

*recovery is ahead*



YOUR GUIDE



**The Nord Center**

Comprehensive Behavioral Healthcare

*opening the door to hope & health*

## Welcome to the Nord Center

By coming to The Nord Center you've made an important decision about your healthcare. We consider your choice to receive services at The Nord Center as a privilege extended to us.

There is nothing more important nor of greater singular focus than our attention to providing excellent quality care to each individual that we serve. Our commitment to quality is embodied in three core values: to provide care with the highest standards of competency, to be accountable for that care, and to practice integrity in each and every interaction we have with you.

Thank you for choosing The Nord Center for your behavioral healthcare needs.

*Your Guide* is designed to provide you with information about the programs and services of The Nord Center. Please review the policies, procedures and practices carefully. As you will want to refer to *Your Guide* from time to time, be sure to keep it in a handy place. Should you have any questions, feel free to ask your healthcare provider or any Nord Center Associate.

*competency*  
*accountability*  
*integrity*



## Hours of Operation

### **Lorain Main Facility**

Monday & Friday

Tuesday, Wednesday & Thursday

**(440) 233-7232**

8:00 am - 5:00 pm

8:00 am - 8:00 pm

### **Elyria Office**

Monday & Wednesday

Tuesday & Thursday

Friday

**(440) 366-5262**

8:30 am - 5:00 pm

8:30 am - 8:00 pm

8:30 am - 12:00 pm

### **Vocational Rehabilitation**

Monday thru Thursday

**(440) 204-4339**

8:30 am - 5:00 pm

### **Volunteer Services**

Monday thru Friday

**(440) 233-7232**

10:00 am - 5:00 pm

### **Emergency and Victim Services**

**1-800-888-6161**

24 hrs, 7 days per week

### **Client Rights Officer**

Monday thru Friday

**(440) 204-4330**

9:00 am - 5:00 pm

Please call (440) 233-7232 for TTD and TTY assistance



## Client Fees

The Nord Center accepts Medicaid, private insurance and self pay on a sliding scale. The agency requires payment of services not covered by insurance or other funding sources at the time services are provided. If you are unable to pay for services, payment arrangements can be established.

## Services and Programs

**Addiction Services:** provides Diagnostic Assessment, Intensive Outpatient Program, Individual and Group Counseling. The Nord Center is the contract agency for a specialized adolescent treatment program offered by the Lorain County Juvenile Drug Court.

**Adult Mental Health Services:** provides Diagnostic Assessment, Counseling and Therapy Services, Community Psychiatric Supportive Treatment Services, Psychiatric Evaluations, Partial Hospitalization, Community Residential Support Services, Wellness, Management and Recovery Program, Dialectical Behavior Therapy, and Integrated Dual Diagnosis Treatment.



**Child and Adolescent Mental Health Services:** available for youth between 4 and 18 years of age includes: Individual, Group and Family Counseling, Community Psychiatric Support Services, Parenting Groups, Family Team Meeting Approach, Trauma-Focused Cognitive Behavior Therapy, Dialectic Behavioral Therapy and Psychiatric Care.

**Culturally Specific Services:** Both Africancentric and Bilingual Hispanic Services are available.

### Emergency and Victim Services:

- **Crisis Hotline** 1-800-888-6161
- Crisis Intervention Services (24 hours per day/7 days per week)
- Pre-hospital Screening Services for adults and children
- Short-stay Crisis Residential Services for adults
- **Lorain County Rape Crisis** provides advocacy and support to survivors and prevention education programs in the community.
- **Sexual Assault Care Unit** of Lorain County provides assessment, treatment and timely collection of evidence for adults and children.
- **Kidz First Children's Advocacy Center** serves children who are victims of sexual abuse and their non-offending family members by providing a single, coordinated interview with representatives of child protective services, law enforcement, mental health, child/family advocacy and medicine.

**Hearing Impaired Services:** Arrangements can be made to assist those clients with hearing difficulties. A teletypewriter is available for telephone communication. Sign language interpreters are available too.

**Residential Services:** includes adult group homes and scattered sites, Lakeview Supportive Services Program, Men's Gateway Residence, Women's MICA, Shelter Plus Care, and Housing Service Program of Lorain County.

**Vocational Services:** promotes job preparation and work through programs that provide training in job readiness, development and follow-up services after the participants have gained employment. Skills training includes: Maintenance, Food Service and Clerical.

**Other Services:** Career Corridors, Edible Delights Catering, and Employee Assistance Program.



## HIPAA (Health Care Insurance Portability Accountability Act)

The Nord Center is in compliance with all applicable HIPAA regulations regarding your services and protected health information (PHI). Notice of Privacy will be provided to you by the Financial Intake Department and copies will be available at the Front Desk. The Notice of Privacy contains detailed information regarding your rights under HIPAA as well as contact information should you have concerns.

## Confidentiality

The Nord Center must comply with state and federal laws regarding confidentiality. Your personal information, including your name, will be kept confidential unless you or your legal guardian (if under 18), authorize its release or instances when state and federal law permit its release. For children under age 14, a parent or legal guardian must consent to a child receiving services and authorize the release of any information. Although the preference is for all children to have parental involvement, state law permits children 14 or older to consent to receiving treatment, except medication, up to six (6) sessions or 30 days, whichever comes sooner without parental or guardian consent.

The confidentiality of alcohol or drug abuse records is protected by federal law and regulations as well. As a general rule, we may not tell a person outside the program that you attend any of these programs, or disclose any information identifying you as an alcohol or drug abuser, unless one or more of the following apply:

## Confidentiality *(continued)*

- You authorize the disclosure in writing;
- The disclosure is permitted by a court order;
- The disclosure is made to medical personnel in a medical emergency or to qualified personnel for research, auditor or program evaluation purposes;
- You threaten to commit a crime either at the alcohol or drug abuse program sites or against any person who works for our alcohol or drug abuse program; or
- You commit a crime either at the alcohol or drug abuse program sites or against any person who works for our alcohol or drug programs.

A violation by us of the federal law and regulations governing alcohol or drug abuse is a crime. Suspected violations may be reported to the United States Attorney General in the district where the violation occurs. Federal law and regulations governing confidentiality of alcohol or drug abuse permit us to report suspected child abuse or neglect under state law to appropriate state or local authorities. Please see 42 U.S.C. § 290dd-2 for federal law and 42 C.F.R., Part 2 for federal regulations governing confidentiality of alcohol and drug abuse patient records.

## Your Medications

If your treatment involves the use of medications prescribed by a Nord Physician, you will be provided with information regarding the benefits, the possible side



effects and risks, and the alternatives to treatment with medication for your condition. This information will be provided to you by your Nord Physician or by a Nord Nurse. Your pharmacist will also provide you with written information and will be able to answer any questions you may have about your medication.

If at any time you have any questions or concerns regarding your medication, you must call the Center and ask to speak with your Case Manager, Counselor, or Nord Nurse. They will be able to give you directions after they have consulted with your Physician. After business hours, you may call our toll free number 1-866-888-6673 to discuss your concerns with our staff. The Nord Center has Physicians on-call 24 hours a day to address these concerns.

It is very important that you keep your appointments with your Nord Physician. If you miss these appointments you will run the risk of running out of medication before we can schedule you for another appointment. Our Physicians prescribe enough medication to last you to your next appointment. However, if you miss that appointment you will most certainly run out of medication. By law, our Physician can not renew your medication without seeing you in person.

## Your Medications *(continued)*

It is also very important for you to know that if you lose your prescription or medication there is the possibility that you may not get a new prescription of that medication before the amount prescribed in the original prescription expires. This applies to medications categorized as controlled substances or those that have the potential for abuse.

## Central Pharmacy Services

If you need assistance to obtain medication prescribed by your Nord Physician, it is your responsibility to discuss it with your Counselor or Case Manager and to provide all the necessary and required paperwork to certify your eligibility. Certification cannot be granted without this documentation. Remember that The Nord Center does not operate a pharmacy, nor do we have Pharmacists on staff. We are just the intermediary between the Central Pharmacy in Columbus and the Nord consumer.

## Patient Assistance Program

Many pharmaceutical companies offer assistance in the form of free medication for clients who meet their financial guidelines. Financial intake interviewers maintain a supply of updated forms and eligibility guidelines for each medication and works with clients to complete application and gather documents. Please note: This service is available to Nord Center clients who financially qualify to receive psychotropic medications prescribed by their Nord Center Physicians.



## Seclusion & Restraint Policy

Due to the voluntary nature of clients served at The Nord Center and the nature of the services provided, no client shall be subject to seclusion or restraint.

## Consumer and Family Input

Input from the consumers and their families are obtained through a variety of ways. This input is reviewed quarterly at Quality Improvement meetings. Input from consumers is used to change the practices or policies of the organization. Any negative comments are handled immediately for corrective action. Positive feedback is also distributed. Consumer Satisfaction Surveys are available at reception desks and are to be completed by the consumer and/or family member.

## Consumer and Family Input *(continued)*

Consumer Satisfaction Surveys are distributed in order to gain feedback regarding the quality of services. The information is reviewed by the Quality Improvement Department and any improvements to service delivery are made accordingly. The results of the survey are made available quarterly/annually in hardcopy throughout the agency.

### Consumer Advisory Council

The Consumer Advisory Council (CAC) meets in the Bass Conference Room the first Tuesday every month at noon. The Council promotes dialogue between consumers, their families or significant others, and The Nord Center concerning consumer satisfaction, quality of care, and available outreach services. Information from the CAC is shared at various Center committee meetings and used to improve services. Please call (440) 204-4198 for more information.



### Consumer Suggestion Boxes

Suggestion boxes are available in the main reception area, scheduling desk area on the first floor, and by the elevator on the second floor for suggestions or recommendations about the Center and/or the services. Please ask the receptionist to point one out to you.

### Measuring Outcomes

MyOutcomes is an interactive, web-based system that increases the effectiveness and efficiency of behavioral health services by promoting a partnership between the counseling professionals and you. Using this self-reporting instrument, not only do you rate how you are doing, but you also rate how the counseling professional is doing. Through the feedback that you provide, mental health and substance abuse counseling professionals can determine the appropriateness of the current therapy, the need for further treatment, or whether a change in the course of therapy is needed to help you achieve your goals.

### NAMI (National Alliance of the Mentally Ill)

NAMI of Lorain County offers support, education, and advocacy to improve the quality of life and ensure respect and dignity for those who suffer from disabling brain disorders. Member program services include:

- **Connection Recovery Support Group**, free weekly meeting to share the challenges and successes of coping with mental illness;
- **Family-to-Family Education Program**, free 12-week course for families and friends who have loved ones with mental illness; and
- **Hand-to-Hand**, a free 9-week course designed to foster learning, healing and empowerment among families of children with emotional/mental/neurobiological disorders.

For more information please contact NAMI of Lorain County at (440) 282-3204.

## Nord Center Staff Responsibilities

To keep all scheduled appointments; to assist you in developing goals for your Individual Service Plan (ISP); to provide you with referrals to other community services; to treat you with respect and allow you to make decisions regarding your treatment; maintain confidentiality of all your records; to limit access to only professional staff of The Nord Center and other agencies assisting in your treatment; to maintain privacy in communication with the agency staff, or any other designated person; and to maintain a professional relationship with you and your significant other.

## Client Rights

Each client has all of the following rights:

- (1) The right to be treated with consideration and respect for personal dignity, autonomy, and privacy;
- (2) The right to service in a humane setting which is the least restrictive feasible as defined in the treatment plan;
- (3) The right to be informed of one's own condition, of proposed or current services, treatment or therapies, and of the alternatives;
- (4) The right to consent to or refuse any service, treatment, or therapy upon full explanation of the expected consequences of such consent or refusal. A parent or legal guardian may consent to or refuse any service, treatment or therapy on behalf of a minor client;
- (5) The right to a current, written, individualized service plan that addresses one's own mental health, physical health, social and economic needs, and that specifies the provision of appropriate and adequate services, as available, either directly or by referral;
- (6) The right to active and informed participation in the establishment, periodic review, and reassessment of the service plan;
- (7) The right to freedom from unnecessary or excessive medication;
- (8) The right to freedom from unnecessary restraint or seclusion;
- (9) The right to participate in any appropriate and available agency service, regardless of refusal of one or more other services, treatments, or therapies, or regardless of relapse from earlier treatment in that or another service, unless there is a valid and specific necessity which precludes and/or requires the client's participation in other services. This necessity shall be explained to the client and written in the client's current service plan;
- (10) The right to be informed of and refuse any unusual or hazardous treatment procedures;



## Client Rights and Responsibilities (*continued*)

- (11) The right to be advised of and refuse observation by techniques such as one-way vision mirrors, tape recorders, televisions, movies, or photographs;
- (12) The right to have the opportunity to consult with independent treatment specialists or legal counsel, at one's own expense;
- (13) The right to confidentiality of communications and of all personally identifying information within the limitations and requirements for disclosure of various funding and/or certifying sources, state or federal statutes, unless release of



information is specifically authorized by the client, parent or legal guardian of a minor client or court-appointed guardian of the person of an adult client in accordance with Rule 5122:2-3-11 of the Administrative Code;

- (14) The right to have access to one's own psychiatric, medical or other treatment records, unless access to particular identified items of information is

specifically restricted for that individual client for clear treatment reasons in the client's treatment plan. "Clear treatment reasons" shall be understood to mean only severe emotional damage to the client such that dangerous or self-injurious behavior is an eminent risk. The person restricting the information shall explain to the client and other persons authorized by the client the factual information about the individual client that necessitates the restriction. The restriction must be renewed at least annually to retain validity. Any person authorized by the client has unrestricted access to all information. Clients shall be informed in writing of agency policies and procedures for viewing or obtaining copies of personal records;

- (15) The right to be informed in advance of the reason(s) for discontinuance of service provision, and to be involved in planning for the consequences of that event;
- (16) The right to receive an explanation of the reasons for denial of service;
- (17) The right not to be discriminated against in the provision of service on the basis of religion, race, color, creed, sex, national origin, age, lifestyle, physical or mental handicap, developmental disability, or inability to pay;
- (18) The right to know the cost of services;
- (19) The right to be fully informed of all rights;
- (20) The right to exercise any and all rights without reprisal in any form including continued and uncompromised access to service;
- (21) The right to file a grievance; and
- (22) The right to have oral and written instructions for filing a grievance.

If at any time you believe that your client rights have been violated or if you would like to file a complaint about services provided by The Nord Center, the following information about client complaint procedures will help you make your concerns known to The Nord Center:

A Client Rights Officer is available weekdays from 9:00 a.m. to 5:00 p.m. by calling (440) 204-4330. Outside of the Client Rights office hours, messages should be left on voicemail. All phone messages will be returned the next business day.

The Client Rights Officer is a Nord Center Associate. However, the Client Rights Officer does not act as a representative of either The Nord Center or the client, but rather as a person who advocates for the compliance of client rights and who also works with the complainant to keep them informed of findings. Further, the Client Rights Officer is responsible for providing both help and insight to all parties concerned with the objective of achieving an equitable solution.

## Grievance Procedure

- A grievance may be filed by completing a Client Rights Complaints/Grievance Form located in every waiting room or by contacting The Nord Center's Client Rights Officer directly.
- Clients in need of an advocate can access that service by contacting The Nord Center's Client Rights Officer.
- The Client Rights Officer will listen to your complaint and perhaps ask you some questions about your concern.
- After the Client Rights Officer has heard about your complaint, he/she will contact the supervisor of the service team involved. For complaints involving Alcohol and Drug Addiction Services, the Client Rights Officer will contact the supervisor of the service team within 3 working days.
- The Client Rights Officer has 20 working days from receipt of the grievance to investigate the complaint and make a grievance resolution decision, or 21 calendar days for Alcohol or Drug Addiction Services complaints.
- The Client Rights Officer may contact you during the investigation to ask for more information.
- Once the investigation is complete, the Client Rights Officer will contact you to discuss the possible resolution. If you agree with the resolution, the complaint will be considered closed. If you do not agree with the resolution, the Executive Director of The Nord Center will review the complaint and make a final decision.



## Grievance Procedure *(continued)*

At any time, you may take your complaint directly to any and all of the following agencies:

**Ohio Department of Alcohol  
& Drug Addiction Services**

2 Nationwide Plaza  
280 North High Street, 12th Floor  
Columbus, Ohio 43215  
Phone: 614-466-3445

**The U.S. Department of Health  
& Human Services**

**Office for Civil Rights – Region 5**

233 N. Michigan Ave., Suite 240  
Chicago, IL 60601  
Phone: 312-886-5078

**Lorain County Mental Health Board**

1173 North Ridge Road, East Suite 101  
Lorain, Ohio 44055  
Phone: 440-233-2020

**Ohio Legal Rights Services**

8 East Long Street  
Columbus, Ohio 432215-2999  
Phone: 614-466-7264 or 1-800-282-9181

**State of Ohio Dept. of Mental Health**

30 East Broad Street, 11th Floor  
Columbus, Ohio 43266-0414  
Phone: 614-466-2596

**Alcohol & Drug Addiction Services Board of  
Lorain County**

4950 Oberlin Avenue  
Lorain, Ohio 44053  
Phone: 440-282-9920

You do not have to file a complaint immediately. You have the option at anytime to file a complaint. A copy of the agency's Client Rights Policy and Grievance Procedure is posted at each facility where services are provided. If you have any questions about this process, please contact the Client Rights Officer at The Nord Center or ask your healthcare provider.

## Advanced Directives

“Advanced Directive” is a generic term for any legal document that tells others what a person's treatment preferences are. Advanced directives are directions for others to follow that are made in advance of an illness or injury.

There are two types of Advanced Directives for mental health in Ohio. The first type, **Declaration for Mental Health Treatment**, allows you to name a person to act on your behalf to make health care decisions for you if you become unable to make them for yourself. It may only be used for mental health and may not be revoked if you have lost the capacity to make decisions. The second type, **Durable Power of Attorney for Health Care**, allows you to name a person to act on your behalf to make health care decisions for you if you become unable to make them yourself. It may be used for both physical and mental health and may be revoked at any time, even if you have lost the capacity to make decisions.

To learn more about Advanced Directives, please contact your Nord Center Case Manager, Counselor or Client Rights Officer.

## Smoking Regulations

This is a smoke-free facility. For the safety and convenience of others, smoking is permitted only in designated areas in front of ESS. Smoking is not permitted in front of the main entrance. Also, smoking is not permitted in Nord Center cars or vans.

## Attendance

It is your responsibility to come to every scheduled appointment and to arrive on time. If you are unable to keep an appointment, please call (440) 204-4224 as far in advance as possible of your appointment to reschedule. This will enable us to provide an appointment to another person who may be waiting to access the services of The Nord Center.

## Safety Procedures

The safety of people working and attending the programs offered by The Nord Center is very important to us. For that reason, The Nord Center conducts practice safety drills so staff members are aware of what to do in emergency situations. Staff will assist you in case of an emergency. Safety coordinators are identified by orange hats and safety equipment. If at any time you have any concerns or questions regarding safety, please speak with your clinician, reception desk staff or one of our volunteers. Please take time to familiarize yourself with the emergency exits in the building.



## Fire Alarm

If you detect smoke or fire anywhere in the building:

- Pull the nearest fire alarm (located at each stairway or exit)
- Evacuate in a calm and orderly manner.
- DO NOT attempt to control or extinguish the fire yourself
- DO NOT use the elevator
- DO NOT return to the building unless directed to do so
- Upon entering the parking lot, please remain behind the yellow lines unless directed otherwise
- If you are confined to a wheelchair and are unable to reach an exit without using an elevator, proceed to a point away from the fire, preferably the nearest stairwell located next to or just around the corner from the elevator

## Tornado/High Wind/Natural Disasters

### **Upon notification, the following announcement will be heard:**

*The Nord Center has been notified by the National Weather Service that they have issued a Tornado Warning (or High Wind Warning) for this immediate area. You are asked to move to an area of safety on the FIRST FLOOR away from outside windows. Safety areas include: bathrooms, internal group rooms, and internal corridors.*

In the event the phone paging system is not working, Nord Center associates will do word-of-mouth passing of information. In the event of an evacuation, move in a quick, yet calm and orderly manner. DO NOT use the elevator. Sit or lie on the floor and cover your head with your hands. If you are confined to a wheelchair and are unable to reach an exit without using an elevator, proceed to a point away from the outside windows, preferably the nearest stairwell located next to or just around the corner from the elevator.

## Safety Closing of the Facility



If a decision is made to close the Center for safety or snow emergencies, the instant emergency iAlert system which is operated by WKYC-TV Channel 3 and NEWSRADIO WTAM 1100 will be notified of our closing. Please listen to the appropriate AM radio stations or watch for a closing announcement on the appropriate TV stations.

## List of Observed Holidays

The Center will be closed on the following holidays:

- New Year's Day
- Martin Luther King Day
- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving
- ½ day Christmas Eve
- Christmas Day

When a holiday occurs on Saturday, the Friday before will be observed.

When a holiday occurs on Sunday, the Monday following will be observed.

## Medical Emergencies

If you are injured at anytime while you are at The Nord Center, please notify staff immediately. Even if you feel the injury is small, be sure to notify staff. Should you see someone else who has been injured at the Center, please do not attempt to administer aid. Immediately notify staff. Should you witness an emotional outburst of any kind while at the Center, notify staff immediately. Please do not try to ease the situation yourself.

## Mission Statement

The Nord Center provides comprehensive, behavioral healthcare services that are culturally competent and evidenced-based, and that promote recovery, dignity, and well being for our clients, their families and the community we serve.



Main Office

**Main Office**

6140 South Broadway  
Lorain, OH 44053  
Phone: 440.233.7232  
1.866.888.NORD(6673)

**Residential Services/  
Housing Services Program**

3150 Clifton Avenue  
Lorain, OH 44055  
Phone: 440.233.7232

**Emergency Stabilization  
Rape Crisis Services**

Emergency Crisis Line  
1.800.888.6161  
(24 hrs a day, 7 days a week)

**Elyria Counseling Office**

992 North Abbe Road  
Elyria, OH 44035  
Phone: 440.366.5262

**Vocational Services**

3150 Clifton Avenue  
Lorain, OH 44055  
Phone: 440.204.4339



# The Nord Center

Comprehensive Behavioral Healthcare

THE NORD CENTER IS CERTIFIED BY:

The Ohio Department of Mental Health

The Ohio Department of Alcohol and Drug Addiction Services

The Ohio Department of Health

Commission on Accreditation for Rehabilitation Facilities



**Emergency Hotline: 1.800.888.6161**

**[www.nordcenter.org](http://www.nordcenter.org)**

**[www.networkofcare.org](http://www.networkofcare.org)**