

# CLIENT HANDBOOK

*Client rights, responsibilities, and general  
information about our treatment services.*





**Family Resource Center of Northwest Ohio has met the internationally recognized CARF standards of quality in the provision of outcomes-driven programs and services to enhance the lives of the persons served.**



**Family Resource Center is a licensed and certified provider through the Ohio Department of Mental Health and Addiction Services.**

<b>Welcome to FRC</b>	<b>4</b>
<b>Client Satisfaction</b>	<b>4</b>
<b>Professional Ethics</b>	<b>4</b>
<b>Our Mission &amp; Guiding Principles</b>	<b>5</b>
<b>Accessing Services</b>	<b>6</b>
<b>Emergency Services</b>	<b>7</b>
<b>Paying for Services</b>	<b>8</b>
<b>Individualized Service Planning</b>	<b>9</b>
<b>Telecounseling</b>	<b>10</b>
<b>Client Rights &amp; Responsibilities</b>	<b>12</b>
<b>Client Expectations</b>	<b>14</b>
<b>Filing a Grievance</b>	<b>14</b>
<b>Client Confidentiality &amp; Privacy Notice</b>	<b>16</b>
<b>Accomodations</b>	<b>23</b>
<b>Safety Practices &amp; Procedures</b>	<b>24</b>
<b>Tuberculosis, Hepatitis, &amp; HIV/AIDS Information</b>	<b>25</b>
<b>Community Resources</b>	<b>29</b>

**This handbook was last updated September 2023.**

# Welcome

## Welcome to Family Resource Center

Seeking assistance to deal with problems associated with emotional distress and/or alcohol and drugs is not always easy. Entering treatment can be difficult, yet we know that **PREVENTION WORKS, TREATMENT IS EFFECTIVE, and PEOPLE RECOVER**. We are pleased that you have taken action to enter treatment and begin the process of recovery!

Family Resource Center is committed to providing professional services that are effective and reflect standards and practices that are most current in the behavioral healthcare field.

Family Resource Center is accredited by the Commission on Accreditation and Rehabilitation Facilities (CARF), an international organization that accredits human service providers using standards to measure quality in the provision of programs and services.

You can be assured that the staff members of Family Resource Center are qualified and competent to provide treatment. All our staff have achieved and maintain the appropriate level of education, training, certification, and licensure necessary for their profession. Our staff has an obligation to clients, their families, the community, referral sources, and funding sources to conduct service and business in a responsible and ethical manner.

This handbook is provided to help you understand your benefits and responsibilities as a client of Family Resource Center. Please keep this handbook as a reference to find information you may need. If you have any questions about the content of this handbook, feel free to consult with your provider.

## Thank you for choosing Family Resource Center.

We will do our best to assist you in receiving the best care we have to offer.

## Client Satisfaction

Family Resource Center wants to be sure it is offering the best behavioral health services possible. One way to measure how well we're doing is by asking you. Only you can let us know what is, or is not working. You can do this by:

- Completing *How Are We Doing* and *Safety* feedback cards located in the lobby of each office
- Participate in satisfaction surveys
- Attend any client focus groups offered to obtain input into specialized services
- Learn about, or take part in, the local community treatment resources
- Tell us what you think during your treatment sessions

## Professional Ethics

As members of the Family Resource Center organization, all employees, consultants, volunteers, and students adhere to a personal commitment to follow ethical principles that guide performance in various roles and relationships, both inside and outside the organization. All members will be held accountable to the Agency and Professional Ethics as well as code of ethics which is maintained by their professional discipline.

# **Our Mission & Guiding Principles**

**The mission of Family Resource Center is to provide specialized behavioral health services to individuals, children, and families in our multicultural communities in order to strengthen family life and promote personal growth.**

Each of us at Family Resource Center knows the important role we play in fulfilling our mission. Our organizational and clinical culture support the following expectations. We fundamentally believe that prevention works, treatment is effective, and people recover. There is hope in recovery and every encounter with our team provides an opportunity for progress.

## **We are servant-hearted.**

Our actions are a reflection of our desire to serve others.

## **We do all things with integrity.**

From a client's first contact to the last, we treat all clients and fellow staff members with respect, dignity, and adhere to confidentiality requirements. We adhere to legal and ethical practices.

## **We are professional.**

No matter the position, we dress, speak and represent ourselves within the agency and in the communities we serve with pride.

## **We are good communicators.**

We value proactive, clear, and connecting communication in all forms.

## **We are teachable.**

We are receptive to feedback, growth, and earnestly desire to learn.

## **We are focused on continual improvement.**

Creativity and innovation from our employees is supported and encouraged.

## **We think critically.**

We see things with an inquiring mind which leads to improvement in individuals and our organization.

## **We are preemptive problem-solvers.**

We anticipate problems and identify solutions. We come from a place of "yes" when working with our clients, fellow staff, and community partners.

## **We are results-oriented.**

We are willing to evaluate the effectiveness of what we do and adjust to improve our services.

## **We pursue excellence.**

"Good enough" is not the manner in which we approach our work. We strive to do things better and create an environment that cultivates excellence.

## **We make stewardship a priority.**

Including agency, local, state, federal, and donated funds.

# Accessing Services

At the first visit, a **Diagnostic Assessment (DA)** will be conducted. The DA consists of an examination of issues that are currently causing you difficulty. Information about your health history is also gathered. Many questions will be asked by your clinician or doctor as we work with you to conduct a thorough evaluation that will lead to an accurate diagnosis so appropriate treatment recommendations can be made.

In most cases the DA can be completed in one visit but may require additional visits. Upon completion of this assessment, treatment will begin and may include a range of outpatient or residential treatment services. Participation in a treatment program is likely to make a positive difference in respect to the problems you are experiencing. Treatment generally consists of individual counseling sessions and/or group counseling sessions. If it is determined that medications may be helpful in alleviating symptoms, a psychiatric evaluation and follow-up medical appointments with a nurse and/or doctor will be scheduled.

Outpatient mental health and substance use disorder services are provided at multiple sites. Office addresses, phone numbers, and hours of operation are listed below. Hours may change. Visit [www.frcoho.org](http://www.frcoho.org) for most recent hours. Offices are closed on weekends and holidays. Listen to local radio for emergency closings.

COUNTY	SITE	ADDRESS	HOURS	CALL
Allen	Lima Campus	530 S. Main St. Lima, OH 45804	8 AM - 6 PM	419-222-1168
Auglaize	St. Marys Campus	720 Armstrong St. St. Marys, OH 45885	9 AM - 5 PM	419-394-7451
	Wapakoneta Campus	3 N. Pine St. Wapakoneta, OH 45895	Please call for hours of operation.	419-359-2256
Hardin	Kenton Campus	775 E. Eliza St. Kenton, OH 43328	9 AM - 5 PM	419-679-1219
Hancock	North Campus (Prevention)	2515 N. Main St. Findlay, OH 45840	8 AM - 6 PM	419-425-5050
	Carlin Campus	1941 Carlin St. Findlay, OH 45840	8 AM - 6 PM	
Shelby	Sidney Campus	1101 N. Vandemark Rd. Sidney, OH 45365	8 AM - 6 PM	937-710-4616
Miami	Serving the Miami County community via Case Management and Telehealth Counseling.			

If you are entering treatment for the first time, or returning to service after a period of inactivity, you can phone the Family Resource Center office at which campus you would like to receive services and ask for Open Access hours or to schedule an initial appointment.

Many of the services offered by Family Resource Center are listed below. If there is a specific service that you wish to access, please address this with your primary treatment provider. They will explain the criteria for that service; determine if such a referral is appropriate and, if so, complete the necessary paperwork.

Follow-up appointments will be scheduled by an Enrollment Specialist. Please make every effort to honor your appointment and arrive promptly at the scheduled time.

When circumstances arise that make it necessary for you to re-schedule or cancel an appointment, we request that you give us 24-hours' notice.

No Show (NS): no notification from client to cancel scheduled appointment; or less than a twenty-four (24) hour notification or client arrives:

- 5 minutes late for a 20 minute appointment;
- 5 minutes late for a 40 minute appointment; or
- 10 minutes late for a 60 minute appointment

We believe that you are the expert of your own experience, and that families often know the needs of family members better than anyone else could. This is why you will always be presented with options throughout your treatment at Family Resource Center.

Your voice is essential as we work together to improve your quality of life. We believe that everyone has strengths, and your ability to say what you like and what you do not will add to your strengths and help us determine and explain your options. Once it has been determined you are eligible for services, staff may recommend one or more of the following behavioral health services based on your identified needs. Behavioral health services consist of mental health and substance use disorder treatments.

- Outpatient Counseling
- Psychiatric/Medical Services
- Crisis Intervention
- Community Support (Case Management)
- Assertive Community Treatment
- Integrated Dual Disorder Treatment
- Peer Support
- Residential
- Workplace Advantage (Employee Assistance Program)
- Criminal Justice Services
- Prevention
- Medication Assisted Treatment (MAT)
- Intensive Outpatient Program (IOP)
- Wraparound Services for youth Social Emotional
- Learning Parenting Programs

## Emergency Services

If you have a mental health emergency, you should get help right away. A situation is considered a mental health emergency when a person is at immediate risk of harming themselves or someone else.

Family Resource Center supports crisis intervention services by clients reaching out to the following crisis hotlines in their respective counties.

Allen, Auglaize, Hardin Crisis Hotline  
**1-800-567-HOPE (4673)**

Hancock Crisis Hotline  
**1-888-936-7116**

Shelby & Miami Crisis Hotline  
**1-800-351-7347**

# Paying for Services

When you begin treatment, you will meet with one of our Enrollment Specialists and together you will determine your financial responsibility. If you are currently uninsured, we can assist you in the application process to determine eligibility for your coverage.

If you believe your fee is beyond your means, please feel free to discuss your situation with your primary provider or an Enrollment Specialist.

## Your Financial Rights:

- You have the right to know your behavioral health care costs. Our Enrollment Team will have a rate sheet should you wish to review it.
- You have the right to request a review of your fee when your income situation changes. Family Resource Center has Enrollment Specialists who can assist with this.
- You will be provided the appropriate board policies for your reference if you are determined to be eligible for board funding.

## Your Financial Responsibilities:

- Provide financial information.
- Provide documentation of your income.
- Apply for health insurance coverage if eligible.
- Make payments at the time of service. Payments may be made by cash, check, or major credit card.
- Payment of Health Insurance co-pays and/or deductibles are due at the time of service.
- Attend all scheduled appointments or call at least 24 hours in advance to cancel.
- Inform us when there is a change in your finances.
- Inform us when there is a change in insurance and/or Medicare /Medicaid benefits.
- Inform us when there is a change in address, phone numbers, or other demographic information.
- Annually or semi-annually, you may be asked to update all financial information.

Please be advised that if you do not keep these financial responsibilities, you may not be scheduled for additional appointments and/or may be financially responsible for the total cost of the services provided.

If you have health insurance coverage, this is a contract between you and your insurance company. Bills for your services will be submitted to your health insurance as a courtesy to you. We encourage you to read over your policy and familiarize yourself with your coverage and patient responsibility.



# Individualized Service Planning

After your initial intake appointment, an Individualized Service Plan (ISP) will be developed with you as a way for you and the people in your life to play a part in setting your goals, deciding what help you need, and planning your treatment. It will also help you meet other needs you may have.

Individualized Service Planning is also known as person-centered planning. It is easy to do. It is all about your hopes and dreams. It respects and honors cultural differences and targets your strengths.

## Individualized Service Planning

- Is about making choices
- Builds on your strengths
- Lets you choose who will help you plan
- Makes sure you stay safe and healthy

## Individualized Service Planning works best when you

- tell us about your problem
- tell us what you think might help you
- help us plan the services that are best for you
- do your best to keep appointments and follow your plan
- tell us when changes happen in your income, insurance, or other areas of your life

At the time your Individualized Service Plan is developed with you, decisions on how to know you have met your treatment goals will be discussed. There are certain instances where drug screens (urine screens and breathalyzer) may be indicated and could be included as part of your recovery planning. A new Individualized Service Plan will be developed with you when new services are added or discontinued. There may be times when more intensive services are needed, and your clinical team will work with you to go over these options.

A successful discharge from treatment services usually occurs when you have achieved all your treatment goals. If you have had no face-to-face contact with an agency Provider within the last 30 - 90 days (depending on the services you receive), your case with our agency will be closed. Prior to case closure, your provider will send you a letter giving you an opportunity to schedule a new appointment if you choose to continue treatment. Once your case has been closed you are welcome to return to Family Resource Center, but you will need to go through the entrance process again.

## What are Advanced Directives?

In Ohio, "advance directives" is the term used to describe three types of legal documents you can complete to express your wishes regarding your future health care:

- A durable power of attorney for health care (POA)
- A declaration for mental health treatment
- A living will

Developing an Advance Directive for Mental Health Treatment allows you the opportunity to openly discuss signs and symptoms of your illness, as well as your treatment preferences. When properly planned and implemented, it is a natural fit with empowerment and recovery. Talk to your treatment provider for more information about completing an advance directive.

# Telecounseling

An essential part of your treatment and recovery is participating actively in your counseling sessions. We understand that many times it is difficult to find time or transportation in addition to other costs that allow you the time and space to focus on your own growth and goals for that hour in the office. In this light, we have begun offering remote counseling services!

## What is Telecounseling?

Remote counseling or telecounseling refers to a service in which counselor and client are connected remotely using technology. Family Resource Center will be using videoconferencing. Telecounseling is a field that is steadily growing in popularity due to advances in technology and increasing evidence that this format is just as effective in providing services as traditional face-to-face counseling. Not only is it convenient, it is also a huge time saver as there's no need to drive to and from traditional counseling appointments. Folks are now able to meet with their provider from the comfort of their own home, office, or other private location. All you need to have a virtual therapy session is a reliable internet connection and a device with video capability.

## What to Expect

As a participant in the telecounseling program you will have the ability to schedule your counseling sessions from the privacy and convenience of your own home. In your initial session you will meet your telecounselor, become comfortable with the technology, and discuss YOUR treatment goals and schedule. You will also schedule your next meeting during this time.

Each session you have the option to connect with your telecounselor from your own mobile device or computer. If you are any services at one of our clinics i.e., medication management, case management, MAT. You may still have to come into the clinics for routine urine drug screen, signatures, and medical appointments; but the counseling sessions will be accessed on your time and your location.

The Family Resource Center is dedicated to confidentiality and abides by all HIPAA requirements in telecounseling. The program that will be used to communicate with your telecounselor is HIPAA approved, encrypted end to end, and fully complies with ethical and legal standards of privacy.

## How to Begin Your Telecounseling Session:

1. Go to the website <https://cmgplp.doxy.me>
2. Enter Counselor's name <NAME>
3. You will be asked to enter your name.
4. You will be connected to the secure waiting room and your counselor will be notified of your arrival
5. Your counselor will connect with you through the doxy.me website
6. When the session is complete you will simply close your browser to disconnect from the program.
7. At any time during your visit to the website, you will have the ability to live chat with your counselor as well to answer any questions needed if you have a wait time.

## Hours of Operation

Telecounseling may be available during both traditional and non traditional hours, for more information, inquire at the front desk or visit [www.frcoho.org](http://www.frcoho.org)

## Emergency Information/Plan

Receiving counseling services remotely has advantages; but also has limitations and risks. The therapist's ability to respond to a medical or psychiatric emergency can be impacted. The following plan for emergency management is an effort to diminish some of these risks.

### Prior to each session you agree to provide your counselor with:

1. The address where located during the session.
2. If this location changes during the session you agree to provide your updated location.

You also agree to maintain an active release of information for your emergency contact. This individual will only be contacted on your behalf in a life- threatening emergency or if you request that they be contacted to transport you to the hospital in the event of an emergency.

### During a Session:

In case of behavioral health or medical emergency, the therapist will contact emergency services in your local area. Examples of emergencies could include:

1. A client communicating intent to harm self or another,
2. A medical emergency, or
3. Any other condition requiring medical or psychiatric attention.

The therapist will remain in the session with you or on the phone while calling for emergency services.

### Afterhours:

In the event you experience a behavior health or medical emergency afterhours please contact the following agency or agencies:

1. 911 - for immediate life threatening situations;
2. National Suicide Prevention Hotline: 1-800-273-8255; or
3. Crisis line for your county of residence:

**Allen, Auglaize, Hardin Crisis Hotline**  
**1-800-567-HOPE (4673)**

**Hancock Crisis Hotline**  
**1-888-936-7116**

**Shelby & Miami Crisis Hotline**  
**1-800-351-7347**

# Client Rights & Responsibilities

## Client Rights

In the State of Ohio if you are receiving mental health and substance abuse services, you have additional rights and protections. Admission and services shall not be denied against any person or group of persons on the grounds of race, ethnicity, age, color, religion, sex, national origin, sexual orientation, handicap or developmental disability according to "Title VII of the Civil Rights Act of 1964," or any persons with HIV infection, Aids Related Complex or AIDS. Clients are informed of their rights at the time of admission and annually thereafter.

Each client has the following rights according to Ohio Administrative Code 5122-26-18:

1. The right to be treated with consideration and respect for personal dignity, autonomy, and privacy;
2. The right to reasonable protection from physical, sexual or emotional abuse, neglect, humiliation, and inhumane treatment;
3. The right to receive services in the least restrictive, feasible environment;
4. The right to participate in any appropriate and available service that is consistent with an individual service plan (ISP), regardless of the refusal of any other service, unless that service is a necessity for clear treatment reasons and requires the person's participation;
5. The right to give or withdraw informed consent to or to refuse any service, treatment or therapy, including medication absent an emergency;
6. The right to participate in the development, review and revision of one's own individualized treatment and receive a copy of it;
7. The right to freedom from unnecessary or excessive medication, and to be free from restraint or seclusion unless there is immediate risk of physical harm to self or others;
8. The right to be informed and the right to refuse any unusual or hazardous treatment procedures;
9. The right be advised and the right to refuse observation by others and by techniques such as one-way vision mirrors, tape recorders, video recorders, television, movies, photographs or other audio and visual technology. This right does not prohibit an agency from using closed-circuit monitoring to observe seclusion rooms or common areas, which does not include bathrooms or sleeping areas;
10. The right to confidentiality of communications and personal identifying information within the limitations and requirements for disclosure of client information under states and federal laws and regulations;
11. The right to have access to one's own client record unless access to certain information is restricted for clear treatment reasons. If access is restricted, the treatment plan shall include the reason for the restriction, a goal to remove the restriction, and the treatment being offered to remove the restriction;
12. The right to be informed a reasonable amount of time in advance of the reason for terminating participation in a service, and to be provided a referral, unless the service is unavailable or not necessary;

13. The right to be informed of the reason for denial of a service;
14. The right not to be discriminated against for receiving services on the basis of race, ethnicity, age, color, religion, gender, national origin, sexual orientation, physical or mental handicap, developmental disability, genetic information, human immunodeficiency virus status, or in any manner prohibited by local, state or federal laws;
15. The right to know the cost of services and freedom from fiduciary abuse and other exploitations;
16. The right to be verbally informed of all client rights, and to receive a written copy upon request;
17. The right to exercise one's own rights without reprisal, except that no right extends so far as to supersede health and safety considerations;
18. The right to file a grievance;
19. The right to have oral and written instructions concerning the procedure for filing a grievance, and to assistance in filing a grievance if requested;
20. The right to be informed of one's own condition; and
21. The right to consult with an independent treatment specialist or legal counsel at one's own expense.

## **Client Responsibilities**

Treatment is effective and people recover. You can find hope in recovery, especially when you are supported by a caring team of professionals who believe in you. We are that team, but we need your help as well. Our system protects client rights, and also expects and encourages clients to assume certain responsibilities. Greater involvement by clients increases the likelihood of achieving the best outcomes in your ongoing recovery.

- Become involved in specific decisions about your care; tell us your problem and what you think might help your situation.
- Tell us about any changes in your life.
- Attend services substance free. FRC reserves the right to refuse service to clients who appear to be intoxicated. We are required by law to report driving while impaired.
- Cooperate with care providers in developing and carrying out agreed upon treatment plans.
- Recognize the limitations of behavioral and medical science.
- Show respect for other consumers and providers.
- Do not leave young children under the age of 13 unattended in the waiting area.
- Keep appointments or call as soon as you know that you must cancel.
- Meet your financial obligations, along with helping us to decide if you are eligible for subsidy.
- Use the agency's internal complaint and appeal process to address concerns that may arise.
- Report wrongdoing and fraud to appropriate resources or legal authorities.
- FRC is a TOBACCO-FREE agency and does not permit tobacco use at any of our properties. This includes the sidewalks, lawn, and parking lots. Please refrain from smoking or using any tobacco products or smoke free nicotine devices once you arrive.
- At Steady Path, our inpatient clients will have access to designated smoking areas and specified smoking times to ensure a safe and comfortable environment. We remind all clients that possession of drug paraphernalia, and/or the use of vapes, chewing tobacco, or CBD products on the premises is strictly prohibited.

## **Client Responsibilities Cont.**

- Alcohol, illegal drugs and/or any prescribed medications not ordered for you are **STRICTLY PROHIBITED** on Family Resource Center property.
- **NO WEAPONS** are allowed on Family Resource Center property. If you possess an item that could be defined as dangerous, please consider others' safety and leave it/them at home.

## **Expectations & Filing a Grievance**

### **What Clients Can Expect**

- Family Resource Center will **NEVER** use the techniques of seclusion or restraint in managing a situation, no matter how severe.
- Through events, behaviors or attitudes which include but are not limited to such things as breaking confidentiality of another client, stealing, prescription tampering and verbal, physical or sexual harassment or abuse, you may suffer loss of rights or privileges regarding services. If this were to happen, you will need to address the situation with your primary provider and follow his/her recommendations to regain your rights or privileges.
- If you have been mandated into treatment by referral sources such as a court, parole/probation, or Children's Protective Services, you will be asked to sign a Release of Information form that allows Family Resource Center to have contact with that referral source. A report will be sent to this person at the time of your initial intake, regularly during treatment, and when your services are discontinued. These reports reflect your involvement and progress or lack of progress in relation to your treatment. You have the right to refuse to sign such a release or to stop a release once signed.
- If your provider identifies a pattern of failed appointments or an excessive number of cancellations, they will address this issue with you to set up guidelines to correct the problem.
- If you simply fail to attend an appointment and do not notify us of your absence, you will receive a phone call or letter from your provider encouraging you to re-engage in treatment.
- If you have had no face-to-face contact with an agency Provider within the last 30 – 90 days (depending on the services you receive), your case with our agency will be closed. Prior to case closure, your provider will send you a letter giving you an opportunity to schedule a new appointment if you choose to continue treatment. Once your case has been closed you are welcome to return to Family Resource Center, but you will need to go through the entrance process again.
- Clients may be transported by their clinical service providers in agency vehicles and/or service provider personal vehicles as applicable and appropriate in accordance with individual service plans.

### **Filing a Grievance**

It is the philosophy of Family Resource Center to encourage all clients to discuss their problems, concerns or complaints about Family Resource Center services with their direct staff provider. Should the complaint not be resolved you can also talk with the appropriate supervisor.

If you have a grievance or if you believe your rights may have been violated in any way, please contact the agency's Client's Rights Officer or any program supervisor will assist you in filing a grievance upon your request.

# Filing a Grievance cont.

## Formal Grievance Procedure:

- All client grievances must be in writing.
- The grievance must be dated and signed by the client or by the individual filing the grievance on behalf of the client.
- The written grievance must include the date, approximate time, description of the incident, and names of individuals involved in the incident/situation being grieved. A form is available upon request.
- The written grievance is to be given or mailed to:
 

Client Advocate (CA)  
Family Resource Center, Inc.  
1941 Carlin St.  
Findlay, OH 45840
- If the grievance involves the CA or if the CA is unavailable the grievance is to be filed with:
 

Chief Clinical Officer  
Family Resource Center, Inc.  
1941 Carlin St.  
Findlay, OH 45840
- The client or their designated representative shall report both verbally and in writing the nature of the grievance to the CA.
- If the grievance remains unresolved, the client and the CA will meet with an ADAMHS Board representative, who is to serve in the capacity of impartial person, to hear the grievance. A written statement of results should be given to the client. All grievances and associated documentation will be kept on file two years from resolution.
- At any time clients or persons filing grievances on the client's behalf have a right to file a grievance with any of the organizations listed below. However, if the client remains unsatisfied with the outcome of Family Resource Center's grievance process, the client will be referred to an outside entity. The CA will assist the client in contacting any resource upon request.

<b>Outside Entities to which the Client May be Referred:</b>	<b>CARF International</b> 6951 E. Southpoint Rd., Tucson AZ 85756-9407 888-281-6531
<b>Disability Rights Ohio</b> 50 W Board St. Suite 1400, Columbus, OH 43215-5923 1-800-282-9181	<b>Tri-County Board of Recovery &amp; Mental Health Services</b> 1280 N. Co Rd 25A Troy, OH 45373 937-335-7727
<b>United States Department of Health &amp; Human Services Civil Rights Office</b> 105 West Adams St. 16th Fl., Chicago, IL 60603 312-886-2359	<b>The Ohio Dept. of Mental Health &amp; Addiction Services</b> 30 East Broad Street, Suite 742 Columbus, OH 43215-3430 614-466-2596 toll free - 1-877-278-6364
<b>Hancock Co. Alcohol, Drug Addiction &amp; Mental Health Services Board</b> 430 Carnahan Ave., Findlay, OH 45840 419-424-1985	<b>Mental Health &amp; Recovery Services Board of Allen, Auglaize, &amp; Hardin Counties</b> 528 West Market St., Lima, OH 45801 419-222-5120

At no time will a client who has filed a grievance be retaliated against or discriminated against by any member of the Family Resource Center staff for filing said grievance.



# Client Confidentiality & Privacy Notice

Confidentiality of client records maintained by Family Resource Center is protected by Federal Law and Regulations. Generally, Family Resource Center will not convey to a person outside the agency that a client attends or receives services from Family Resource Center. No information that identifies a client will be disclosed unless the disclosure is in writing or the disclosure meets one of the exceptions that allow the agency to disclose the information without written authorization. Examples of exceptions can include court orders, the discovery of abuse or neglect or any of the other exceptions listed in the Privacy notice below.

Violation of the Federal Law and Regulations by Family Resource Center is a crime. Suspected violations may be reported to appropriate authorities in accordance with Federal Regulations (see 42 U.S.C. 290 DD-2 and E-3 for Federal Laws and 42 CFR Part 2 for Federal Regulations). Federal rules prohibit the disclosure of information unless it is expressly permitted by the written consent of the person to whom it pertains or as otherwise permitted. A general authorization for the release of medical or other information is NOT sufficient for use of the information to criminally investigate or prosecute any alcohol or drug abuse patient.

Federal Law and Regulations do not protect any information about a crime committed by a client, either at Family Resource Center or against any person who works for Family Resource Center, or about any threat to commit such a crime.

Federal Laws and Regulations do not protect any information about suspected child abuse or neglect, elder abuse, neglect, or exploitation, and/or certain persons with developmental disabilities from being reported under State Law to appropriate state or local authorities.

## **FAMILY RESOURCE CENTER NOTICE OF PRIVACY PRACTICES**

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION.

**PLEASE REVIEW IT CAREFULLY.**

**If you have any questions about this notice, please contact the Privacy Officer at:**

**Privacy Officer**

**Family Resource Center, Inc.**

**1941 Carlin St.**

**Findlay, Ohio 45840**

**Phone: (419) 425-5050**

This notice describes how we, Family Resource Center, use or disclose your private health information (PHI). PHI is information that identifies you and relates to health care services, the payment of health care services or your physical or mental health condition, in the past, present or future. This notice also describes your rights to access and control your PHI.



## Who Will Follow the Requirements of this Notice?

This notice describes our agency's practices and those of

- Any health care professional authorized to enter information into your agency chart
- All departments and units of the agency
- Any member of a volunteer group we allow to help you while under the care of the agency
- All employees, staff and other agency personnel

In addition, these entities may share medical information with each other for treatment, payment or agency operations purposes described in the notice.

## Our Pledge Regarding Medical Information

We understand that medical information about you and your health is personal. We are committed to protecting medical information about you. We create a record of the care and services you receive at the agency. We need this record to provide you with quality care and to comply with certain legal requirements. This notice applies to all of the records of your care generated by the agency, whether made by agency personnel or staff under contract to the agency (example, psychiatrist).

This notice will tell you about the ways in which we may use and disclose medical information about you. We also describe your rights and certain obligations we have regarding the use and disclosure of medical information.

We are required by law to

- Assure medical information that identifies you is kept private
- Give you this notice of our legal duties and privacy practices with respect to medical information about you
- Follow the terms of the notice that is currently in effect

## Our Responsibilities

Federal law requires that we maintain the privacy of your PHI and provide to you with this Notice of our legal duties and privacy practices. We are required to notify affected individuals following a breach of unsecured PHI. We are required to abide by the terms of this Notice, which may be amended from time to time. We reserve the right to change the terms of this Notice and to make the new Notice provisions effective for all PHI that we maintain. We will promptly revise and distribute this Notice whenever there is a material change to the uses or disclosures, your rights, our duties, or other practices stated in this Notice. Except when required by law, a material change to this notice will not be implemented before the effective date of the new notice in which the material change is reflected.

# **Client Confidentiality & Privacy Notice cont.**

## **We May Use or Disclose PHI for the Following Treatment, Payment, and Health Care Operations**

### **For Treatment**

We may use and disclose your PHI to coordinate or manage your care with the individuals or organizations that are involved in your care, such as your attending physician, other health care professionals, contracted service providers or related organizations. For example, certain service providers involved in your care may need information about your medical condition in order for us to deliver services properly and appropriately.

### **To Obtain or Provide Payment**

We may include your PHI in invoices to collect or provide payment to or from third parties for the care you receive. We may use and disclose medical information about you so that the treatment and services you receive at the agency may be billed to and payment may be collected from you, an insurance company or a third party. For example, we need to give the ADAMHS Board and/or the State Departments (OhioMHAS) information about counseling you received at the agency so the Board will pay us for the service.

### **To Conduct Health Care Operations**

We may use and disclose PHI for our own operations and as necessary to provide quality care to all of our service recipients. Health care operations includes but is not limited to the following activities: quality assessment and improvement activities; activities designed to improve health or reduce health care costs; protocol development, case management and care coordination; professional review and performance evaluation; review and auditing, including compliance reviews, medical reviews, legal services and compliance programs; and business management and general administrative activities. For example, we may use PHI to evaluate our staff performance or combine your health information with other consumer PHI to evaluate how to better serve all of our consumers. Another example may be the disclosure of your PHI to staff or contracted personnel for certain limited training purposes.

### **To Gather Behavioral Health Data**

Providers certified or licensed by OhioMHAS to provide behavioral health services are required under ORC 5119.61 and OAC 5122-28-04 to report information on all clients treated for a mental health or substance use disorder, when services are covered in whole or part by public funding, in whole or part by Medicaid, and/or Board and State contract dollars.

### **For Health Information Exchange**

We participate in one or more Health Information Exchange. Your healthcare providers can use this electronic network to securely provide access to your health records for a better picture of your health needs. We and other healthcare providers, may allow access to your health information through the Health Information Exchange for treatment, payment, or other healthcare operations. This is a voluntary agreement. You may opt-out at any time by notifying the Client Service Representative/Front Desk at any location or contacting our Privacy Officer.

## For Follow-up Contact

In support of your recovery and ongoing progress, FRC staff will conduct follow-up calls to you periodically to learn how you are doing and/or how we may be able to further assist you.

## How We May Use or Disclose PHI For Appointment Reminders, Treatment Alternatives, or Fundraising Activities

We may use and disclose your PHI to contact you as a reminder that you have an appointment for a home visit. We may use and disclose your PHI to advise you or recommend possible service options or alternatives that may be of interest to you. We may contact you for fundraising activities. If you do not want the agency to contact you for fundraising efforts, you must notify the Agency Privacy Officer in writing.

## Disclosures You May Authorize Us to Make

We will not use or disclose your PHI without authorization, except as described in this Notice. Most uses and disclosures of psychotherapy notes, as applicable, require your authorization. Subject to certain limited exceptions, we may not use or disclose PHI for marketing without your authorization. We may not sell PHI without your authorization. You may give us written authorization to use and/or disclose health information to anyone for any purpose. If you authorize us to use or disclose such information, you may revoke that authorization in writing at any time.

## Other Specific Uses or Disclosures

### When Legally Required.

We will disclose your PHI when required by any Federal, State or local law.

### In the Event of a Serious Threat To Life, Health Or Safety.

We may, consistent with applicable law and ethical standards of conduct, disclose your PHI if we, in good faith, believe that such disclosure is necessary to prevent or lessen a serious and imminent threat to your life, health, or safety, or to the health and safety of the public.

### When There Are Risks to Public Health.

We may disclose your PHI for public activities and purposes allowed by law in order to prevent or control disease, injury or disability; report disease, injury, and vital events such as birth or death; conduct public health surveillance, investigations, and interventions; or notify a person who has been exposed to a communicable disease or who may be at risk of contracting or spreading a disease.

### To Report Abuse, Neglect Or Domestic Violence.

We may notify government authorities if we believe a person served is the victim of abuse, neglect or domestic violence. We will make this disclosure only when required or authorized by law, or when the person served agrees to the disclosure.

# **Client Confidentiality & Privacy Notice cont.**

## **Other Specific Uses or Disclosures**

### **To Conduct Health Oversight Activities.**

We may disclose your PHI to a health oversight agency for activities including audits, civil administrative or criminal investigations, inspections, licensure or disciplinary action. However, we may not disclose your PHI if you are the subject of an investigation and your PHI is not directly related to your receipt of health care or public benefits.

### **In Connection With Judicial and Administrative Proceedings.**

We may disclose your PHI in the course of any judicial or administrative proceeding in response to an order of a court or administrative tribunal as expressly authorized by such order, or, in response to a subpoena, discovery request or other lawful process, if we determine that reasonable efforts have been made by the party seeking the information to either notify you about the request or to secure a qualified protective order regarding your health information. Under Ohio law, some requests may require a court order for the release of any confidential medical information.

### **For Law Enforcement Purposes.**

As permitted or required by law, we may disclose specific and limited PHI about you for certain law enforcement purposes.

### **For Research Purposes.**

We may, under very select circumstances, use your PHI for research. Before we disclose any of your PHI for such research purposes in a way that you could be identified, the project will be subject to an extensive review and approval process, unless otherwise prohibited as with Medicaid.

### **For Specified Government Functions.**

Federal regulations may require or authorize us to use or disclose your PHI to facilitate specified government functions relating to military and veterans; national security and intelligence activities; protective services for the President and others; medical suitability determinations; and inmates and law enforcement custody.

### **For Workers' Compensation.**

We may use or disclose your PHI for workers' compensation or similar programs.

### **Transfer of Information at Death.**

In certain circumstances, we may disclose your PHI to funeral directors, medical examiners, and coroners to carry out their duties consistent with applicable law.

### **Organ Procurement Organizations.**

Consistent with applicable law, we may disclose your PHI to organ procurement organizations or other entities engaged in the procurement, banking, or transplantation of organs for the purposes of tissue donation and transplant.

## **You Have the Following Rights Regarding PHI that we Maintain**

### **Right to a Personal Representative.**

You may identify persons to us who may serve as your authorized personal representative, such as a court-appointed guardian, a properly executed and specific power-of-attorney granting such authority, a Durable Power of Attorney for Health Care if it allows such person to act when you are able to communicate on your own, or other method recognized by applicable law. We may, however, reject a representative if, in our professional judgment, we determine that it is not in your best interest.

### **Right to Request Restrictions.**

You may request restrictions on certain uses and disclosures of your health information. You have the right to request a limit on our disclosure of your PHI to someone who is involved in your care or the payment of your care. Although we will consider your request, please be aware that we are under no obligation to accept it or to abide by it unless the request concerns a disclosure of PHI to a health plan for purposes of carrying out payment or health care operations, and the PHI pertains solely to a health care service for which the provider has been paid out of pocket in full. To request such restrictions, please contact the case manager or Privacy Officer 419-425-5050.

### **Right to Receive Confidential Communications.**

You have the right to request that we communicate with you in a confidential manner. For example, you may ask us to conduct communications pertaining to your health information only with you privately, with no other family members present. If you wish to receive confidential communications, please contact your case manager or Privacy Officer at 419-425-5050. We may not require that you provide an explanation for your request and will attempt to honor any reasonable requests.

### **Right to Inspect and Copy Your PHI.**

Unless your access to your records is restricted for clear and documented treatment reasons, you have a right to see your PHI upon request. You have the right to inspect and copy such health information, including billing records, at a reasonable time and place. A request to inspect and copy records containing your PHI may be made by contacting our Medical Records Department at 419-425-5050. If you request a copy of such health information, we may charge reasonable copying, processing, and personnel fees.

### **Right to Amend Your PHI.**

You have the right to request that we amend your records, if you believe that your PHI is incorrect or incomplete. That request may be made as long as we maintain the information. A request for an amendment of records must be made in writing to the Privacy Officer at the address provided below. We may deny the request if it is not in writing, or does not include a reason for the amendment. The request also may be denied if your health information records were not created by us, if the records you are requesting are not part of our records, if the health information you wish to amend is not part of the health information you are permitted to inspect and copy, or if, in our opinion, the records containing your health information are accurate and complete. We take the position that amendments may take the form of including a written statement from you and may not include changing, defacing or destroying any necessary information related to your health care.

# Client Confidentiality & Privacy Notice cont.

## Your rights regarding PHI cont.

### Right to Know What Disclosures Have Been Made.

You have the right to request an accounting of disclosures of your PHI made by us for certain reasons, including reasons related to public purposes authorized by law, and certain research. The request for an accounting must be made in writing to the Privacy Officer 1941 Carlin St., Findlay, Ohio 45840. The request must specify the time period for the accounting starting on or after April 14, 2003. Accounting requests may not be made for periods of time in excess of six (6) years prior to the date on which the accounting is requested. We will provide the first accounting you request during any 12-month period without charge. Subsequent accounting requests may be subject to a reasonable, cost-based fee.

### Right to a Paper Copy of This Notice.

You have a right to receive paper copy of this Notice at any time, even if you have received this Notice previously. To obtain a paper copy, please contact your provider or Privacy Officer at (419) 425-5050.

## Where to File a Complaint

You have the right to complain to us if you believe that your privacy rights have been violated, including the denial of any rights set forth in this Notice. Any complaints to us shall be made in writing and provided to the Privacy Officer. We encourage you to express any concerns you may have regarding the privacy of your information. You will not be retaliated against in any way for filing a complaint.

You may also file a written complaint to the following agencies:

### Centralized Case Management Operations

200 Independence Avenue SW

Room 509F HHH Building

Washington, D.C., 20201

Toll-free (877) 696-6775

e-mail to [OCRCComplaint@hhs.gov](mailto:OCRCComplaint@hhs.gov)

### Region V, Office for Civil Rights

U.S. Department of Health and Human Services

233 N. Michigan Ave., Suite

240 Chicago, Ill. 60601

Voice Phone (800) 368-1019

FAX (312) 886-1807

TDD (800) 537-7697

## Contact Persons

We have designated the Privacy Officer as our contact point for all issues regarding consumer privacy and your rights under this Notice. If you have any questions regarding this Notice, please contact the agency's Privacy Officer at:

### Privacy Officer

Family Resource Center, Inc.

1941 Carlin St.

Findlay, Ohio 45840

Phone: (419) 425-5050

# Accommodations

Family Resource Center is a nonprofit agency, governed by a Board of Directors. We follow requirements of the Americans with Disabilities Act (ADA), and provide reasonable accommodations when requested to assure that everyone who needs (and is eligible for) services can access them. To ensure the health and well-being of our clients and staff, all outpatient FRC sites strictly uphold a tobacco-free environment. We do support the use of prescription replacement therapies, such as the patch and nicotine gum. Please note that e-cigarettes, vapes, and any other electronic devices are not included in the permitted options.

## Limited English Proficiency

Family Resource Center will assist in securing interpretation and translation services for individuals who are limited in their ability to speak, read, write, or understand the English language at a level that permits them to interact effectively with the provider. Family Resource Center works to follow the National Standards for Culturally and Linguistically Appropriate Services (CLAS) in health and healthcare. This allows Family Resource Center to respect the whole individual and respond to the individual's unique needs and preferences. This service will be provided at no cost to the client.

## Sensory-Impaired Persons

It is the policy of Family Resource Center to provide communication assistance to sensory-impaired persons (hearing and visually impaired), including current and prospective clients, family, other interested persons, etc. Interpreters, readers, and other auxiliary aids to sensory-impaired persons will be provided where necessary to afford such persons an equal opportunity to benefit from the services we provide. Such interpreters, readers, and auxiliary aides will be provided at no cost to the client.

## Mobility Impairment

Family Resource Center treatment buildings are handicapped accessible. If you require a particular kind of assistance, please notify us when you call for services or arrive for your first appointment.

# Safety Practices & Procedures

Family Resource Center has procedures in place to protect the health and safety of clients and staff. Also, for health and safety reasons, there is no smoking or any kind of tobacco use in Family Resource Center buildings, on Family Resource Center property or in Family Resource Center vehicles. There are NO illicit drugs or weapons allowed in Family Resource Center buildings or vehicles.

Please take a few minutes to review these procedures. In the event of any emergency, the Family Resource Center staff will also direct you regarding the procedures to follow. Please let us know if you require any special accommodations in case of an emergency in the building. The agency holds periodic drills to ensure that our procedures are effective. If a drill occurs, please remain calm and follow staff directions.

## Exits

Exit signs are located above each exterior door and throughout the building. The emergency evacuation routes are posted in each hallway. Please take a moment to review the exit routes when you are here.

## Fire

Fire extinguishers are located throughout the building on the interior walls. If you see a fire, report it immediately to the closest staff member. An alarm will sound and you will leave the building and go to a designated area.

## Bomb Threat

In the event of a bomb threat, we will evacuate the building in the same manner as if there is a fire. Proceed to the designated area and wait for further instruction from the staff.

## Tornado Watch or Warning

If the area is under a tornado watch, the Family Resource Center staff will monitor the weather alerts. If a tornado warning is issued for the area, a TORNADO WARNING will be announced. Please follow the instructions of the Family Resource Center staff to the designated safety areas. Staff will inform you when conditions are safe to return to the offices or leave the building.

## Injury or Illness

If there is a threat or act of violence in the building, Family Resource Center staff does not use seclusion or restraint. Law Enforcement authorities may be called immediately. Family Resource Center may use emergency interventions until law enforcement authorities arrive.

**If you see a condition that you believe could be hazardous, please notify staff immediately!**



# Tuberculosis

## What is Tuberculosis?

Tuberculosis, commonly referred to as TB, is a bacterial infection that can spread through the lymph nodes and bloodstream to any organ in your body but is usually found in the lungs. Most people who are exposed to TB never develop symptoms. The bacteria can live in an inactive form in the body. Medication can be given to help get rid of the inactive bacteria. However, if the immune system weakens, such as in people with HIV or as we age, the bacteria can activate. In their active state, TB bacteria cause death of tissue in the infected organs, possibly resulting in death.

Because the bacteria that cause TB are transmitted through the air, the disease can be quite contagious. However, it is nearly impossible to catch TB simply by passing an infected person on the street. To be at risk, you must be exposed to the organisms constantly, by living or working in close quarters with someone who has the active disease. Even then, because the bacteria generally stay dormant after they invade the body, only 10% of people infected with TB will ever come down with the active disease. The remaining 90% will show no signs of infection, nor will they be able to spread the disease to others. Dormant infections can eventually become active, though, so even people without symptoms should receive medical treatment.

Once widespread, TB became relatively rare with the help of antibiotics developed in the 1950s. Today, however, a new and highly resistant form has emerged, creating a public-health hazard in many large cities worldwide. If you have TB – in its active or dormant state – you must seek medical treatment.

## What are the Symptoms of Tuberculosis?

If you are concerned that you have active TB, look for these symptoms:

- Sensation of not feeling well
- Cough, at first with yellow or green mucus and occasionally bloody later in the disease.
- Fatigue
- Shortness of breath
- Weight loss
- Slight fever, night sweats
- Pain in the chest, back, or kidneys, and perhaps all three

Call your doctor if you have any of the symptoms listed for TB, especially if you live in crowded conditions, are malnourished, or have HIV. (Note: Virtually all of the symptoms of tuberculosis can be confused with those of other diseases; bloody mucus, for example, can also be symptom of pneumonia.) OR you have been exposed to someone with active tuberculosis.

To learn more about tuberculosis, please visit [www.cdc.gov/tb](http://www.cdc.gov/tb)

# Hepatitis B (HBV)

## What is Hepatitis B?

Hepatitis B is a liver disease. Hepatitis (HEP-ah-TY-tis) makes your liver swell and stops it from working right. You need a healthy liver. The liver does many things to keep you alive. The liver fights infections and stops bleeding. It removes drugs and other poisons from your blood. The liver also stores energy for when you need it.

## What Causes Hepatitis B?

Hepatitis B is caused by a virus. A virus is a germ that causes sickness. (For example, the flu is caused by a virus.) People can pass viruses to each other. The virus that causes hepatitis B is called the hepatitis B virus.

## How Could I Get Hepatitis B?

Hepatitis B spreads by contact with an infected person's blood, semen, or other body fluid.

## What Are The Symptoms of Hepatitis B?

Hepatitis B can make you feel like you have the flu.

### You might

- feel tired
- feel sick to your stomach
- have a fever
- not want to eat
- have stomach pain
- have diarrhea

### Some people have...

- dark yellow urine
- light-colored stool
- yellowish eyes and skin
- some people don't have any symptoms

If you have symptoms, or think you might have hepatitis B, go to a doctor. The doctor will take a blood sample to check for hepatitis B. The doctor may also do a liver biopsy. Biopsy (BYE-op-see) is a simple test. The doctor removes a tiny piece of your liver through a needle. The doctor checks the piece of liver for signs of hepatitis B and liver damage.

To learn more about **hepatitis B**, please visit [www.cdc.gov/hepatitis/hbv](http://www.cdc.gov/hepatitis/hbv)

# Hepatitis C (HCV)

## What is Hepatitis C?

Hepatitis C is a liver disease caused by the hepatitis C virus (HCV), which is found in the blood of persons who have this disease. The infection is spread by contact with the blood of an infected person.

## What causes Hepatitis C?

Hepatitis C is transmitted or spread when the blood from a hepatitis C-infected person enters the bloodstream of someone who is not infected. Today, people who share needles or other equipment to inject drugs can become infected. Before 1992, screening all donated blood and organs for hepatitis C was not standard in the U.S., so the disease was commonly spread or transmitted through blood transfusions and organ transplants.

## What are the symptoms of Hepatitis C?

Up to 80 percent of those who have an acute form of hepatitis C will have no visible symptoms. In some cases, however, people will experience certain symptoms not long after the virus has infected them.

These symptoms, which may be mild but can also be severe for some people, include:

- Developing a fever
- Feeling tired
- Having a poor appetite

If you are among the 20 to 30 percent of people who do develop hepatitis C symptoms soon after infection, you might also have these symptoms:

- Nausea or vomiting
- Pain in your stomach
- Joint or muscle pain
- Abnormalities in urine or bowel movements
- A yellowing in your eyes or skin

Early symptoms would be most likely to occur around six or seven weeks after exposure to the hepatitis C virus. Many people who are at risk for hepatitis C are at risk for hepatitis A and hepatitis B. Check with your doctor to see if you should get hepatitis A and hepatitis B vaccines. You should be checked for hepatitis C so you can be checked for liver disease and get treatment, if indicated. Learn how you can protect your liver from further harm and how you can prevent spreading HCV to others.

To learn more about hepatitis C, please visit [www.cdc.gov/hepatitis/hcv](http://www.cdc.gov/hepatitis/hcv)

## What is HIV?

HIV stands for human immunodeficiency virus. This is the virus that causes AIDS. HIV is different from most other viruses because it attacks the immune system. The immune system gives our bodies the ability to fight infections. HIV finds and destroys a type of white blood cell (T cells or CD4 cells) that the immune system must have to fight disease.

## What is AIDS?

AIDS stands for acquired immunodeficiency syndrome. AIDS is the final stage of HIV infection. It can take years for a person infected with HIV, even without treatment, to reach this stage. Having AIDS means that the virus has weakened the immune system to the point at which the body has a difficult time fighting infections. When someone has one or more of these infections and a low number of T cells, he or she has AIDS.

## How HIV is and is NOT transmitted

HIV is a fragile virus. It cannot live for very long outside the body. As a result, the virus is not transmitted through day-to-day activities such as shaking hands, hugging, or a casual kiss. You cannot become infected from a toilet seat, drinking fountain, doorknob, dishes, drinking glasses, food, or pets. You also cannot get HIV from mosquitoes.

HIV is primarily found in the blood, semen, or vaginal fluid of an infected person. HIV is transmitted in 3 main ways: having sex (anal, vaginal, or oral) with someone infected with HIV, sharing needles and syringes with someone infected with HIV, and being exposed (fetus or infant) to HIV before or during birth or through breast feeding.

HIV also can be transmitted through blood infected with HIV. However, since 1985, all donated blood in the United States has been tested for HIV. Therefore, the risk for HIV infection through the transfusion of blood or blood products is extremely low. The U.S. blood supply is considered among the safest in the world.

## Risk factors for HIV transmission

You may be at increased risk for infection if you have

- Injected drugs or steroids, during which equipment (such as needles, syringes, cotton, water) and blood were shared with others.
- Had unprotected vaginal, anal, or oral sex (that is, sex without using condoms) with men who have sex with men, multiple partners, or anonymous partners.
- Exchanged sex for drugs or money.
- Been given a diagnosis of, or been treated for, hepatitis, TB, or a sexually transmitted disease (STD) such as syphilis.
- Received a blood transfusion or clotting factor during 1978–1985; or had unprotected sex with someone who has any of the risk factors listed.

To learn more about **HIV and AIDS**, please visit [www.cdc.gov/hiv](http://www.cdc.gov/hiv)

# Allen County Resources

## **Allen County Department of Job and Family Services**

Address: 1501 S. Dixie Hwy., Lima, OH 45804

Phone: 419-228-2621

Website: [acjfs.org](http://acjfs.org)

Hours: Mon. - Fri. 8 a.m. - 4:30 p.m.

Services: Child and adult protective services and benefits.

## **Coleman Professional Services**

Address: 799 S. Main St., Lima, OH 45804

Phone: 419-229-2222

Website: [colemanservices.org](http://colemanservices.org)

Hours: Mon. - Thurs. 8 a.m. - 7 p.m.; Fri. 8 a.m. - 5 p.m.

Services: Adult counseling services.

## **Cross Roads Crisis- Allen County**

Phone: 877-228-4357

Website: [crossroadscrisiscenter.com](http://crossroadscrisiscenter.com)

Hours: 24 hours

Services: Domestic violence crisis intervention services.

## **We Care Regional Crisis Center**

Address: 797 S. Main St., Lima, OH 45804

Phone: 1-800-567-HOPE

Website: [colemanservices.org](http://colemanservices.org)

Hours: 24 hours

Services: Crisis Hotline

# **Auglaize County Resources**

## **Auglaize County Department of Job and Family Services**

Address: 12 N. Wood St., Wapakoneta, OH 45895

Phone: 567-242-2700

Website: [auglaizecountydjfs.org](http://auglaizecountydjfs.org)

Hours: Mon. - Fri. 8 a.m. - 4:30 p.m.

Services: Child and adult protective services and benefits.

## **Coleman Professional Services**

Address: 720 Armstrong St., St. Marys, OH 45885

Phone: 419-300-7630

Website: [colemanservices.org](http://colemanservices.org)

Hours: Mon. - Thurs. 8 a.m. - 7p.m.; Fri. 8 a.m. - 5 p.m.

Services: Adult counseling services.

## **Crisis Center- Auglaize County**

Address: 2 N. Wood St., Wapakoneta, OH 45895

Phone: 419-738-5511

Website: [auglaizecrisiscenter.org](http://auglaizecrisiscenter.org)

Hours: 24 hours

Services: Domestic violence crisis intervention services.

## **We Care Regional Crisis Center**

Address: 797 S. Main St., Lima, OH 45804

Phone: 1-800-567-HOPE

Website: [colemanservices.org](http://colemanservices.org)

Hours: 24 hours

Services: Crisis Hotline

## **Alcoholics Anonymous (AA) – Hancock**

Phone: 419-423-6273

Website: [area55aa.org](http://area55aa.org)

Meetings: Call for meeting times and places Open and closed discussions available

Services Provided: Opportunity for fellowship of men and women who share their experience, strength and hope with each other that they may solve their common problem of alcoholism.

- Only requirement for membership is a desire to stop drinking.
- No dues or fees for AA membership
- Primary purpose is to stay sober and help other alcoholics to achieve sobriety.

## **FOCUS: Recovery and Wellness Community**

Phone: 419-423-5071

Address: 509 Trenton Avenue, Findlay, Ohio

Hours: Call for hours and meeting times

Services Provided: FOCUS is a peer-led recovery center that offers support and resources to people impacted by mental health and addiction issues. We believe in Recovery. FOCUS is a peer-led recovery center that offers support and resources to people impacted by mental health and addiction issues. FOCUS also oversees The LOFT is a youth-focused gathering space located at 129 E Crawford St., Findlay, OH 45840. The LOFT offers support for youth impacted by mental health, addiction and/or trauma-related issues.

## **NAMI of Hancock County**

Phone: 567-525-3435

Address: 305 W. Hardin St., Findlay, Ohio

Website: [namihancock.org](http://namihancock.org)

Services: NAMI of Hancock County is a local organization that provides support, education, and advocacy for our neighbors, friends, loved ones who are impacted by mental illness both directly and indirectly. Call for meeting times and locations.

## **Open Arms Domestic Violence and Rape Crisis Services**

Phone: 419-420-9261

Address: 410 W. Sandusky Street, Findlay, Ohio

Website: [openarmsfindlay.com](http://openarmsfindlay.com)

Crisis Hotline: 419-422-4766 (Available 24-hours daily)

Services: Open Arms Council on Domestic Violence, Inc. (Open Arms) provides domestic violence crisis intervention services 24 hours a day, 7 days a week.

# Hardin County Resources

## **Coleman Professional Services**

Address: 775 Eliza St. Kenton, OH 43326

Phone: 419-675-2243

Website: [colemanservices.org](http://colemanservices.org)

Hours: Mon. - Thurs. 8 a.m. - 7 p.m.; Fri. 8 a.m. - 5 p.m.

Services: Adult counseling services.

## **Cross Roads Crisis- Hardin County**

Phone: 877-228-4357

Website: [crossroadscrisiscenter.com](http://crossroadscrisiscenter.com)

Hours: 24 hours

Services: Domestic violence crisis intervention services.

## **Hardin County Job and Family Services**

Address: 175 W. Franklin St. Kenton, OH 43326

Phone: 419-675-1130

Website: [www.co.hardin.oh.us.jfs](http://www.co.hardin.oh.us.jfs)

Hours: Mon- Thurs. 8 a.m. - 4:30 p.m.; Friday 8:30 a.m. - 2:30 p.m.

Services: Child and adult protective services and benefits

## **We Care Regional Crisis Center**

Address: 797 S. Main St. Lima, OH 45804

Phone: 1-800-567-HOPE

Website: [colemanservices.org](http://colemanservices.org)

Hours: 24 hours

Services: Crisis Hotline



# Shelby County Resources

## **New Choices**

Phone: 937-498-7261

Website: [newchoicesinc.org](http://newchoicesinc.org)

Hours: 24 hours

Services: Domestic violence crisis intervention services.

## **Safehaven**

Address: 1101 N. Vandemark Rd. Sidney, OH 45365

Phone: 937-658-6930

Website: [safehaveninc.com](http://safehaveninc.com)

Hours: Mon. - Fri. 9 a.m. - 5 p.m.

Services: Adult mental health peer center.

## **Shelby County Department of Job and Family Services**

Address: 227 S. Ohio Ave. Sidney, OH

Phone: 937-498-4981

Website: [shelbycountyjfs.org](http://shelbycountyjfs.org)

Hours: Mon.- Fri. 7:30 a.m. - 4 p.m.

Services: Child and adult protective services and benefits.

## **Tri County Crisis Hotline**

Phone: 1-800-351-7347

Website: [tcbmds.org](http://tcbmds.org)

Hours: 24 hours

Services: Crisis Hotline

COUNTY	SITE	ADDRESS	HOURS	CALL
Allen	Lima Campus	530 S. Main St. Lima, OH 45804	8 AM - 6 PM	419-222-1168
Auglaize	St. Marys Campus	720 Armstrong St. St. Marys, OH 45885	9 AM - 5 PM	419-394-7451
	Wapakoneta Campus	3 N. Pine St. Wapakoneta, OH 45895	Please call for hours of operation.	419-359-2256
Hardin	Kenton Campus	775 E. Eliza St. Kenton, OH 43328	9 AM - 5 PM	419-679-1219
Hancock	North Campus (Prevention)	2515 N. Main St. Findlay, OH 45840	8 AM - 6 PM	419-425-5050
	Carlin Campus	1941 Carlin St. Findlay, OH 45840	8 AM - 6 PM	
Shelby	Sidney Campus	1101 N. Vandemark Rd. Sidney, OH 45365	8 AM - 6 PM	937-710-4616
Miami	Serving the Miami County community via Case Management and Telehealth Counseling.			

For more information call 419-425-5050 or visit us at [www.frcoho.org](http://www.frcoho.org)

Follow us on Facebook and Instagram @familyresourcecenternw

**Allen, Auglaize, Hardin Crisis Hotline**  
**1-800-567-HOPE (4673)**

**Hancock Crisis Hotline**  
**1-888-936-7116**

**Shelby & Miami Crisis Hotline**  
**1-800-351-7347**

**988** SUICIDE & CRISIS  
**LIFELINE**



Family Resource Center of Northwest Ohio has met the internationally recognized CARF standards of quality in the provision of outcomes-driven programs and services to enhance the lives of the persons served.



Family Resource Center is a licensed and certified provider through the Ohio Department of Mental Health and Addiction Services.