

# Visitation

## Welcome to Ashley Addiction Treatment.

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### Total family commitment can make all the difference in lifelong recovery.

Your loved one chose life when they chose Ashley to heal from their substance use disorder. And while we will play a large role in their recovery journey, so will you. Recovery starts here and then continues in the life that your loved one creates for themselves.

We've developed a comprehensive treatment plan for your loved one that integrates medical, psychological, spiritual and holistic care. As they work through the 12-Step process, they'll learn more about the disease of addiction and gain the tools needed to live a happier, healthier life that's free of substance use. Following their inpatient treatment, your loved one will receive a continuing care plan that helps them transition into everyday life. They'll need your support to maintain sobriety and continue their journey.

### Planning for Your Visit

The privacy and safety of our patients are of the utmost importance to us. So, we ask that patients' loved ones understand our policies and procedures prior to visiting our campus.

- Patients are not permitted to have visitation during the first seven days of treatment. This gives them the opportunity to settle in and affords loved ones well-deserved time for themselves.
- Patients are encouraged to visit with loved ones after seven days. We know our patients look forward to the support and encouragement that results from visitation and that family members enjoy the opportunity to witness their loved one's progress first hand.
- Each patient may invite up to three adult visitors and as many children (ages 17 and under) as they wish for visitation each week.
- Under the Americans with Disabilities Act (ADA), we welcome the use of service animals by any person with a disability. However, comfort or emotional support animals, according to the ADA, are not considered service animals and therefore are not permitted.

Please ensure that the patient you wish to see has submitted your name for the visitation list. If you are unsure, call in advance to verify. We must turn away anyone whose name is not on the list, as we take the security of your loved one very seriously.



Visitation begins each Sunday with an orientation at 1 p.m. and ends at 4:15 p.m. Visitors should arrive between 12:30 and 12:59 p.m. Any visitors arriving late may be required to wait before receiving approval to proceed with the visit.

Visitors will be directed by a member of the Clinical Aide department to enter Abraham Hall at 12:30PM. Any arrivals before that time will be asked to wait in their vehicles. Upon entering Abraham Hall, visitors will be required to sign the Confidentiality Acknowledgment Form before attending the brief orientation. Any care packages for the patients will be collected by a Clinical Aide, labeled, searched for safety precautions, and stored in an adjacent room until visitation has ended. Patients will receive their care packages once all visitors have left the campus.

## Things to Remember During Your Visit

If you're visiting Ashley for the first time, welcome! We're passionate about connecting with our patients' families and hope you enjoy your time in this transformative place. Please read the following guidelines and abide by them for the entirety of your visit:

- Wear your visitor's badge at all times.
- Leave all cell phones, purses, cameras, backpacks or totes in your car.
- Pets are NOT authorized on Ashley's campus.
- Drugs, alcohol, drug paraphernalia and weapons are NOT permitted on campus.
- Refrain from having sensitive conversations during visitation. You can arrange to have these conversations with your loved one's primary counselor on another day.
- Do not take your loved one home prematurely. We're taking excellent care of them.
- Leave any packages that you've brought for your loved one with the Clinical Aide Department in Abraham Hall.

- This is a medical facility. Do not give food or medication — over-the-counter or prescription — to any community member.
- There are designated areas for visitation. These will be reviewed during the visitation orientation at 1PM. All patient rooms are off limits for visitation.
- Please observe the identified smoking and non-smoking sections of campus.
- Community members are not allowed to leave the premises, including to walk the "loop" with visitors or go to the parking lot for any reason.
- Do not go beyond the white fence by the water or into the woods.
- Please stay on public pathways.

## How You Can Help

It takes participation from an entire family for patients to get well and enjoy everyday experiences with their loved ones again. We encourage you to learn about and participate in our family recovery programs.

## A Legacy of Compassionate, Effective Care

Our founders, Mae Ashley Abraham and Father Joseph C. Martin, believed we should treat substance use disorders differently. To them, SUD was a disease — a disease they both lived with. And they knew the only path to lifelong recovery was one of understanding and empathy. Their legacy has helped more than 45,000 patients and 100,000 family members heal their minds, bodies and spirits. We know that recovery means everything. And we know that recovery is possible.