



WESTERN MICHIGAN  
 **ADULT & TEEN CHALLENGE**

# Family Visitation Guidelines

# Visitation Guidelines and Practices

To ensure your visit to Western Michigan Adult & Teen Challenge is a positive and uplifting experience for everyone, we ask that you follow these guidelines:

- Visits are held on **Saturdays only** unless special permission is granted by the Supervisor.
- **Prohibited items** include drugs, alcohol, tobacco products (including vapes and e-cigarettes), and electronic devices (cell phones, radios, tablets, etc.). Visitors' phones must remain in their vehicle during the visit.
- Students are not allowed to **chew gum, use cell phones, or leave the premises** with visitors, including walking visitors to the parking lot, without the Supervisor's approval.
- **Behavioral expectations**
  - Visitors under the influence of drugs or alcohol are not allowed on the property.
  - Public displays of affection are limited to an initial and closing hug or kiss.
  - Vulgar or profane language is not permitted.
  - Visiting in vehicles is not allowed.
- **Food policy:** All perishable food must be eaten during the visit. Leftovers must be taken home by the visitor. Food donations must go through the Kitchen Supervisor.
- **Items for students:** All items, including mail, stamps, money, music, literature, or other miscellaneous items, must be approved by staff before being given to the student.
- **Photography and music:** Taking photos of students is not permitted, as they only authorize photos for program use. Radios, instruments, and music players are also not allowed.
- Students and visitors are not allowed to exchange unauthorized mail or make unapproved phone calls.

Thank you for helping us create a safe and respectful environment for all. If you have questions, please contact the staff.



# FAMILY VISITATION GUIDE

At Western Michigan Adult & Teen Challenge, we believe freedom and restoration happen through partnership—between your loved one, our team, and you. Our visitation policies are designed to support growth, accountability, and healing.

By working together, we can help bring lasting change in your loved one's life. Thank you for joining us in this transformative journey through Christ.

## **Phone Calls, Letters, and Visits**

During a student's first 14 days, phone calls, letters and visits are not allowed. After eligible family members have attended their family visitation orientation, and at least 14 days have passed since the student entry into the program, students may send and receive letters at any time. Phone calls and in person visits, however, are permitted only on Saturdays.

- Phone calls will be allowed to approved family members and extended family members
- Phone calls are made on Saturdays between 10:30am - 1:30pm
- All letters, incoming and outgoing, are reviewed and must be approved by staff
- Family Visitation Orientation is **mandatory** for eligible visitors (18 yrs and older)
- Visits are always on Saturday
  - 2:00pm - 4:00pm
  - Smoking/Vaping is NOT allowed
  - Visitors are requested to dress modestly
  - Residents are NOT allowed to leave the program with their guests; this includes going to the car for any reason. Additionally, once the guest enters the facility they will not be allowed to go back to their car.
  - Visitor cell phones are not permitted at visits - please leave in vehicle

## **Holiday Visits**

On approved holidays, all residents who have been here longer than 14 days, are eligible to have visitation

- Approved holidays: New Year's Day, Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas Day
- Times for Visitation: 1pm - 4pm
- For all residents who have been in the program 14 days or less, the only holiday visitation they are granted is Christmas Day

## **Pastoral Visits**

Pastors may visit a student at times other than the scheduled Saturday visitation by contacting the center to set up a time - pastoral visits are Monday - Thursday, 1pm - 4pm for one hour.

## **Passes**

Students are eligible for passes after 4 months in the program and are required to follow the policies and guidelines of Western Michigan Adult & Teen Challenge while on pass.

## **Church Attendance**

Both the men's and women's centers attend services at local churches.

- Specific service locations and times can be obtained by contacting the staff at your loved one's center.
- Families are welcome to join their loved ones after the student has been in the program for 30 days or more.
- A designated seating area will be provided, and students must return to their group immediately after the service.
- To maintain focus and minimize disruptions, students are expected to be seated promptly, remain in their seats, and avoid exiting during the service.

## **Student Accounts**

Students are not allowed to carry money while enrolled in the program. Instead, accounts are set up, and funds are managed and disbursed by a Western Michigan Adult & Teen Challenge staff member:

- Personal accounts (only allowed after the induction and transportation fees are paid in full)
  - store run is done bi-weekly for personal and needed items
- Medical funds can be accessed even if the induction fee is not paid in full. Monies may be used for prescription refills, doctor's appointments, transportation reimbursement and court ordered testing.

No money should be given directly to students. To add funds to a student's account, please make checks payable to "Western Michigan Adult & Teen Challenge," noting the student's name and whether the funds are for personal or medical use. Mail checks to:

Western Michigan Adult & Teen Challenge 440 E Pontaluna Road,  
Muskegon, Michigan 49444

Electronic options for adding funds are also available on our website at [www.wm-tc.com](http://www.wm-tc.com)

If a student permanently leaves the program, any remaining balance will be refunded within 30 days upon request.

## **Support Hope and Healing**

Western Michigan Adult & Teen Challenge is a 501(c)3 non-profit organization dedicated to providing hope and healing for those bound by addiction. Our annual fundraisers play a vital role in supporting our ministry. These events aim to: (1) Spread awareness about our program and mission to the community. (2) Raise the financial resources needed to operate our 1-year residential program. We need your partnership to make these events a success! For event details, visit [www.wm-tc.com](http://www.wm-tc.com) and save it as a favorite. Be sure to follow us on social media and subscribe to our quarterly newsletter to stay updated and connected. Together, we can transform lives!

# FAMILY VISITATION APPLICATION



First Name		Last Name	
Address			
City		State	Zip
Email			
Phone		Phone Type Mobile Home Work	
Employer			
Employer Address			

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## FOR OFFICE USE ONLY

Approved - Orientation completed on \_\_\_\_\_

Not Approved - Re-evaluate after \_\_\_\_\_ days

Not Approved

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Staff Signature