**Phones, Visitation, & Furlough Information**

Privileges are earned as residents progress through the program. Below is information on phones, visitation, and furloughs privileges. Further information can be found in the Resident Handbook, including the Program Phase Privileges section.

Phones

Residents in the CD, DD, and SP programs earn phone privileges upon entering the third phase, Challenge to Change (approximately 6-8 weeks after admissions). Relapse residents earn phone privileges 30 days after admission. The phone system is a collect-call system through Global Tel Link. Their technical assistance number is 1-877-856-3184. An incoming call or message for a resident will not be accepted unless it is from an employer or a family member with an emergency. Collect calls are not accepted.

Visitation

Residents in the CD, DD, and SP programs earn visitation privileges upon entering the third phase, Challenge to Change (approximately 6-8 weeks after admissions). Relapse residents earn visitation privileges 30 days after admission. Residents are allowed up to 1 visit per month, 2 hours in length.

Before someone is allowed to visit a resident, he or she must be approved by the resident’s RCSO and Counselor. The resident is required to submit a Visitor’s List with all required information to his counselor. Information will be mailed to all approved visitors informing them of the visitation rules and when they may schedule visits. Visitation is scheduled by calling 806-765-3395, the week of the intended visit. Visitation is only scheduled for the current weekend.

A resident may only have a total of 4 approved visitors at any single visit; this includes infants and children. An adult visitor must accompany anyone under the age of 17. If the adult visitor fails to appropriately supervise the minor(s), a CRTC staff member may end the visit early. One visitor leaving so another visitor may enter during the same visit period is not allowed. Once a visitor leaves the CRTC building, that visitor may not re-enter the building. Any visitor over the age of 17 must show a valid photo ID when entering.

All visitors must follow the rules and procedures of the CRTC, including appropriate dress. Clothing or jewelry that display or suggest obscenity, are too revealing, have antisocial themes, or have drug-oriented messages will not be allowed. A visitor must cooperate with any CRTC staff member. Each visitor is subject to search and/or a metal detector scan. A visitor may not bring into the CRTC a cell phone, pager, purse, bag, baby carrier, or any item considered to be contraband or potentially harmful. Property for a resident will not be accepted during visitation.

The use or possession of alcohol or other drugs on CRTC grounds is strictly prohibited. A visitor found in possession of alcohol or other drugs will be barred from visitation and may be reported to local law enforcement. A visitor who appears to be under the influence of alcohol or other drugs will not be allowed to visit. In addition, if the visitor operates a motor vehicle, he or she will be reported to local law enforcement.

Visitation will take place in a designated area, and CRTC staff will monitor the visitation. Inappropriate physical contact between a visitor and a resident will result in removal of the visitor from CRTC grounds. Inappropriate physical contact is anything beyond a brief hug and kiss at the beginning and end of the visit. A visitor may not smoke on CRTC grounds or participate in recreation activities. Food and beverages are not permitted during visits.

A resident is not allowed to accompany a visitor to his or her vehicle, and will be strip searched upon the completion of each visit.

A visitor who fails to follow CRTC rules and procedures of the CRTC, or who fails to cooperate with a CRTC staff member will be required to leave the CRTC grounds. A visitor who refuses to leave the CRTC grounds when told to do so may be removed by local law enforcement.

Furloughs

Residents in the CD, DD, and SP programs earn furlough privileges upon entering the fifth phase, Socialization (approximately 14-19 weeks after admissions). Relapse residents earn furlough privileges 60 days after admission. Furlough lengths vary depending upon phase, from 4 hours up to 48 hours. Residents are eligible for furloughs every other week, depending on program participation and compliance.

Residents are required to submit their furlough request to their RCSO, family members do not set up furloughs. The Furlough Request Form must have a detailed itinerary that includes departure times; arrival times; the person or company providing your transportation; names and addresses of itinerary stops; and reasons for itinerary stops. Any information missing from the Furlough Request Form may result in the denial of the furlough request.

A resident must immediately notify a CRTC staff member if there are any changes that occur while he is on furlough. This includes not being at a location where his itinerary claims he will be or staying longer than approved at a location. The CRTC maintains a toll free number so a resident can call from any phone. The number is 1-800-923-6033.

A resident may stay out overnight only if the approved furlough is 24 hours or longer, and if he can provide the number of a landline phone for the location where he will be staying. When staying out overnight, a resident must be at the approved overnight location no later than 10:00 PM. He may not leave the approved overnight location until 6:00 AM the next morning unless he has prior permission to leave earlier.

A CRTC staff member may make several random, unannounced contacts with a resident on furlough, either in person or by telephone, to verify the resident is following his approved itinerary as well as the rules of his furlough. If, at any point, a CRTC staff member is unable to contact and verify that a resident is following his approved itinerary, the resident will be considered to be on unauthorized absence from the CRTC and an incident report will be written.

A CRTC staff member may end a furlough at any time and require the resident to return immediately to the CRTC. If a resident fails to return immediately to the CRTC when told to do so, the resident will be considered to be on unauthorized absence from the CRTC and an incident report will be written.