



Family FAQ

Below are answers to our most Frequently Asked Questions in regard to the day-to-day as your loved one is a patient at Beach House. Many of our staff are in recovery themselves, we know where our patients are coming from, as most of us have been there. Through love, connection and education we help guide our patients down that proven path we walked ourselves. We all now thrive in recovery and so can your loved one.

Will I be included in their treatment?

Yes - so long as there's consent. We have a very detailed email I can send you, if I haven't already, that explains all of the family involvement and communication expectations after admission. Please let me know if you have not received that email.

When will my Loved One call me?

Following the first 72 hours, patients will have access to make personal outbound phone calls on approved days, 2 days a week, depending on their primary therapist assignment. Our other email explaining all of the family involvement and communications after admission has more information about this.

Can I visit?

Family visitation can, on occasion, be approved with conversations between you, your loved one and their Clinical Team. However, know that visits from family and friends can be a challenge for patients and it is best for them to settle in and get used to being in treatment.

Patients often get homesick, and visits can potentially trigger a patient to want to use or leave treatment before they are ready. This is why visitations are approved based on clinical appropriateness of the visitor and the Patient's progress in treatment.

Can I send care packages?

Of course! If would like to send a care package, you're more than welcome to! Address letters & packages **To: [Your Loved One's Name] Beach House 13321 U.S. Hwy 1 Juno Beach, FL 33408**. Here's a list of recommended items to send in care packages: stamps and stationery for letters, pre-packaged candy or snacks, motivational or inspirational books (recovery-related, not fiction novels), calming therapeutic coloring books, cigarettes (prepacked, no hand rolling), and sealed chewing tobacco. Please do not send cash, lighters, or flowers (due to allergies).

Will they need money for anything?

Patients are responsible for the costs of cigarettes and medication co-pays. There are also snack machines, and patients can order items they need on places like Amazon if they're in need of specific things.

How can I give them money?

We organize and provide all patients with a "Patient Account" in which to cover these incidentals. You can call the facility at 561-337-3200 then press pound/# then extension 2502 to add funds to your loved one's account.

Do I send money whenever they ask?

Don't send money "to their bank account" the way one might send to a friend, like on CashApp or Venmo. Should a patient be considering leaving the program early, if their addiction is pulling their focus outside of treatment, access to additional funds only helps them.

After active addiction, it's easy to not trust your loved one. They'll work on obtaining the tools to rebuild that trust with us here at Beach House. If you're concerned they may not be truthful to you of their needs, you can call the number above, or the patient's therapist, to clarify the need for the money that your loved one asked for.

Will you let my loved one just walk out?

The transition into treatment and the first few weeks will be the hardest. Your loved one's mind and body are, in some ways, still undergoing a physical detox. There are feelings of being uncomfortable, as well as a sobering reality of the status of one's life.

Treatment is when people usually experience the highest level of impulsive behavior. New surroundings, people and structure, paired with Post-Acute Withdrawal Symptoms may result in some patients wanting to leave treatment Against Medical Advice. This will be met with resistance from staff due to the escalated and often irrational behaviors from the individual.

Before a person leaves treatment AMA, several clinicians and support staff will meet with a patient. We will also meet with them to discuss their complaints and issues, as oftentimes, in these moments, patients will fabricate reasons in which to say "I absolutely cannot be here anymore!" We then work through the emotions attached to such a significant decision.

How can I help them stay?

Families can be incredibly helpful in these situations, and we always want to call individuals on ROIs prior to an patient signing out of treatment. However, should your loved one call you and say they've left, and we had not reached out to you, understand that this type can only be done with the patient's consent, and if they tell us not to family, regardless of a ROI, we have to comply.

Outside of that, below are a few positive and helpful tips if your loved one calls home from treatment with intent to leave against medical advice:

- Be clear and firm when communicating boundaries.
- Encourage your loved one to be solution oriented as compared to problem focused.
- Use positive language: "You can do this" and "I'm proud of the progress you've made so far, stick with it."
- Provide a larger perspective to the situation in an effort to reorient your loved one to their decision, remind them of why they wanted to live a sober life in the first place
- Prepare to say, and mean, "I love you but I will not assist you in leaving"

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