

Stories Change Here



Welcome to Compassion Behavioral Health

At Compassion Behavioral Health, we understand the critical role family support plays in the recovery process. This flyer provides an overview of our policies and what you can expect while your loved one is under our care.

Visitation Policy

Scheduled Visits: Visits are allowed at the residential level of care after 2 weeks and once approved by the clinical team and must include a family session. At the PHP level of care visitations are allowed after 1 week and once approved by the clinical team and must include a family session. These times/dates must be approved by the loved one's therapist, "as a stop by" is not allowed as it can disrupt the community and the client's progress in treatment. For clients who have reached Phase 3 of the program (approximately three weeks in), approval may also be granted for a Sunday day pass with family or supports.

Safety and Security

Zero Tolerance Policy: We maintain a strict no-tolerance policy towards drugs, alcohol, or aggressive behavior on our premises.

Personal Belongings: For safety reasons, please check with our staff before bringing any personal items for your loved ones.

Communication Guidelines

Confidentiality: All communications between patients and their therapists are confidential. Specific information about treatment progress will only be shared with written consent from the patient.

Staying in Touch: Family members are encouraged to write letters or send emails to their loved one's therapist.

Health and Nutrition

Meals: All meals provided are nutritionally balanced to support the health and recovery of our clients at residential level of care.

Special Dietary Needs: Please inform us in advance if your loved one has specific dietary requirements.



Emergency Procedures

Immediate Assistance: In case of an emergency, contact our main office at **(954) 505-2200**.

Updates During Emergencies: We will provide timely updates to families in the event of any significant health or safety incidents, this includes going to the hospital or if your loved one decides to leave treatment against medical advice (their emergency contact will be informed/called)



Therapy and Treatment Sessions

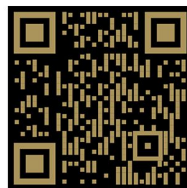
Family Therapy: We offer weekly family therapy sessions as part of the treatment program to facilitate healing and understanding.

Educational Workshops: The bi-weekly virtual family support group “Compassion Connection” is available for families to learn about addiction and mental health, coping strategies, and how to support their loved ones.

To learn more about the program and its schedules, please contact our alumni coordinator at [\(954\) 466-0166](tel:9544660166)

Making Payments for Your Loved One's Stay

Understanding the financial aspects of treatment can be challenging. To simplify this process, we have set up an online payment portal where family members can securely deposit money for their loved ones' personal expenses during their stay. Please visit our payment portal to submit payments conveniently. This portal is designed to be secure, ensuring that managing the financial aspects of care is as straightforward as possible.



Our Phone Policy

At Compassion Behavioral Health, we know recovery works best in a supportive, structured environment. That's why our phone policy balances uninterrupted time for treatment with the ability to stay connected to loved ones. Through our Phase System, clients gradually regain phone access as they settle into the program and show readiness.

Residential Treatment Center (RTC) Phone Policy:

Initial Period: The first week is a blackout period, where no phone calls are permitted unless deemed necessary by the clinical team.

Scheduled Calls: After the blackout period, phone calls are allowed on Tuesday, Thursday, and Sunday between 5:00 PM and 9:00 PM.

Duration and Contacts: Calls are limited to 15 minutes and clients may only contact approved individuals who have a release on file. Our Behavioral Health Technicians (BHTs) will assist by entering the numbers for these calls, ensuring a smooth process, with all calls carefully monitored to provide the best experience and support.

Partial Hospitalization Program (PHP) Phone Policy:

Level 1 - Adjustment & Support (Approx. Week 1)

- During this initial stage, clients focus on settling in, building trust, and adjusting to treatment routines.
- Phone calls to loved ones are held in the clinical building with the case manager or primary therapist present for support.
- Typically lasts about 7 days, though it may be shorter or longer depending on individual needs.

Level 2 - Guided Connection (Approx. Week 2)

- Clients who are showing commitment to their recovery gain access to the CBH phone line with therapist approval.
- Calls are made only to approved supports (with a signed Release of Information) and are supervised to ensure emotional safety.
- Each call is up to 20 minutes, available 5 days per week.
- Typically lasts about 7 days, though timing may vary for each client.



Level 3 - Independent Access to Personal Devices (Approx. Week 3+)

- Earned by showing motivation, accountability, and safe communication practices.
- May be granted earlier if readiness criteria are met.
- Clients may use personal devices at housing during designated hours:
 - Monday, Tuesday, Wednesday, Friday: 5 PM – 10 PM
 - Saturday: 6 PM – 10 PM (after G.I. Cleaning)
 - Sunday: 1 PM – 10 PM
- For more details, see the Personal Device Use Policy.

Our goal is to balance meaningful connection with loved ones while giving each client the best chance to focus, heal, and grow.

Contact Us

We are dedicated to providing your loved one with the highest quality care and thank you for your trust and cooperation.

Facility Main: (954) 505-2200

Residential: (954) 466-7678

PHP/IOP: (954) 505-2979

Alumni: (954) 466-0166

Financial: (561) 645-0055



Visit Our Website



CBH

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