

HAWTHORN CENTER  
Michigan Department of Community Health

**EXPECTATIONS FOR VISITORS**

**VISITING HOURS**

- Visiting hours are from 4:30 PM to 7:00 PM on weekdays and from 1:00 PM to 7:00 PM on weekends and state holidays.

**CALLING AHEAD**

- Please call the unit on the day of the visit to assure the child will be available for the visit and can visit in the lobby. If the child cannot visit in the lobby, only two visitors 18 years or older may be allowed to visit the child on the unit at a time.

**VISITATION**

- Only applicants and visitors 18 years or older, who are authorized by applicants, are allowed to visit. Visitors less than 18 years old need to be accompanied by either the applicant or visitors authorized by applicant.
- You will be asked to sign in at the front desk and present an appropriate picture identification.
- Once the receptionist has verified your identity and ascertained that you are allowed to visit, the child whom you have come to visit will be escorted to the lobby for the visit.
- Visits may take place in the lobby or on a patient living area. If the visit is not in the lobby, you will be escorted to patient living area by a staff.
- The number of visitors allowed at any one time may be restricted based on space availability and/or consideration for others.
- All persons entering Hawthorn Center are required to wear proper attire, including, but not limited to shirts and shoes.
- A nursing staff will always be available in the lobby to assist during visitation hours.

**ITEMS BROUGHT IN**

- Weapons, alcohol or illegal items are not allowed inside the hospital. If you wish to smoke/vape you will need to do so outside of Hawthorn premises.

**CONDUCT**

We appreciate the following conduct during visitation:

- Calm and quiet conversation
- Respectful and polite behavior with others
- Socially appropriate expressions of affection
- Respectful behavior toward property
- Cooperation with staff
- All threats, either expressly stated or implied, at Hawthorn employees or patients will not be tolerated and may be reported to appropriate authorities. If you have grievance with a Hawthorn employee, please utilize the Office of Recipient Rights form available in the lobby to file a complaint.

**CONFIDENTIALITY**

- To ensure confidentiality of our patient, picture taking and or video/audio recording of children other than your own is prohibited.