



**Brooks TLC Hospital System**  
Inpatient Chemical Dependency  
845 RT 5&20 Main Road  
Irving, NY 14081



## **RULES FOR VISITING FAMILY & FRIENDS**

The staff at Brooks-TLC Hospital System, Inc. would like to thank you for the opportunity to help your loved one recover from his/her addiction. Our goal is to make their experience both comfortable and rewarding, and help reassure that they are in the best care. However, to do this, we need your assistance. In order for your loved ones (and our other patients) to recover, we must maintain a healthy and structured environment which includes some guidelines that must be followed. We thank you in advance for your cooperation.

### **VISITING**

To ensure confidentiality, all visitors must sign a confidentiality agreement, have a breathalyzer test, and visits must take place in designated areas. Visitors are not permitted to “tour the unit” and/or “see the patient’s room”. We ask that only two visitors be present on the unit at one time per patient. Visitors are not permitted to bring any type of handbags, backpacks, cell phones or totes on the units. Visitors are asked to leave all personal belongings in their vehicle. Brooks-TLC Hospital System, Inc. is not responsible for any lost or stolen items. Patients are only permitted to have gum and hard candy, therefore, no snacks, food items, drinks or any other contraband may be given to the patients. Visitors may be asked to leave if their behavior is disruptive.

### **DETAILS FOR VISITATION:**

Tuesday evening is family group and if a patient’s family comes to that group, they will then be allowed to visit on Saturday otherwise, visiting is only on Sunday. All visitors must be approved by the counselor prior to Thursday at 1pm. All visitor slips submitted after this time will be considered for the following week. Visiting hours on Sunday are from 1-4 or 2:30 to 4. Patients will be instructed where and what time for their approved family/friends to meet – visitors must be on time. If visitors are not on time and miss the elevator, they will have to wait until the second elevator for the second half of visitation or they will not be coming up. Visitors will not be permitted to come up after staff has already taken the group up the elevators. Staff from other departments will not be permitted to allow visitors on the unit.

Family and friends are not here for a meal and the food/snacks on the unit are for the patients only. If patients are giving visitors the food/snacks/pop from the par – you are taking from all the other patients on the unit and we will not be getting extra. Water is available for visitors. The group on the unit needs to monitor each other in this aspect and be considerate of each other. No food is to be brought in from outside with visitors.

Anyone who violates this will be asked to leave and will not be permitted to visit again. Brooks-TLC Hospital System, Inc. is not responsible for any personal property.

Visitors are not permitted to bring in anything for patients unless prior approval of specific items has been approved by counselor. Anything approved and brought in must be labeled with the patient’s name. Hard candy is the only exception to this rule. If a patient’s family shows up with anything that has not been approved, they will need to take it back out to their vehicles – it will not be permitted to come in the hospital. Patients are responsible

to inform their visitors of this rule and if there is a problem at time of visit (giving staff a hard time) or refusal to take back to vehicle, the visitor will not be permitted on the unit.

**\*\* VISITORS NEED TO BRING ONLY IDENTIFICATION AND CAR KEYS** – these items will be placed in a plastic zipper bag and held until you leave the unit.\*\*

**\*\*NO VISITORS WILL BE PERMITTED ON THE UNIT UNLESS THEY ARE ON THE APPROVED LIST.** There will be no late admittance without call to staff and approval from counselor.\*\*

### **PATIENT PHONES**

We have a patient phone for patient's convenience. No calls may be made or accepted by patients during a group or a structured activity. All patients are asked to keep calls to 10 minutes to respect fellow patients who are also expecting calls or wish to call their loved ones. Staff does not answer this phone, nor do they take messages. The patient phone number is **(716) 951-7952**.

### **STAFF PHONE**

To speak with staff regarding any questions you may have, please feel free to call or staff at 716-951-7945. (Federal HIPAA confidentiality laws prohibit staff from releasing information or acknowledging the presence of any patient without their signed consent).

### **OUR ADDRESS**

We welcome you to send your loved ones letters and cards. Packages may be sent, but you should avoid sending food, drinks or candies. Please call us with questions of other items that maybe considered contraband. Packages may take up to one week to be received on our unit (even if mailed overnight service).

Brooks-TLC Hospital System, Inc. – c/o (the patient's first and last name)

3<sup>rd</sup> floor, 845 RT 5&20 Main Road Irving, NY 14081