**Visitors Hours, Information, and Guidelines**

**Visitation Days and Times:**

Women Men

1717 2nd Avenue South 3231 First Avenue South

Minneapolis, MN 55403 Minneapolis, MN 55408

Saturday 2:30 - 4:30 pm Sunday 1:30 – 3:30 pm

Thursday 6:00 - 8:00 pm Wednesday 7:00 - 9:00 pm

* Additional visitation is often provided on holidays. Days and time will be announced on the floor and at visitation the week prior.
* No communication (visitors, phone calls, and letters) is allowed the first week of treatment for adult men and women except for clergy, legal community, and in the case of family emergency. Teens may call their parents/guardian and adult clients may call their minor children.

**Family Night (for both men and women)**

Tuesday evenings from 7:00 – 8:15pm

3231 First Avenue South

Minneapolis, MN 55408

Participants may be family members - mother, father, children (over 12), sisters, brothers, spouse, or pastors/mentors. All participants must be on the client's approved correspondence list.

**Counseling Support**

**Family Counseling Sessions (by appointment only through primary counselor)**

**Individual Counseling – Mental Health**

For clients. Scheduled by primary counselor.

**Guidelines**

During our clients program, visits from family and friends can be a tremendous source of encouragement and support. We are glad for your concern and involvement. Following are some guidelines that will assist you in knowing expectations that Minnesota Adult and Teen Challenge has in relationship to our clients and their visitors. If you have any questions, please feel free to speak to a staff member on duty.

* **No Bags and or purses allowed in during visits. Please leave these items in your vehicle**.
* **No Cell phones allowed during visits**. **Please plan accordingly or make arrangements to leave your cell phone or any other electronic devises at home or in your vehicle.**
* Visitors must provide valid I.D
* Visitors are to sign in upon arrival and sign out upon departure from our facility.
* Visitor hours begin and end at specific times. Make sure you are aware of that time and end the visit accordingly.
* Money and Personal items brought for the client are to be given directly to staff, not the client. Clients are not permitted to keep money in their personal possession. Our staff will deposit their money into their personal accounts, and will provide the client a receipt for any money received. Our staff will also check personal items brought for the clients to ensure they are items that are in keeping with our standards.
* Visitors meet with clients in the designated visiting areas only.
* Non-perishable snacks will be placed in the clients snack bin, and may not exceed the amount that will fit into the clients bin. A client’s snack bin is about the size of a shoebox. Please do not bring in more than a client can consume or store during visitation time.
* Visitors including children may not use the exercise equipment. Children must be supervised at all times
* Please do not give your cell phone to a client under any circumstances and or allow them to use the phone.
* We encourage you to keep conversations with clients on a positive note. Encourage them to do their best. While clients may at times be frustrated with the program, it is helping them to develop new life patterns and behaviors. Encourage them not to give up and to complete the program. Please refrain from cursing or using foul language, as well as wearing immodest apparel.
* Alcohol, drugs and tobacco are prohibited inside and outside our property. If a client is given any of these products by a visitor, it is likely that the visitor could be restricted from further visits. Also, please do not give gum to clients.
* Pets are not to be brought to visits, as they are not allowed in the building or outside TC property.
* If a client is approved for an appointment off-site, the client must remain with the individual who picked them up for the entire pass time. Clients are not be dropped off anywhere, and left unaccompanied or with someone other than the approved visitor. Clients are not to be in contact with anyone who is not on their correspondence list, and may not communicate with anyone online.

If you have any questions or concerns regarding your visit, please feel free to speak with a staff member. If these guidelines are not followed, it could prevent clients from future visits or passes; we appreciate your cooperation in making this a positive time with your loved one.