



Visitation and Patient PIN Code Information

Important Notice for All Visitors

The health and safety of our patients, their families, and our staff remains our top priority. Aliso Ridge Behavioral Health supports patient confidentiality at all times via the process of individually assigned patient codes.

Assigned Patient PIN Code: _____

Nursing Office Hours: In support of our treatment schedule to meet the needs of our patients (or to provide undivided attention to your loved one), we have open Nurse Office Hours daily 24/7 and can provide you updates about your loved one during those times. You can call the unit to speak to your loved one any time of day but please keep in mind that the goal is for the patient to attend scheduled groups and phone calls can be disruptive to the treatment schedule. We support your loved one to attend group programs so please attempt to call outside of group times.

Patient Phone Call Notice: Patients will be allowed to make outbound phone calls during scheduled free time. Patients have scheduled free time daily from 7:00- 8:00 AM, 6:00- 7:00 PM, and 8:30-9:30 PM.

VISITOR Information:

| Visiting Hours: | |
|---|---|
| Adults | Adolescents |
| Monday – Friday: 6:00 PM – 6:30 PM Group A: 6 - 6:15 PM Group B: 6:15 - 6:30 PM | Monday – Friday: 7:00 PM – 7:30 PM Group A: 7 - 7:15 PM Group B: 7:15 - 7:30 PM |
| Saturday & Sunday: 2:00 PM – 3:00 PM Group A: 2 - 2:30 PM Group B: 2:30 - 3 PM | Saturday & Sunday: 3:00 PM – 4:00 PM Group A: 3 - 3:30 PM Group B: 3:30 - 4 PM |

- Only two patient visitors are allowed in a group per day.
- Visitors will be limited to 15-minute intervals during the week and 30-minute intervals on the weekend to allow for all patients to have time with loved ones.
- Visitors will be required to wear a face mask while inside the facility.
- Visitors must be at least 12 years of age, and children cannot be left unaccompanied in the lobby.
- Adolescent patients are only allowed immediate family member visitors unless approved by the patient’s physician.
- Visitor behavior needs to follow hospital policy while visiting, and not to bring in any contraband items.
- Visitors will be required to leave personal belongings in their car or in the visitor lockers located in the lobby.
- Emotional Support animals/pets are not allowed inside visitation (Approved Service Dogs are allowed).
- All patient belongings drop-offs will be collected after visitation (family bringing items for the patients in visitation).
- We highly suggest arriving 10-15 minutes prior to visitation start time to allow adequate time for the check-in process.

We take these proactive precautions to protect our patients, staff, and the community we serve. We are sensitive to the separation this restriction causes our patients and loved ones, but we believe that these measures of protection are necessary at this time.

Thank you for your ongoing cooperation.

Revised as of: 01/13/2025

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Specific Contraband Items Not Permitted at ARBH:

- Alcohol, drugs, drug paraphernalia, or illegal substances
- Belts, shoelaces, handkerchiefs, scarves, or clothing with ties/strings
- Boots (includes steel toe)
- Cans (aluminum, metal or plastic – such as aerosol cans)
- Cameras or voice recorders
- Cell phones or smart watches
- Certain types of clothing (i.e. halters, short shorts, ect.)
- Cigars, cigarettes (including E-cigarettes), candles, or incense
- Clothing depicting inappropriate information such as illicit, illegal, sexual, or gang related information
- Computers or laptops
- Cosmetic containers or make-up
- Lighters or matches
- Mouthwash, gel toothpaste containing alcohol, or aerosols
- Drawstrings, rope, chains or other corded items
- DVDs or DVD Players
- Earphones or ear buds
- Electronic devices/toys (all)
- Glass, ceramic objects, or picture frames
- Hats, headbands, or beanies
- Hair dryers, curling irons, straightening irons
- Keys (house, car, etc)
- Large zippered clothing items
- Medical equipment with detachable cords
- Medications (including any type of medication or illegal substances)
- Metal grooming equipment (including combs)
- Mirrors (including make-up compacts with mirrors)
- Nail polish or polish remover
- Neck jewelry (necklaces)
- Needles
- Paperclips
- Pens or spiral bound notebooks
- Perfume or cologne
- Pins (includes straight, safety, and bobby pins)
- Plastic bags of any size
- Purses
- Razors, scissors
- Sewing needles or hooks
- Underwire bras, or bras with removable straps
- Weapons of any kind (e.g. guns, knives, mace/pepper spray, etc.)