

# Frequently Asked



## Questions for Loved Ones

**We know that recovery from addiction and mental health challenges involves both the patient and their loved ones. We understand the importance of keeping families informed, connected, and supported. Below are answers to some of the most common questions families ask while their loved one is in treatment.**

### Will I be included in their treatment?

Yes—if your loved one gives consent. With a signed Release of Information (ROI), families can be included in therapy sessions and kept informed of progress. We also have a [detailed guide on family involvement and communication after admission](#).

### When will my loved one call me?

After the first 72 hours, patients may make outbound calls on approved days, usually twice a week depending on their therapist's schedule. This helps them settle into treatment and focus on healing before reconnecting with family.

### Can I visit?

Visitation may be approved based on clinical progress and the appropriateness of the visitor. While we understand the desire to visit, early contact can sometimes trigger homesickness or anxiety. Our priority is to ensure visits support recovery and mental wellness rather than disrupt it.

### Can I send care packages?

Yes. Care packages can include stationery, snacks, recovery or wellness related books, coloring books, or personal necessities. Please avoid sending cash, lighters, or flowers.

Packages can be sent directly to:

- [Your Loved One's Name]
- Beach House
- 13321 U.S. Hwy 1
- Juno Beach, FL 33408

## Will they need money for anything?

Patients may need funds for medication co-pays, snacks, or personal items. Money should be placed into a “Patient Account,” which we manage for safety. You can add funds by calling our office directly. Please do not send money through personal banking apps, as unrestricted funds can create risks for someone in early recovery.

## Do I send money whenever they ask?

It's normal to feel unsure about financial requests. Addiction and mental health challenges can strain trust, so we encourage families to verify with staff if they have concerns. Your loved one is building new skills around honesty and responsibility, and setting financial boundaries is part of supporting that process.

## Will you let my loved one just walk out?

The first weeks of treatment can be the hardest, as patients adjust to structure, new surroundings, and lingering withdrawal or mental health symptoms. Some may feel tempted to leave treatment Against Medical Advice (AMA). If that happens, our team meets with them to explore their concerns, offer solutions, and remind them of their goals. Families are contacted (when consent is given) to provide support.

## How can I help them stay?

Families are a powerful influence. If your loved one calls expressing a desire to leave, stay calm and supportive but firm. Here are a few helpful approaches:

- Encourage problem-solving rather than focusing on frustrations.
- Use positive, affirming language such as “You’re strong enough to get through this.”
- Remind them of their reasons for seeking treatment and their progress so far.
- Set clear boundaries, such as “I love you, but I can’t support you leaving treatment.”

**Family involvement is one of the most important parts of recovery. Your encouragement, boundaries, and support can make a lasting difference in your loved one’s healing process. Whether they are working through substance use, mental health conditions, or both, we are here to support you alongside them—every step of the way.**