug control supply and demand reduction are:

- a) The NATReSA Act
- b) The Dangerous Drugs Act 2000 (as amended in August 2003)
- c) The Pharmacy Act 1983
- d) The Financial Intelligence and Anti Money Laundering Act 2002 (as amended in 2003)
- e) The Road Traffic Act 1962
- f) HIV and AIDS Act 2006
- g) The Excise Act 1994

The main piece of legislation relating to drug control supply reduction is the Dangerous Drugs Act 2000, which has been amended on several occasions to strengthen its provisions.

15.3 The Main Drug Dealing Offences (Section 30 of DDA 2000 and Section 30 of DDA Act (Amendment)2003)

Any person who unlawfully:

- a) organises, manages or finances any of the offences specified in this section;
- b) imports, exports, causes to be imported or exports aids, abets, counsels or procures the importation or exportation of any dangerous drug;
- c) produces, manufactures, extracts, prepares or transforms any dangerous drug;
- d) offers, offers for sale, distributes, sells, brokers, delivers or transports on any terms whatsoever, dispatches, or dispatches in transit any dangerous drug;
- e) cultivates opium poppy, coca bush or cannabis plant;
- f) possesses, purchases or offers to purchase any dangerous drug for the purpose of any activity in this section;

shall commit an offence and shall, on conviction, be liable:

- (i) where the offence is in respect of a dangerous drug specified in part I of Schedule I, to a fine not exceeding one million rupees and to penal servitude for a term not exceeding 20 years.
- (ii) where the offence is in respect of a dangerous drug specified in Part II of Schedule I, to a fine not exceeding one million rupees together with penal servitude for a term which shall not be less than 5 years and not more than 20 years.

15.4 Unlawful Use of Drugs (Section 34 of DDA Act (Amendment) 2003)

Any person who unlawfully:

- (a) smokes, inhales, sniffs, consumes or administers to himself or any other person, in any way whatsoever, any dangerous drug;
- (b) possesses, purchases, offered to purchase or transports any dangerous drug;
- (c) has in his possession any pipe, syringe, utensil, apparatus or other article for use in connection with smoking, inhaling, sniffing, consuming or the administration of any dangerous drug

shall commit an offence and shall, on conviction, and subject to subsections (2) and (5), be liable to a fine not exceeding 50,000 rupees and to imprisonment for a term not exceeding 2 years.

16. CLIENTS RIGHTS AND OBLIGATIONS

While NATReSA has been entrusted with specific duties and responsibilities under the NATReSA Act No. 25 of 1996, users also have their rights and obligations.

- clients should abide by rules and regulations set at each Treatment & Rehabilitation Centre
- clients should take medicines as and when prescribed by Medical Practitioner during treatment
- clients are advised to promptly attend all meetings and sessions
- clients should not show violence during treatment. Bad behaviours and attitudes towards each other and the personnel will not be tolerated
- Any harmful substance alcohol and drugs are strictly prohibited on the premises of Treatment Centres
- clients are advised to respects the time table set for each activity at centre
- The aim of any programme is to allow a client to enjoy drug-free life. Therefore, the client should avoid all drugs, unless prescribed by a Medical Practitioner for treatment.