



Family and Friends Visitation Handbook

Planting Seeds of Change...

Welcome to Allumbaugh House.

The leadership and treatment staff would like to welcome you to Allumbaugh House. We understand that addiction and mental health disorders can create turmoil and disrupt entire family systems. We appreciate your support and investment in the life of your loved one. During your time with us, we hope to help you realize that Allumbaugh House is the first step towards freedom from addictive behaviors and emotional well-being. We also want you to know that you are not alone in this journey and there is hope. Family involvement in recovery is critical to the creation of new family dynamics and supports the client on their road to recovery and wellness.

While a great deal of attention is currently focused on the needs of your relative, friend or loved one, it is equally important that you take care of yourself. It is common for one or more family members to feel overwhelmed and/or develop unhealthy coping skills in response to their loved one's addiction or mental health disorder. We encourage you to take this time to investigate resources designed to support family and friends. In the Treasure Valley, three commonly accessed resources include:

- Al Anon Family Groups 208.344-1661 Email address al.anon.idaho@gmail.com
- Pathways Community Crisis Center 1-833-5-CRISIS (27-4747)
7192 Potomac Drive Boise, ID 83704
- NAMI Treasure Valley Chapter (National Alliance for Mentally Ill) 208-376-4304
- Celebrate Recovery 208.680-7096 Brad or 208.871-5694 Jim Email address:
trackdaddy1@yahoo.com
- AA meeting information: www.idahoarea18aa.org
- NA meeting information: www.sirna.org

If you discover another community resource that you suggest we share, please let us know!

Thank you again for coming to Allumbaugh House and being a part of your loved one's recovery.

-The Leadership and Staff of Allumbaugh House

Updated 2/2020

Commonly Asked Questions:

How can I call someone at Allumbaugh House?

The patient phone number is 208-377-9669 ext. 2

The patient telephone is available daily from 7:00 am to 11:00 pm. The phones are off during scheduled group times. (daily group times are 9:30am, 11a, 2pm, 4pm and 9:00pm *groups are 1 hr in length) The patients will be in charge of answering the phone and managing the calls. We are asking that phone calls be limited to 10 minutes each as all the patients share the phones. Long distance calls cannot be made from this phone.

To contact the treatment staff, use the main phone 208-377-9669 and leave a message in our general voicemail box. We currently do not have a 24/7 receptionist. We realized that it can be frustrating to not have an immediate answer to your questions, but we ask that you understand the treatment staff's first priority is to make sure the client's are getting their full attention. Messages will be answered within 24 hours.

How can I see someone at Allumbaugh House?

Visitation occurs from 6:30 to 8:00pm on Sunday and Tuesday evenings. To be able to see your family member and/or friend you will need to check in at least 15 minutes early. Because of space limitations, we ask that visitors be limited to 2 at a time per client. Visitation occurs in the group room and visitors are not allowed in client's room or the treatment unit. We ask that children under the age of 18 not be brought to visiting.

All persons entering Allumbaugh House are required to sign in on Visitor sign-in sheet located in the lobby. Please notice that when signing in as a visitor, you are agreeing to the Allumbaugh House confidentiality policy as discussed on the sign-in sheet. Please leave your cell phones, coats, purses, bags, food and drink, or other disallowed items* in your vehicle. For safety purposes, a client telephone is provided at Allumbaugh House. We ask that your loved one not use your cell phone.

Treatment staff reserves the authority to cancel or modify visitation, especially when a client or visitor is not behaving appropriately or when there are safety concerns.

What happens during visiting?

At the onset of visitation, we host a required multi-family meeting. The meeting starts promptly at 6:30 pm, and last approximately 15 minutes. The family meeting is led by an Allumbaugh House treatment staff member. During the meeting, the Treatment staff will introduce you to Allumbaugh House, discuss the programming and treatment provided, and address questions and concerns you might have.

Following the meeting, you will have approximately 1 hour to visit with your relative, friend or loved one. An Allumbaugh House treatment staff will be present to participate in individual conversations, answer any questions as they arise or may help schedule follow up family meetings as are appropriate.

Can I bring things for someone at Allumbaugh House?

Yes! Patients are allowed to have personal items during their stay. We believe personal items can help your loved one feel comfortable and they bring a touch of familiarity to a new setting. However, we have a few processes in place to assure that Allumbaugh House is a safe place for everyone. We ask for your support in this endeavor.

Any items being delivered to patients must be given to the treatment staff. At that time any clothes, coats, cell phones, food, drinks, tobacco products, etc. will be inventoried for the client in order to account for everyone's belongings. Space is limited; we ask that the patients only have three days of clothing. There is a washer and dryer available for use. Space for food is also limited so we ask that food brought in is limited to 1 grocery bag.

What is not allowed at Allumbaugh House*?

For the safety of all patients, visitors, and staff the following items are not allowed on the treatment unit at Allumbaugh House:

- **SHARP OBJECTS** such as pocket knives, scissors, needles and wire clothing hangers
- **Electrical items** such as fans and electric blankets
- **Alcohol/drugs/drug paraphernalia** or any product containing alcohol
- **Weapons**
- **Lighters and matches**
- **Animals/Pets** (service animals excluded)
- **Electronical devices** that have a camera
- **Patient's keys, wallets, cell phones, credit cards, and identification** will be kept in secure storage
- **Valuables** such as personal jewelry that the patient or visitor chooses to wear on the unit will be the responsibility of the patient/visitor. Allumbaugh House is not liable for any lost valuables.
- **Other items** deemed unsafe by Allumbaugh House treatment staff.

How do you handle medical emergencies?

We take the delivery of health care seriously and want to match your loved ones' needs with the level of care available at Allumbaugh House. As a result, we asked many health related questions prior to an admission to Allumbaugh House. We continually monitor your loved one's health status throughout their stay with us and relay this information to their treating medical provider. In the event there is a change in their health status or there is a medical emergency, we will activate the emergency response system and make arrangements for them to be transported to the nearest emergency room where they can access a more advanced level of health care.