

INFORMATION SHEET FOR FAMILY AND FRIENDS

TELEPHONE:

We welcome your phone calls. Phone use is limited to 10 minutes each session in order that all our clients may have time to talk with friends and family.

Client phones will ONLY be answered during the phone times listed below:

Monday through Friday	Saturday	Sunday
8:00 a.m. to 9:00 a.m.	8:15 a.m. to 9:15 a.m.	8:15 a.m. to 9:15 a.m.
12:30 p.m. to 1:00 p.m.	10:15 a.m. to 10:45 a.m.	9:45 a.m. to 10:15 a.m.
2:30 p.m. to 3:00 p.m.	12:30 p.m. to 1:00 p.m.	12:30 p.m. to 1:00 p.m.
5:30 p.m. to 7:00 p.m.	2:30 p.m. to 5:00 p.m.	2:00 p.m. to 5:00 p.m.
9:00 p.m. to 11:00 p.m.	9:00 p.m. to 11:00 p.m.	9:00 p.m. to 11:00 p.m.

Please respect these times and do NOT attempt to call during other times in the day. Clients are very busy with treatment programming and additional phone calls take them away from these experiences. If you have an emergency and need to get a hold of someone quickly during other times, please call the CA staff desk at: (641)424-0863. This number is answered 24 hours per day.

VISITATION:

Visitation times are:

Saturday 3:00 p.m. to 5:00 p.m.

Sunday 2:00 p.m. to 5:00 p.m.

Residential clients are eligible for visitation upon admission to the program. We encourage family contact and visits. Please note that residents are limited to three visitors at any one time. (This does not include a client's children/stepchildren). It is expected that children will be supervised by the parent/client while on the unit. Clients must sign a release consent form for any visitor to be allowed entry to the unit. Releases can be signed Monday through Friday during the day with the client's primary counselor.

A family MATRIX group is offered from 9 a.m. to 12 noon on two Saturday mornings per month. Clients and family members must sign up for this group ahead of time. Upon completion of the family MATRIX group, clients may have additional time with family by going out to lunch with them.

After clients have completed 21 FULL days of programming, they are eligible for one 8-hour pass or two 4-hour passes off campus. This time can be spent with family or friends if the client so chooses. Please

note that there is no other visitation time scheduled. The therapy schedule is very busy and we ask that you respect these visitation times.

When visiting, please DO NOT bring in the following: Cell phones, cameras, food or beverages, or non-prescription medications. We would also ask that you refrain from use of tobacco or tobacco products while on site. We work hard to protect the confidentiality and safety of our clients and these guidelines help us to do this successfully.

SPECIAL DIETARY NEEDS

Mealtimes are developed with the approval and supervision of a licensed dietician. Meals are planned and prepared by qualified cooks, along with client assistance, in-house. We will do our best to accommodate special dietary needs; however, it is important that these needs be clearly communicated prior to a client's admission to services so we can adequately assess whether these needs can be met within our system. We ask that family members NOT bring in special foods.

We feel privileged to be able to serve your family member and you and want to hear from you. Provide any feedback you feel comfortable with, by using the contact numbers below:

RESIDENT PHONES:

(641)423-9680

(641)424-8209

(641)423-5336

CA STAFF STATION:

(641)424-0863 (24 Hrs)

MAIN NUMBER:

1-866-429-2391

(641)424-0783 (Fax)

(641)424-2391

MAILING ADDRESS:

PO Box 1338

Mason City, IA 50402