

AE-103

Family Guide

How families stay close, stay informed, and stay part of daily life at Aeternum.

Families are not visitors to a resident's recovery — they are part of it. This guide explains how visiting works, how we communicate, what to expect from care conferences, and how privacy law shapes what we can share. Our goal is simple: for families to feel as welcome here as the people who live here.

Visiting

Visits are welcome and encouraged. We ask families to call ahead so the household can plan around meals, appointments, and other residents' privacy.

What to expect	
General visiting hours	Daily, 9:00 AM – 8:00 PM. Other times can be arranged.
Where visits happen	The living room, dining room, front porch, backyard, or out in the community. Bedroom visits follow house policy and roommate privacy.
Arranging a visit	Call the house at (971) 317-2199. First-time visitors sign in and meet a staff member.
Bringing children	Welcome, with an adult supervising at all times.
Meals	Join us. Let us know a day ahead so there is a place set.
Outings	Residents may leave with family per their support plan. Sign out and confirm a return time with staff.

What we ask during visits

- Respect the privacy of other residents — please do not photograph common areas.
- No alcohol, cannabis, illegal substances, or weapons on the property.
- Bring medications, supplements, or food gifts to staff first so they can be checked against allergies, diets, and the medication plan.
- Keep the volume and pace gentle; this is a shared home.

- If a visit becomes stressful for anyone, staff may suggest a pause and a fresh start.

Staying in touch

- Phone. Residents may make and receive private calls. Family calls are easiest between 9:00 AM and 8:00 PM.
- Routine updates. With a signed release, we provide a regular check-in call at a cadence the family and resident choose.
- Prompt notification. Families are contacted right away for hospitalization, significant injury, a safety event, or an unplanned absence.
- Mail and packages. Sent to 613 SE 32nd Ave, Hillsboro, OR 97123. Mail is delivered unopened.
- Email. myaeternumcare@gmail.com for non-urgent questions.

Care conferences and planning

Person-centered planning means the resident leads and everyone else supports. Family members are invited to participate whenever the resident consents.

- 1 Initial plan. Built with the resident during the first week and shared with invited family.
- 2 Regular reviews. The plan is reviewed on a set schedule and any time needs change significantly.
- 3 Care conferences. Scheduled meetings — in person, by phone, or by video — with the resident, staff, family, and outside providers.
- 4 Between meetings. Ask for the Support Coordinator with a question at any time.

Privacy: what we can and cannot share

Adult residents control their own information. Federal HIPAA rules and Oregon law mean we need a signed release of information before discussing health, medication, or progress with a family member — even a parent or spouse. Residents choose who is on that list and can change it at any time. Without a release we can still take your message, share general information about the home, and answer questions about visiting. In a genuine emergency, the law allows us to notify family directly.

How families support recovery

- Show up consistently — steady, ordinary contact matters more than grand gestures.
- Ask about everyday things: the garden, dinner, a walk, a favorite show.

- Take care of yourself too; family support groups are available in Washington County.

If you have a concern

Please tell us first — most concerns are resolved the same day by talking with the staff on shift or the Home Director. If a concern is not resolved, the Grievance & Complaint Process guide explains the formal steps and lists independent Oregon resources, including the Residential Facilities Ombudsman at 1-800-522-2602.