

**La Hacienda Treatment Center**

## **Family Program Information**



**Included in this information package:**

- Description of Family Program
- Transportation & Lodging
- Family Program Schedule



**La Hacienda Treatment Center**

PO Box 1  
Hunt, Texas 78024

**1-800-749-6160 ♦ [www.lahacienda.com](http://www.lahacienda.com)**

**WHAT YOU AND YOUR FAMILY CAN EXPECT  
TO HAPPEN IN TREATMENT**

Dear Family Member/Concerned Person,

As you know, your loved one is currently undergoing treatment for chemical dependency at La Hacienda Treatment Center in Hunt, Texas. The Medical Director and Clinical Staff are recommending participation in the Family Program as one of the most important parts of treatment. At the patient's request, we are inviting you to participate in our three and a half day Family Program. Please take a few moments to look over the enclosed information.

If you are already making plans to attend our Family Program, WELCOME! We believe our program is one of the best in the nation. We have a highly qualified staff that understands chemical dependency and its effect on friends and family.

We feel very strongly that this program addresses the needs and concerns of families in crisis. As an important person in the patient's life, you deserve to have all the information about chemical dependency you can get as well as a safe and peaceful environment in which to express feelings with your loved one.

Typically, families and patients may experience some apprehension, fear and anxiety at the beginning of the program. However, we have found that most participants leave with a sense of relief, hope and excitement about recovery.

If you are uncertain about coming to Family Week, we urge you to take this time for yourself and your loved one. The Family Program Coordinator will be contacting you as allowed by patient consent to discuss your participation. You may also contact us with immediate questions or concerns by calling 1-800-749-6160, Ext. 300.

Following this letter you will find a more specific description of La Hacienda Chemical Dependency Family Program including information on lodging, meals, and program policies.

WE HOPE TO SEE YOU SOON!  
*The Staff of the Family Program*

Your Family Member may experience some of the following:

1. A temptation to create or present a different part of him/herself, or a front to protect him/herself from the treatment experience.
2. A temptation to focus on what is wrong with other patients, staff or the treatment center, or on any family matters, or on other outside concerns, rather than deal with him/herself.
3. Patients may be surprised that others have felt similarly to them and have support for how they feel.
4. They may feel that things are getting worse rather than better, i.e. feeling out of control, more alone, angrier, more hurt and more scared than before entering treatment.
5. Having strong, negative feelings about another patient or a staff member who reminds them of someone important in their life.
6. Realizing that they may have created complex coping mechanisms for survival that may now be hurting them instead of helping them.
7. A feeling of being "fixed" and ready to leave treatment despite staff recommendation that they stay and complete the program.
8. A dawning awareness of themselves from a new perspective: A realization that they are precious simply because they are alive.

You may experience the following:

1. A tendency to keep secrets or avoid talking to staff regarding telephone communication between patient and family during treatment.
2. A temptation to minimize family problems.
3. Blaming staff or the program for the problems you are experiencing in your life.
4. Resentment towards family member in treatment: "He/She's getting help and **I'm not!**"
5. A greater focus on problems that could wait until treatment is completed.
6. Believing that non-chemically-dependent family members do not need a recovery support system.
7. Resistance to attending family support groups, Al-Anon meetings or La Hacienda Family Program.
8. Telling yourself that what you are experiencing now or what happened in the past is or was not that bad and that other people's needs are more important.

**LA HACIENDA TREATMENT CENTER**  
**FAMILY PROGRAM**

**DESCRIPTION:** The Family Program is designed to help patients, family members and significant others increase their understanding of chemical dependency. The educational experiential format provides information on alcoholism/addiction, codependency, family dynamics, communication, recovery and relapse prevention. The three and a half day program begins on Monday at 1:00pm and concludes on Thursday afternoon. The Family Program is available free of charge to participants. The Family Program is not suited for children under (15) years of age. Children age 14 may be considered with staff approval only.

Please call the Family Program office (1-800-749-6160 ext. 300) as soon as possible to confirm your attendance and inform us of your arrangements. Our offices are open Monday through Thursday, from 7:00 am to 6:30 pm and Friday 8:00 am to 4:30 pm. Leave a message if you need to call when our office is closed.

**TRANSPORT & LODGING:** La Hacienda Treatment Center is located in Hunt, Texas approximately two hours from San Antonio, 30 minutes west of Kerrville, and 15 minutes west of Ingram. Please plan to arrive NO EARLIER THAN 12:00 PM on Monday. Go directly to the Family Building to register. On Thursday, please plan to depart NO EARLIER THAN 12:00 PM.

**FOR THOSE DRIVING:**

1. Please refer to our homepage under Contact Us for map and directions. ([Map & Directions](#))

**FOR THOSE FLYING INTO SAN ANTONIO AIRPORT:**

1. Please schedule your flight arrival time in San Antonio no later than 10:30 am on Monday and your flight departure time no earlier than 4:00 pm on Thursday.
2. La Hacienda DOES NOT provide transportation from the airport. You will need to rent a car when you arrive. Enclosed are several telephone numbers of car rental agencies to consider in San Antonio.
3. La Hacienda DOES NOT provide local shuttle from your lodging facility to the campus.

**HELPFUL HINTS:**

- We encourage you to make your lodging reservations as soon as you can with your projected Family Program date, as this is a popular tourist/resort area.
- We discourage you from making non-refundable flight reservations more than 2 weeks in advance of your scheduled attendance, as it is occasionally necessary to change a patient's Family Program date.
- Several area motels offer special rates to those attending La Hacienda's Family Program. Be sure and identify yourself as a participant of our Family Program if you would like to receive a special rate at one of these facilities.
- The Family Program is a rather intense process. The fewer disruptions our participants have, the more productive the process is for everyone involved. Therefore, we request using common courtesy when using cell phones.
  1. No picture taking
  2. No video recording
  3. No audio recording
- **Please be sure to pack tennis shoes and casual clothing for the Tuesday morning ropes activity.**
- **Please RSVP from our online form. ([RSVP form](#)) or contact ext. 300 to confirm.**

**MEALS:** We welcome Program participants dining on campus. Mealtimes are at:

LUNCH	12:00 pm to 1:00 pm
DINNER	5:45 pm to 6:30 pm

The cost for meals during Family Week is \$25.00 per person, which covers lunch and dinner (Breakfast not included). Payment for this meal plan can be made upon arrival during registration.

**CHILD CARE:** Please make childcare arrangements prior to arrival for Family Week.

**PREPARATION:** Though not required, we recommend participants attend several Al-Anon meetings prior to Family Week. Al-Anon provides support to family and friends of alcoholics and addicts. You can locate the nearest Al-Anon meeting by consulting your local telephone listings for Alcoholics Anonymous and Al-Anon.

**CONFIDENTIALITY:** In order to promote a safe environment for recovery, we ask you to respect the confidentiality of all patients and family members engaged in treatment.

- ◆ Cameras, video cameras, cell phone cameras and tape recorders are **NOT ALLOWED** on campus.
- ◆ Family members are **NOT ALLOWED** to visit in the patient's room.

**PARTICIPATION:** To minimize disruption to the group as a whole, we ask that all participants commit to attend the entire 3 ½ day program. **PARTICIPATION IN ALL FAMILY GROUPS AND CLASSES IS REQUIRED TO GAIN FULL BENEFIT FROM THE PROGRAM.** The Family Program is presented in sequential format. A large amount of information is presented in a very short period of time. If you are unable to attend the full program, please contact the Family Program Staff as soon as possible. We may be able to reschedule Family Program Week on a date you would be able to attend. Family Program participants are strongly encouraged to abstain from alcohol and other mood altering substances for the duration of the Program with the exception of medications pre-

scribed by a personal physician. If prescription medication is brought onto La Hacienda grounds, the medication must be locked in your car for safe keeping. Our medical teams **cannot dispense any medical treatment or medications to visitors or guests on campus.** Their responsibility is to our patient population each day.

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## LA HACIENDA FAMILY WEEK PROGRAM

**Monday 1:00 pm through Thursday 12:00 pm**

### Family Week **is:**

- A gathering of information for personal and family recovery.
- A time to learn communication skills.
- A time and place for supporting patients and family members.
- Opportunities to enlist support and make new friends.
- A time to learn about addiction and codependency.

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### Family Week **is not:**

- A cathartic process or therapy to fix problems.
- A singular focus on the patient's problem.
- A time to dump negativity.
- A solution to family issues, but rather a preparation for personal recovery for family members.

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We hope you will attend. We will look forward to meeting you.

The Family Program Staff

**La Hacienda Family Program Schedule**

| Time             | Group                                                                                                              | Location                   | Attending         |
|------------------|--------------------------------------------------------------------------------------------------------------------|----------------------------|-------------------|
| <b>MONDAY</b>    |                                                                                                                    |                            |                   |
| 12:00 PM         | Family Arrival & Lunch is Served                                                                                   | Dining Room                | Family & Patients |
| 1:00 PM          | Focus Group – Orientation                                                                                          | Family Bldg                | Family & Patients |
| 2:00 PM          | Intro to Al-Anon/Support for families                                                                              | Family Bldg                | Family Only       |
| 3:00 PM          | Focus Group – Doctor’s Lecture                                                                                     | Family Bldg                | Family & Patients |
| 4:00 PM          | Break                                                                                                              |                            |                   |
| 4:30 PM          | Focus Group – 12 Step Recovery Principles                                                                          | Family Bldg                | Family & Patients |
| 5:45 PM          | Dinner                                                                                                             | Dining Room                | Family & Patients |
| 6:45 PM          | Family Members sign out & depart                                                                                   | Gate                       | Family Only       |
| <b>TUESDAY</b>   |                                                                                                                    |                            |                   |
| 9:00 AM          | Family Ropes Activity – Low Element Exercise<br><small>(In the event of bad weather – relocate to the gym)</small> | Ropes Course or in the Gym | Family Only       |
| 10:00 AM         | Focus Group - Codependency                                                                                         | Family Bldg                | Family Only       |
| 11:00 AM         | Focus Group – Boundaries for Recovery                                                                              | Family Bldg                | Family & Patients |
| 12:00 PM         | Lunch                                                                                                              | Dining Room                | Family & Patients |
| 1:15-3:00        | Process Group - Communication Exercise                                                                             | Family Bldg                | Family & Patients |
| 3:00 –4:30       | Break                                                                                                              |                            |                   |
| 4:30 PM          | Focus Group – Presenters Choice                                                                                    | Family Bldg                | Family & Patients |
| 5:45 PM          | Dinner                                                                                                             | Dining Room                | Family & Patients |
| 6:45 PM          | Family Members sign out & depart                                                                                   | Gate                       | Family Only       |
| 7:00 PM          | Al-Anon Meeting<br>First Presbyterian Church - Ingram Texas                                                        | Off Campus                 | Family Only       |
| <b>WEDNESDAY</b> |                                                                                                                    |                            |                   |
| 9:00 AM          | Focus Group – Feelings & Recovery                                                                                  | Family Bldg                | Family & Patients |
| 10:00 AM         | Focus Group – Going Home                                                                                           | Family Bldg                | Family & Patients |
| 11:00 PM         | Continuing/After Care Information                                                                                  | Family Bldg                | Family & Patients |
| 12:00 PM         | Lunch                                                                                                              |                            |                   |
| 1 – 1:45PM       | Break                                                                                                              |                            |                   |
| 1:45 – 3:45      | Process Group – Feelings list                                                                                      | Family Bldg                | Family & Patients |
| 4:00 PM          | Therapeutic Pass<br><small>(Patients Return to campus by 10 PM)</small>                                            |                            | Family & Patients |
| <b>THURSDAY</b>  |                                                                                                                    |                            |                   |
| 9:00 AM          | Focus Group - Control vs. Influence                                                                                | Family Bldg                | Family Only       |
| 10:00 AM         | Process Group - Recovery Plans                                                                                     | Family Bldg                | Family & Patients |
| 12:00 PM         | Lunch                                                                                                              | Dining Room                | Family & Patients |
| 1:00 PM          | Families depart                                                                                                    | Gate                       | Family Only       |

\*While in attendance for The Family Program, a session may be scheduled with the Case Manager for the patient & their family members. These sessions take place during a “break” time and are arranged prior to the week by the Case Manager. The appointments are announced by Family Program staff.

Family Program Staff: 830-238-4222 Ext 300 (Coordinator)  
 Revised 11/01/2017

# Car Rental Locations for Kerrville and San Antonio

## San Antonio Locations

1. [Enterprise Car Rental](#)  
 808 S SAINT MARYS ST,  
 SAN ANTONIO, TX 78205-3409  
 Tel.: (210) 222-0819
2. [Avis Car Rental](#)  
 9215 John Saunders Rd.  
 San Antonio Tx, 78216  
 Phone: 210-822-1134  
 Hours: Sun-Sat Open 24 Hours
3. [National Car Rental](#)  
 8530 Eastern  
 San Antonio, TX 78216  
 Phone: 888-826-6890  
 Hours: 24 Hours
4. [Budget Rent a Car](#)  
 430 Sandau  
 San Antonio, TX 78216  
 Phone: 210-248-3323  
 Hours: Mon–Sun 5:00AM-12:30AM
5. [Alamo Rent a Car](#)  
 8530 Eastern St.  
 San Antonio, TX 78216  
 Phone: 888-826-6893  
 Hours: 24 Hours
6. [Dollar Car Rental](#)  
 8770 Crownhill Boulevard  
 San Antonio, TX 78216