

September 2024



ABC recovery center

# mission moments

## DETOX

- I thank all of the medical techs and techs in Haven house for all their efforts to make me comfortable continuously

## RESIDENTIAL

### Intake and Admissions

- It was a pleasant experience.
- I Love MAGDALENA AND JANELLE they were really helpful.
- Mags did a great job and was very helpful
- Perfect
- They really got to know me even when I wasn't too sociable
- I felt very welcomed and they were accommodating to my needs
- Great job
- It was a fantastic experience I noticed the love and understanding throughout the entire staff and all of them seriously deserve raises they went above and beyond for every single person I have seen its a beautiful staff
- Awesome
- All great

### Facility and Accommodations

- Staff made me feel comfortable when I wasn't and moved me to where it was comfortable
- Perfect
- I came in with no clothing and they immediately found accommodations for me
- I felt comfortable
- Great job
- Everything was absolutely awesome!! All the courage house staff gabby, kat, eduardo Norma Tim Jim Ernest just everyone was an absolute blessing and without them it wouldn't be possible

## Groups

- All counselors were attentive
- Love process group.
- Amazing
- Honestly, loved it. I enjoyed the schooling type atmosphere
- I loved it here
- Awesome

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## Clinical Team

- Great team
- I'd like to thank like Lisa mags Kat Janelle Christian Kris Edwardo Gabbie Norma for making me feel comfortable and welcomed they really care about their jobs and whenever I had a problem they had solutions
- Excellent
- Christian my counselor was amazing, he needs deserves a pay raise and I would add Kris , Michael, and Adrianna to the list of pay raises because its hard to find professional workers that care about clients. I also would add specifically Vanessa and Elsa the medical staff to the list of raises very thorough at their job and friendly. Henry, Carlos, Katerina, and Eduardo were professional, welcoming, and a delightful kudos to all the names mentioned. Big respect and admiration goes to Magdalena H. And Janelle, they to more than out of their say to meet our needs and make us feel secure. I love all these people that made my recovery possible.
- They are fantastic and are all great people

## Family Services

- Had fun at the family visits
- Great
- Was great, learned a lot
- Excellent

## Case Management

- All services were met
- Amazing
- They deserve pay raises
- Great job
- Was great

## Nursing

- Nurses were attentive
- Vanessa was a great nurse made any appointment I needed and helped with my overall health
- Vanessa and Elsa are amazing efficient and knowledgeable in their field deserve raises to keep them here
- Alica Ramon Vanessa elsa are awesome and need raises

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## Food and Dining

- Food was great

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## Food and Dining

- Food was great
- Good food
- Tasty
- Excellent
- Ed is a hard working man and the chef was compassionate
- Awesome

## Additional Comments

- Good experience
- People work hard here
- Thank you ABC for everything.
- 5 stars
- Excellent
- Great nutrition
- Overall the program is structured and disciplines you for the real world and situations you're going to encounter. I believe it's an excellent program
- Thank you all for everything couldn't be happier! Y life is saved
- I loved it here

## OUTPATIENT

No comments this month 😊