

POLICY MANUAL

Subject: Visitation and Phone Calls

Effective Date: 01/91

Initiated By: Mike Todd
Randy Lea

Approved By: James B. Moore
Executive Director

Review Dates: 12/93, 10/12 Committee
2/14 Committee, 4/15 Committee

Revision Dates: 01/10 Committee
02/11 Committee, 4/15 MH

POLICY:

Visitation is a powerful therapeutic intervention that serves as a window into family/significant other functioning and interaction. As such, it is one of the tools that Cumberland Heights staff can use in developing treatment goals and objectives that focus on strengthening the support systems and recovery environment for each patient. Each residential program allows and encourages family/significant other visitation on a weekly basis. Adult Program patients at Cumberland Heights shall have visitors on Sundays from 1:00 p.m. to 4:00 p.m., except where special permission is given by the Counselor. If the patient invites someone for the Spiritual Service or Meditation Group the visitor may stay for lunch with visitation afterward.

PROCEDURE:

1. Patients are advised about confidentiality laws stating that Cumberland Heights is not allowed to reveal to anyone the identities of patients without valid written consent.
2. Patients and family members/friends are informed about visitation times and restrictions at the time of admission.
3. All visitors must arrive at the main building and sign in and obtain a Guest Badge. The patient will be notified that visitors are present.
4. Visitors may only visit in designated areas. No visitors are allowed in sleeping quarters or cabin areas.
5. Any goods brought to patients must be given to Receptionist on duty. Counseling staff search packages prior to contents being given to the patient. Adolescent staff will conduct a second search of packages in the youth building prior to contents being given to the patient.
6. Visitors who are not able to visit during scheduled hours must be approved in advance by the Counselor.
7. Upon arrival patients are informed regarding telephone policies.
8. Telephone calls cannot be received for patients on Cumberland Heights' business phones.
9. Messages for patients cannot be taken by non-counseling Staff members.
10. Restrictions on visitors or phone calls are made for therapeutic reasons and reviewed by the treatment team. Any restrictions are documented in the patient file.
11. Guests are allowed on campus unless the clinical team deems them not appropriate and will communicate this to the appropriate staff.