

THE RIDGE OHIO FAMILY/FRIENDS HANDBOOK

Introduction to The Ridge

It requires courage to come to terms with chemical dependency (addiction). The Ridge staff would like to extend to you and your loved one a sincere welcome. Our experienced caring team includes physicians, nurses, chemical dependency counselors, administrative professionals, and recovery support specialists. Together, we work to ensure that each and every client has a chance to regain control of their lives and return to a productive, meaningful and healthy lifestyle.

Confidentiality

Client privacy is strictly maintained as mandated by federal law. No information, including the resident status of a client will be permitted to be released without appropriate written authorization from the client. Authorizations may be revoked at any time by the client. Clients are encouraged to speak honestly and openly with their loved ones about their recovery progress. Please understand that if you call our facility for updates on your loved one, we may not be able to provide detailed information.

Mail and Packages

Clients may send and receive personal mail while at the Ridge. Outgoing mail should be delivered to the Ridge Office in Milford on Monday through Friday before noon.

Please send all mail and packages here:

(Client's Name)
C/O The Ridge
25 Whitney Drive, Suite 120
Milford, Ohio 45150

Note: **Please do not send food or beverages or anything that is homemade. All items must be in their original, sealed package. Food and beverage items MAY NOT be given to clients during visitation times.** All items must be searched by staff in the presence of the client to be sure they are safe and clinically appropriate for the clients. If an item is received that is not permitted, the loved one will be contacted, and the items returned if possible. Prohibited items will not be given to clients; illegal items will be confiscated, and a police report may be filed.

Computers & Telephones

Each morning, clients will be given the opportunity to sign up for computer time. Usage is limited to 15-minute increments, and clients can only use the computer once a day. During this time, clients may have email access for communication purposes.

Clients are permitted to use provided telephones only during free time. They cannot use personal cell phones to make calls. Clients are limited to two, ten-minute phone calls per day. If additional calls are needed, the client must speak with a staff member prior to placing additional calls.

Family and friends can only call and speak to their loved one in the event of an emergency such as the death, serious accident or illness of another loved one. If you need to leave a message for your loved one or wish to speak to a staff member, please contact: **(513) 753-9964 during business hours.** If there is an afterhours emergency requiring immediate assistance, you may call (513) 502-0162 or (513) 340-0115. **Please only use the afterhours lines in the event of an EMERGENCY.**

Discharge

The length of each client's stay is dependent on insurance authorization or a previous agreement upon length with our admissions team. Our clients will have an exit review with a Ridge physician before being discharged as a part of the client's last Treatment Team meeting. An individual session with the client and their primary counselor is conducted to discuss post-inpatient recommendations. This is normally set up during the 3rd week of the client's treatment. This will be coordinated by the client's counselor. A family discharge session focusing on discharge can be scheduled with the client and their primary counselor before the client returns home from treatment. This session can focus upon the expectations of returning home and continuing care. Clients are advised not to discharge to the home of other clients; clients should not offer transportation home for other clients. Also, please visit our website for additional information on events and support meetings at alumni.theridgeohio.com

Optional Individual Family Therapy Sessions

A family therapy session(s) focusing on relational dynamics in support of family recovery can be scheduled with our family therapist. The client and family, or the family only, can engage in in-depth integrative family work to identify causes and coping skills for moving forward together in recovery.

Family Programming

Family education and involvement is considered an integral part of the Ridge Residential Program. Family education and visits are always at the Ridge Office (25 Whitney Drive, Suite 120, Milford, Ohio 45150).

Tuesdays: Family education is scheduled every Tuesday from 4:00 pm to 7:00 pm. The Ridge residents may visit with family and significant others from about 3:30 pm until 4:00 pm. These lectures will be streamed on Zoom, but families may also attend the lectures in person. Clients will be transported back to Residence at promptly 7:00 pm. **Visitors must keep phones and purses/bags in their vehicles. Phones and purses/bags are not allowed in the building during family programming.**

Saturdays: Families and friends are also welcomed and encouraged to join clients every Saturday from 9:00 am to 12:00 pm for educational lectures. Clients will arrive at the office at 9:00 am. These lectures will be streamed on Zoom, but families may also attend the lectures in person. Clients will be transported back to Residence at promptly 12:15 pm. **Visitors must keep phones and purses/bags in their vehicles. Phones and purses/bags are not allowed in the building during family programming.**

There is a virtual (zoom) **Al-Anon Family Support** meeting every Monday at 5:30 pm and Thursday at 12:00pm (noon). Families and friends are encouraged to attend. Clients do not attend this meeting, as it is open to the public.

- When at the Ridge Office, visitors are permitted to smoke in the designated smoking area 25 feet from the front door. There is a sign right of the front door along with a cigarette receptacle.
- Clients **cannot** be in possession of a family member's or friend's cell phone.
- Anything that is brought for a client must be given to an RSS to search, not directly to the client.
- Clients **cannot** have visitors bring them food or drinks to the family programming.
- Clients **cannot** sit in or ride in any vehicles belonging to family members or friends.
- Clients must remain on sidewalk near entrance to the office.
- Visitors should remain in the lobby/lecture area and should not wander about the office.
- Family and friends **cannot** bring medications for a client unless it has been approved in advance by the physician. All medications must be cleared by the RN or physician and must be in a clearly labeled container.
- Photographs of any resident or of any of the Ridge property is **prohibited**. Cameras are not allowed.
- Children must be at least 12 years of age to attend educational programs. If too young to attend programs a family member or friend may supervise child(ren) in the office lobby.
- Phones and all purses/bags are **not allowed** in the building during family programming.

A proper dress code is also required for visitors. Visitors should not wear clothing endorsing drugs or alcohol, and appropriate attire should be worn at all times. Appropriate attire includes shorts that are a reasonable length and shirts that cover the midriff. Staff may ask visitors to leave if these rules are not followed.

Upon arrival, please have all visitors sign in at the front window. Clients will pre-approve a list of visitors who may attend family programming. If visitors are not on the client's approved list, they will not be allowed to enter the building. Visitors are not permitted on The Ridge property without approval of Ridge staff. Meeting family, friends, and/or loved ones at 12-Step meetings is considered an unauthorized visit and will require a therapeutic intervention from the clinical team.

Medical and Court Appointments

Clients who require emergency medical or psychiatric care will be transported by a staff member or EMS squad (if deemed necessary) to the appropriate facility, including urgent care facilities or local hospitals.

Clients who have medical appointments or court obligations during their stay that cannot be rescheduled will be driven to these appointments by a staff member.

Clients are not able to leave the facility for family gatherings, birthday parties, etc. In the event of a family emergency, the situation will be reviewed by the clinical and medical director to determine the proper course of action.

Leave Against Treatment Recommendations

If a client decides to leave The Ridge against treatment recommendations, they will be asked to discuss this decision with their counselor, clinical, and medical director. They will be given a discharge plan and will sign a form acknowledging that they are leaving and releasing liability from The Ridge. Clients will be given referral information.

If clients decide they want to follow through with the ATR, they will only be given 24-hours' worth of medication. They will need to arrange their own transportation from the Milford office and pick up any remaining belongings the following day.