

FAQs

Frequently Asked Questions

When will I be able to visit my family member, loved one, or friend?

Visitation begins the Saturday after they transfer to residential treatment. Visiting hours are Saturdays and Sundays from 3–5 p.m., with special visitations on select major holidays.

Anyone age 16 or older may also participate in our family program from 10am to 3pm on Saturdays and Sundays. This is a structured program that includes a process group and education.

To come on campus for programming or visitation, the patient must complete release forms and add you to the approved list for each day they invite you. When you arrive, provide your name at the gate so we can confirm a release is on file.

Can I send them packages or drop things off? What is allowed?

Yes. Items may be dropped off at the welcome gate between 8 a.m. and 6 p.m. daily. If you bring items during visitation, they must be left with the staff member checking you in at the gate.

If you prefer to mail something, address it to:
[Patient First Name + Last Name]
1 Serenity Lane
Coburg, OR 97408

For the most up to date list of items not allowed in treatment, please visit our website. Go to: <https://serenitylane.org/admissions/new-patient-info/> Scroll down and click the arrow next to “Items to Leave at Home.”

How long will they be in detox? When will they transfer to residential? Is there a blackout period without calls or visitation?

Most patients remain in our withdrawal management unit for 5–7 days. During this time, their primary focus is rest and comfort as they experience withdrawal symptoms. Because this is a vulnerable period, they do not have access to their phones and cannot receive visitors. However, they can call you from a landline while in the hospital unit. Please ensure they have your phone number and any other important numbers written down.

I have financial questions. Who can I talk to about our bill, deductible, or treatment costs?

Our billing office is happy to review the details of your situation. Please make sure your loved one has completed a release of information (ROI) so that we can discuss financial matters with you. You can reach the billing office directly at **(800) 826 9285**.

What do I need to know for my first visit?

On your first visit, you will be asked to follow a few important **safety and confidentiality guidelines** to help protect everyone in treatment. **All visitors must wear a visible name tag** and may visit only in **designated areas** such as the Gilbert Hall building and the smoking section. To support a respectful, therapeutic environment, **cell phones and electronic devices should be left in your car**, and visitors are asked to **dress modestly**, avoiding revealing clothing or items referencing **drugs, alcohol, or weapons**. **Confidentiality is essential**—please focus on your own experience and respect the privacy of others.

For safety reasons, **alcohol, controlled substances, weapons, pets, RVs, and outside deliveries are not allowed on campus**. When you arrive, staff will assist you in checking in **any gifts, clothing, bags, or items being given to a patient**. Tobacco use is limited to designated areas, and **children must be closely supervised**, especially near the pond.

Family Support Groups

Al-Anon Family Groups
(includes information about Alateen)
Al-anon.org

Nar-Anon Family Groups
Nar-anon.org

SMART Recovery Family & Friends
Smartrecovery.org/family

Questions? Please refer to the FAQs or reach out to our team anytime.



A Loved One's Guide



serenitylane.org



Welcome, Family & Friends!

Thank you for choosing Serenity Lane to support your family's recovery journey. Substance use disorder affects the entire family, and it is important to us to provide care for the whole system—not just the individual.

Your loved one may invite you to participate in our weekend family programming. Investing this time in your family's healing is deeply valuable, and your participation is included in your loved one's treatment.

We currently welcome up to three **family members age 16 or older** to attend Saturday and Sunday structured family programming. Topics include the medical perspective on addiction, levels of care, communication skills, boundary setting, and aftercare planning. Family programming includes an initial orientation at 9 am and then runs all other days from 10 am- 3pm.

Visitation only hours are **Saturday and Sunday from 3–5 p.m.** You do not need to attend programming to visit during this time.

On your first visit, you will be asked to follow a few important **safety and confidentiality guidelines** to help protect everyone in treatment and take part in a brief orientation. **All visitors must wear a visible name tag** and may visit only in **designated areas** such as the Gilbert Hall building and the smoking section. To support a respectful, therapeutic environment, **cell phones and electronic devices should be left in your car**, and visitors are asked to **dress modestly**, avoiding revealing clothing or items referencing **drugs, alcohol, or weapons. Confidentiality is essential**—please focus on your own experience and respect the privacy of others.

For safety reasons, **alcohol, controlled substances, weapons, pets, RVs, and outside deliveries are not allowed on campus.** When you arrive, staff will assist you in checking in **any gifts, clothing, bags, or items being given to a patient.** Tobacco use is limited to designated areas, and **children must be closely supervised**, especially near the pond.

If you have questions about the weekend process or would like guidance on accessing family support resources, please reach out to the family programming coordinators.

Thank you for allowing us to support your family during this time.

The Family Programming Team

Tom Burns, CADC II

Jaqueline Levy, CADC II, QMHA I

Phone: 541-284-5679

familyprogramming@serenitylane.org

Dear Friend,

I want to begin by recognizing the hardships you may have endured during your loved one's active substance use disorder. I know the courage, patience and understanding necessary to support someone you love through treatment. This can be a vulnerable and emotional time for you and certainly for the person in our care. Your worry, your hope, and your commitment do not go unnoticed.

At Serenity Lane, we understand that substance use disorder affects the entire family. We also know that healing is possible, and that you can play a meaningful role in that process. Every day, I see families rediscover trust, connection, and relief as their loved one begins to recover. Your presence and support make a real difference.

My father helped build this organization on the belief that compassion and dignity open the door to lasting change.

That belief guides us still. Your loved one will be met with respect, expert care, and a community dedicated to helping them rebuild their life.

Thank you for being here—holding hope, asking questions, and walking alongside someone you care deeply about. You are an essential part of this journey, and we are honored to support you through it.

Warm regards,

Pete Kerns

President & CEO, Serenity Lane

I took someone I love to the Serenity Lane treatment center unsure of what to expect. Now that my loved one has finished treatment, both of us are impressed with the program, counselors and staff. I attended family weekends and spent full days involved with the process and came away impressed with how much they care and the techniques they apply. It was emotional and rewarding for me as much as it was for my loved one.

They assisted my loved one with getting into a recovery home prior to being discharged. I cannot recommend Serenity Lane enough.

If someone you love goes to Serenity Lane, please ensure that you support them during the family sessions on the weekend. It's so important to them. It will be an invaluable experience for you.

-Delbert W.