



## Frequently Asked Questions for Revive Life House Families



### What information about the client do you need?

It is important to inform Revive Life House of all accounts in the client's name. This includes banking, credit cards, or loans. To assist the resident in keeping up with their financial responsibilities, please change their mailing address to 800 S Main Street Suite C Nicholasville, KY 40356.

### What can a client bring with them to treatment?

- Personal Identification
- Ten shirts
- Ten pairs of pants/shorts
- Ten pairs of socks
- Ten pairs of underwear
- One jacket
- Four pairs of shoes (two pairs include shower shoes)
- Unopened hygiene items
- Unopened cigarettes
- Tobacco-less nicotine patches
- Personal affects will be safely stored with staff

### What items are prohibited?

- Aerosol cans
- Vapes or e-cigarettes
- Dip
- Alcohol-based toiletry items (i.e. cologne, certain mouthwashes, etc)
- Please do not bring a cell phone if possible. Clients are eligible for phones in Phase 3.

### How do I make a payment on their account?

- Online: Click on [Client Payments](#) at the top of the website at [revivelifehouse.org](http://revivelifehouse.org) or at the very bottom of the website. *Please do not use the donate button.*
- Cash/Check: Any cash/checks must be sent to 800 S Main Street Suite C Nicholasville, KY 40356 and may take up to one week to post to the client's account.

## Can I drop anything off for the client?

You can drop off certain items that we will give to the client *once a week*.

- Drop offs are accepted between 8 and 4:30 at 800 S Main Street Suite C Nicholasville, KY 40356
- Drop offs need to fit in two plastic grocery bags (like Walmart or Kroger-style) and can include:
  - Clothing if client doesn't have any
  - Unopened hygiene items
  - Non-perishable food items
  - One case of drinks (i.e. water, soda)
  - Unopened cigarettes
  - Unopened tobacco-less pouches

Any shipped items (such as a Walmart or Amazon delivery) need to be within the above parameters. We cannot guarantee delivery if the shipment arrives over the weekend.

## Where do I send mail?

Please send any mail addressed to the client to 800 S Main Street Suite C Nicholasville, KY 40356. Incoming and outgoing mail is read and reviewed by the client's counselor to remain in compliance with our program standards.

## When do visits start?

- Visitation is based on the time the client has spent in the program. Visitation and phone calls are not allowed in the first 30 days.
- If the client is enrolled in the 6-month program, the schedule is as follows:
  - Eligible for 4 hour visit every 31 days; 2 phone calls a week *either* Tuesday or Wednesday, and Saturday
  - Eligible for 6 hour visit after 61 days; 2 phone calls a week *either* Tuesday or Wednesday, and Saturday
  - Eligible for weekend visit after 91 days

## Do you provide transportation?

We provide transportation for the client to and from necessary appointments (i.e. legal and medical appointments)

**Please contact our Intake team at 859.241.3892 with any additional questions**