

# THE COUNSELING CENTER

## FAMILY/LOVED ONES CONTACT

### Phone Contact:

The Counseling Center wishes to be very supportive of client contact with family and friends.

Persons staying in housing will be able to make a phone call the evening of their first day in services.

The next 7 days will be a period of adjustment. Phone calls will resume on the 8<sup>th</sup> day. Residents can have access to their cell phone when not involved with treatment activities.

Residents are unable to accept incoming phone calls as they are involved in treatment programming. However, urgent messages can be left for the client. Clients will need to give written permission in order for staff to acknowledge, even to a loved one, that they are in services. The confidentiality of our clients is protected at all times.

### Visitation/Passes:

Visitation for those staying in supportive housing occurs on Sunday between 1 and 5 pm. This time period will be divided into two sessions – 1 to 3 pm and 3 to 5 pm. Clients may have up to 4 visitors at a time beginning their 2nd weekend in treatment. All visitation occurs at the homes where clients are residing.

Clients are eligible to apply for a pass as follows:

45-60 days – 8 hours (Sat. or Sun. – return by 9 pm)

75-90 days – 12 hours (Sun. - return by 9 pm)

24 hours (leave Sat. by 6 pm, return Sun.)

Visitation and passes are very important to everyone and can do much to keep all encouraged. However, it is also normal for residents to sometimes consider leaving the program after visiting or spending time at home. Individuals should be open about these feelings and will be encouraged to remain in the program as such will benefit the entire family.

### Mail/Other items:

Residents do not need a great deal of money while in treatment as their needs are met. They occasionally may wish to use a vending machine or purchase personal items at the store. Pre-paid cards, such as Visa, are the simplest choice. Western Union can be accessed at the Kroger store and Money Grams through CVS pharmacy.

Initially, mail can be sent to **any** client at this address and it will be distributed to the proper residence:

The Counseling Center Inc., 411 Court St., Portsmouth, OH 45662 (740-354-6685)

After obtaining the site address, mail can be sent to that housing location.

Family and friends can drop off needed items at the client's supportive housing residence one day each week between the hours of 6 and 8 pm Monday – Friday AND bring items to visitation on Sundays. If this time frame presents a problem, other arrangements can be made if necessary.

# RESIDENT CHECKLIST OF ITEMS NEEDED/PERMITTED

- Driver's License
- CURRENT Insurance Card
- ODJFS Food Card
- Clothing for 7 days (on-site laundry facilities)
- 2-3 pair of shoes (max)
- Jacket/coat (seasonal)
- Hygiene items (soap, shampoo, razors, deodorant, shaving cream, Tooth brush/paste)
- 2 Towels/wash cloths (optional)
- Tobacco products
- Spending money (small amount)
- Cell phone
- Calling card (optional)
- Pillow/Bed Linen (optional, new)
- Envelopes/stamps (optional)
- MEDICATION (PROVIDE AT ADMISSION/STAFF WILL SECURE)

\*There is limited storage for clothing. Please consider what is necessary.

**THE COUNSELING CENTER, INC IS NOT RESPONSIBLE FOR LOST/STOLEN PERSONAL PROPERTY**