

Thank you for entrusting Alpha Home with your loved one's recovery. Family is essential to the success of a person's treatment, and we encourage you to use the following information to stay involved.

Mailing Instructions

We encourage you to send letters, cards, and/or care packages to your family member. Please ensure you list your loved one's name on the package.

Note: Please do not list Alpha Home as a permanent address. Upon an individual's discharge, any item(s) received will be returned to the sender.

Alpha Home

C/O _____ **YOUR LOVED ONE'S NAME HERE**

P.O. Box 15440

San Antonio, TX 78212

Visitation

Due to COVID, visitation is currently canceled; we apologize for the inconvenience.

Both 300 E Mulberry and 814 Camden are open for visits on Saturday and Sunday between the hours of 1:00 PM to 5:00 PM.

Please be sure that you are on the visitation list before your visit. If unsure, call in advance of your visit.

- During visitation hours, family is welcome to visit for 2 hours; Out-of-county visitors will be offered 3-hour visitation.
- Please make sure to bring a picture I.D. If you do not have one, please contact the counselor supporting your family member's recovery.
- You are welcome to bring children under 18 years. For their safety and the safety of others, they should be supervised throughout the visit.
- Cell phones are not permitted to be shared with clients under any circumstances.
- Pets are not allowed.
- Family is welcome to bring food/snack items. Fountain drinks are not permitted.
- Alpha Home is a smoke-free environment. Smoking and vaping are not permitted at any of our facilities.

Family Education Groups

Family Education Groups are held every Wednesday from 6:00 PM to 7:30 PM. We encourage you to attend these groups as often possible.

Ruble Center

419 E Magnolia

San Antonio 78212

- Doors open at 5:50 PM.
- Doors lock promptly at 6:10 PM, based on the nature of the group. After that time, others are unable to join that week's session.
- Children under the age of 12 are not permitted to attend groups; however, we offer onsite sitters.
- Attendees must be on the approved visitation list. Please check in advance if you are unsure.

Joint Family Counseling

Joint Family Counseling is offered for our clients and their family member(s).

Alpha Home's goal is ensuring recovery is successful and the safety of our clients, their family, and our staff are essential. It may sometimes be necessary for staff to discourage or prohibit a visitor(s). If the staff believes the visit is detrimental to the treatment process, it may be necessary to ask a visitor(s) to leave. Some examples include a person under the influence of alcohol or drugs, being abusive to the client(s) or staff, or bringing prohibited items.