



FAMILY INFORMATION HANDOUT

Welcome. We want your experience with Alpha Home to be a good one. To ensure you have adequate information, we have prepared this handout and would appreciate cooperation to make your loved ones stay successful.

MAILING ADDRESS:

(Please do not use an Alpha Home address or P.O. Box as a permanent address for any reason. This address is for mail correspondence only. Mail received after discharge will be returned to sender.)

P.O. Box 15440

San Antonio, TX 78212

VISITATION LOCATION (circle one):

300 E. Mulberry

814 Camden

VISITATION HOURS AT BOTH LOCATIONS:

SATURDAY: 12:00 Noon to 5:00 PM

SUNDAY: 1:00 PM to 5:00 PM

1. Visitation time is for two hours. (If visitor is coming in from out of county, three hour visit is allowed.)
2. Visitors need to bring a picture I.D. to present to staff. If you do not have ID, please contact your family member/friend's counselor prior to visitation day for clearance.
3. Children under 18 years old are not allowed to be dropped off. If you bring children, you are responsible for their supervision.
4. Please do not allow any client on the facility grounds access to your cell phone.
5. No pets are allowed.
6. Family may bring food/snack items. Fountain drinks ARE NOT allowed.
7. Starting July 4, 2019 Alpha Home will be a tobacco, vape, smoke free facility.

FAMILY GROUPS:

Alpha Home provides Family Education Groups and we encourage and welcome family members to attend. Children 12 & under are not permitted in group. Babysitting is available. Food is not allowed at any time.

Family Group is held every Wednesday at the Ruble Center, 419 E. Magnolia, 6:00-7:30 PM. Doors will unlock at 5:50 PM and lock at 6:10 PM. No early or late entries allowed, must be approved on the visitation list.

Alpha Home counselors can arrange individual joint counseling sessions for clients and family members.

NOTE: Alpha Home staff may discourage or prohibit a visitor from coming to the facility if they determine the visitor may be of harm or is detrimental to the treatment process (i.e., under the influence of alcohol or drugs; abusive to clients or staff).