



**RESIDENTIAL SERVICES  
PHOENIX HOUSE**

**VISITORS AND PASSES  
OPERATIONAL PROCEDURE**

**August, 1996** (r 2/99, rv 3/02, r 8/05, 4/08, 12/09, 4/11, 3/14, 2/15, 3/17)  
(r 2/20, r4/21)

**Policy Ref:** 190-01

**Reviewed/Revised:** April 2022

**Procedure:** 825-06  
(Prior: 528-07)

**A. PURPOSE:**

To establish guidelines to allow a consistent and fair inclusion of the resident to outside supports, friends, and family.

**B. PROCEDURE:**

- I. Visitations and passes are strongly encouraged as a way to maintain the resident's connections with family, friends, and the community.
  - a. Notification to staff is essential in maintaining the therapeutic aspect of this program. The resident needs to notify staff there is a potential problem that would arise from a visit with a particular person.
  - b. New residents are not allowed to go on pass or receive visitors throughout the duration of the orientation process. Visiting hours shall be posted in a conspicuous place as well as explained to consumers and their families at the time of admission.
    1. Phoenix Normal Visitation – Weekdays after 3PM ( This is due to classes during day). On the Weekend Saturday and Sunday between the hours of 8AM- 8PM- 2 hours at a time. Also, at times the consumer's family will come get them for a day pass or at times a weekend pass, if the consumer able to take pass.
  - c. All visitors are to check in and sign the visitor's log. All visitors will be subject to COVID-19 screening protocols which include having their temperature taken and answering the COVID screening questionnaire. Any potential visitor who displays symptoms or answers yes to any of the screening questions will be asked to leave the premises and will not be allowed to attend the visitation. All visitors will be required to wear a mask during visitation and if non-compliant will be asked to leave.
  - d. Only two (2) visitors are permitted per consumer at any one time. Children are not permitted at visitation.
  - e. All items brought in by visitors for consumers shall be examined by the staff for contraband. Bringing food and beverages into the facility must be approved by the program supervisor.
  - f. Visitation must generally take place in public areas (i.e., within view of staff). Visitation in consumer rooms is not permitted. In special circumstances, visitation

may be permitted in group rooms with the approval of the program supervisor. No visitation shall also be permitted behind closed doors without the presence of staff.

g. If an individual desires to have visitors at times not designated, they may request a waiver of visiting hours from the staff which shall be approved if it does not interfere with the treatment schedule.

h. It is the individual's right to refuse any visitor that they do not wish to see. Such request shall be honored.

II. Passes to leave the facility.

a. Twenty-four (24) hour notice is required on all non-family passes and is strongly advised for family.

b. Pass forms are supplied by staff to be completed by the resident.

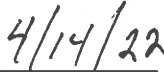
c. Passes must be authorized by Phoenix House Supervisor.

d. Pass denials must include in writing the reason for denial.

e. Passes applied for on weekends or at times when supervisor is physically unavailable, a phone approval may be given by Phoenix House Supervisor or designated management staff. Phoenix House staff is to sign for approval and state the time and who granted permission.

**PROCEDURE APPROVED:**

  
\_\_\_\_\_  
Risk and Corporate Compliance Manager

  
\_\_\_\_\_  
Date