



Dear Family Member,

Mathom House prides itself on service to our clients as well as our ability to adapt to new challenges. Enclosed within this letter are revised guidelines regarding visitation policies and procedures.

Pass Time Changes

The majority of changes relate to in-house passes. Pass times will be offered on the following days and times:

Friday 5:00 PM-7:00 PM
Saturday 9:00 AM- 11:00 AM
Sunday 9:00 AM-11:00 AM and 1:00 PM-3:00 PM

Every other Tuesday evenings following Parent Group (Visitation is only available on these evenings for the families who attend Parent Group).

Please note- Special requests may be accommodated for holidays, birthdays and extenuating circumstances. Special requests require family members to call pass line 215-343-7720 ext 301 the preceding Monday by 5:00 pm. A confirmation call will be made by Mathom House to establish the special pass time.

Passes will not be accommodated after family sessions without supervisor approval due to staffing constraints.

Pass Procedure Changes

In-House passes will **no longer** require family members to call the visitation line. Approved family members may arrive at the established pass times. Please remember that **only 2** family members may visit at one time.

Please note- Breakfast and unsupervised passes still require family members to set up the pass via the pass line (215-343-7720 ext 301) and receive confirmation from Mathom House.

In-House Rules

All visitors are required to enter the building via the East Side door at the far end of the parking lot. Upon entering the building a staff member will verify all approved visitors and require all entrants to sign the visitor log. Family members will be escorted to the cafeteria at which time the staff member will secure belongings (handbags, cell phones etc) in a locked closet. Family members are **now** permitted to bring personal items for a resident at any visit, although items must be approved by the supervisor and searched by a staff member during the pass. If an item is unapproved we kindly ask that family members take the item home with them that day.

We would like to thank all family members for their cooperation with these changes. As always, your support of your loved one and the program is essential for success. These changes will take effect December 11th 2009. We encourage any questions or suggestions.

Sincerely

The Administration of Mathom House