

# START FAMILY GROUP/VISITATION GUIDELINE

Revised 1-2023

After the client has successfully completed 14 days of treatment at START, they will be entitled to visitation the following Sunday. To be allowed visitation with your family member you must attend family group. Family Group begins promptly at 2:00PM and usually lasts until 3:30pm. If you are 15 minutes late for group, you will only be allowed to visit for 15 minutes, it is a good idea to try to arrive around 1:45pm. You must call with a legitimate reason if you are going to be late. If you are more than 30 minutes late, even if you called with a legitimate excuse, you will not be allowed to visit. Family visitation occurs after group session (from 3:30 to 5:30 pm)

## RULES FOR VISITATION

- Only two immediate family members are allowed at visitation. (example: mother, father, grandparent, siblings, guardian, stepfamily members are included) If you are not on the visitation list, you are not allowed to remain on START property during visitation.
- All visitors must be 13 years of age or older. Anyone over 15 must show some form of identification (license).
- A confidentiality contract must be signed on your initial visit.
- NO FOOD, DRINKS, GUM and/or CANDY ALLOWED to be brought in the building.
- All items must be pre-approved by primary therapist BEFORE visitation day (client responsibility).
- Visitors must wear appropriate clothing. Example: No short shorts, low cut tops, halter-tops, or see-through clothing. Under garments must be worn.
- Visitors cannot bring any type of nicotine product, cell phones, mobile devices, camera, purses, CD player or CDs, or backpacks into the facility. **NO SMOKING WILL BE ALLOWED ON THE PROPERTY.**
- Once you enter the building you CANNOT return to your vehicle.
- Visitors must remain in the visitation areas—living/dining room area.
- All items for clients must be screened by clinical staff.

We reserve the right to end visitation if necessary. Breaking any of the above rules could result in terminating your rights to visitation in the future.

## PHONE CALL

You are welcome to call daily and leave a message for your family member (with a signed release). The client can make or receive phone calls on the nights according to their level. The call list is also limited to immediate family members. Calls take place between 7:00 and 9:00pm. Phone calls cannot be split up or saved. If you attend a support group meeting and bring in written documentation signed by someone attending the meeting you will be given an extra 10-minute phone call with your child.

- Egg: No phone calls
- Caterpillar: Friday Nights – 5 minutes
- Cocoon: Tuesday and Saturday Nights – 5 minutes each night
- Butterfly: Monday and Thursday Nights – 10 minutes each night.

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