



The Blick Center
Enhancing Lives

**ORIENTATION
GUIDE**

The Blick Center Core Values

Building Better

Lives with

Integrity,

Commitment &

Kindness



A Message From Our Executive Director



Welcome to The Blick Center

We currently provide clinical outpatient, residential and day program services to more than 1,800 people each year. The Blick Center has been a trusted resource for individuals, families, and the community for over 50 years.

Our priority is to help you reach your full potential by providing supportive services and resources for developmental, behavioral, physical, substance use, and/or mental health conditions.

I hope you will find this orientation guide helpful, as it contains important information for you. If you need assistance in understanding this information, our staff will be happy to help you.

Thank you for choosing The Blick Center.

Sincerely,

Laura Pletcher, LISW-S
Executive Director

Our goal is to be the number one choice for comprehensive services.



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Main Phone Numbers

Main Phone Number: 330-762-5425

Appointments

To determine your eligibility and cost for services, please contact The Blick Center, Intake Department.

Our outpatient appointments are weekdays with some evening availability.

If you know you are going to be late for your appointment, please call ahead. If you are unable to keep your scheduled appointment, please cancel at least 24 hours before your scheduled appointment. If the Center is closed, please leave a message on the general mailbox.

Occasionally, your appointment may need to be changed. Make certain the telephone number and address we have for you is always current so we can let you know in advance of any necessary changes.

To benefit from treatment please attend all scheduled appointments. A pattern of late cancellations and/or no shows may result in discharge.

For more information, please refer to the Appointment Cancellation/No Show Policy Notification received in your Intake Packet.



IMPORTANT GUIDELINES

Use of Tobacco

For the health of our staff and clients, smoking, vaping and the use of tobacco products are prohibited on any Blick Center property. This includes at or near entrances, doors, and parking lots. If you want help to quit smoking, ask your clinician or staff member to refer you to the Center's Medical/Nursing Department.

Alarm System and Emergency Drills

All Blick Center buildings have a fire alarm system. If the fire alarm sounds, we request your full cooperation with our evacuation procedures. Evacuation routes are posted on the wall in every room. First Aid equipment is available to help you.

To ensure your safety, The Blick Center periodically conducts emergency drills (fire, tornado, etc.). Please follow the staff instructions, which may require you to leave the building to a safer area.

Weapons-Free and Drug-Free Facilities

All Blick Center buildings are weapons-free and drug-free facilities. You may not enter the building if you are carrying a weapon or any illegal drugs and/or drug paraphernalia. Any prescribed or over the counter medications that are brought into any program will be secured.

Wheelchairs

For your safety, please ask if you need help getting into or out of a wheelchair, using the restroom doors or using the phone in the lobby for local calls. All of the Blick Center buildings are accessible.

Illness

If you have any signs of illness, please contact your clinician, program supervisor, or the front desk to report your absence.

CLINICAL SERVICES

Behavioral Health Services

This service is designed to help you achieve as much independence and control as possible in all areas of your life. Behavioral Health Services include mental health assessment, counseling, therapy, and consultation for mental health disorders, emotional or behavioral needs, substance abuse, and relationships or adjustment problems. Our clinical staff includes Licensed Independent Social Workers, Licensed Social Workers, Counselors and Marriage and Family Therapists.

Mental Health and Treatment for Drug and Alcohol Use Disorders for Older Adults

This service is designed to support and encourage you with compassionate care, counseling, and a connection to community resources to enhance your quality of wellness. Our services include an Intensive Outpatient Program, Alcohol and Drug Counseling, Mental Health Counseling, Individual and Group Counseling, Case Management, Home Visits and Family Support, and Peer Recovery.

Community Psychiatric Supportive Treatment Services (Case Management)

This mental health service is designed to help you succeed in the community by identifying and assessing needed services and supports to address your mental health and/or substance abuse needs to increase independence.

CLINICAL SERVICES

Occupational Therapy

Occupational Therapists focus on helping individuals across their lifespan to develop and improve skills that enhance daily activities in areas such as self-care, work, play and leisure. Occupational Therapists also focus on arm/hand functioning and sensory processing.

Physical Therapy

Physical Therapists focus on helping individuals across their lifespan to improve mobility and motion, relieve pain and promote the highest level of independence.

Speech and Language Therapy

Speech and Language Pathologists evaluate and treat areas of delayed communication, articulation, social skills, dysphasia (feeding/swallowing) and alternative communication.

Medical Services

Internal Medicine Physicians provide yearly history and physical, sick and wellness exams for adult individuals in our residential program.

Nurses aid in the coordination of medical services for individuals in our residential program and day programs. Annual nursing assessments, health history reviews and health education are available.

Psychiatrists provide evaluation and treatment for adults with mental health conditions and behavioral and/or emotional difficulties.

CLINICAL SERVICES

Money Management

Each person has an individual financial set of circumstances that need to be reviewed and maintained to ensure a healthy and happy living environment, and this program is built to assist and benefit a successful daily life by managing Social Security benefits, wages, and other government programs to ensure that possibility.

College for Living

This program provides opportunities for individuals to have fun in the community with friends and peers. Activities are offered four times a year (Spring, Summer, Fall and Winter). The activities include crafts, dances, bowling, picnics, movies restaurant dining, shopping, train rides, museums, and other activities that can be arranged with community venues that vie the individuals a chance to experience the variety the community as to offer.

The College for Living Program is offered through the Summit County DD Board and coordinated by The Blick Center.

DAY PROGRAMS

Our Day Programs offer activities and therapies according to individual need, ability, and preference. All our programs are guided by a person-centered philosophy and are designed to promote community inclusion and well-being. Vocational habilitation services are offered when desired.

Our programs are staffed by licensed professionals, activity coordinators, vocational specialists, and trained interventionists. The programs receive ongoing support from Blick Center's Clinical Services, including Behavioral Health, Developmental Therapies, and Medical Services.

Referral processes and funding vary depending upon the program. Please contact The Blick Center for specific information regarding eligibility, referral process, and funding at 330-762-5425



DAY PROGRAMS

Adult Day Services (Monday-Friday)

Adult Day Services provide a structured day program designed to engage individuals and support their personal choices, abilities, and well-being. All programs are activity based in consultation with the individuals' interdisciplinary teams. Depending upon an individual's interests, program activities may include vocational support, community volunteering, community leisure activity, independent living skill training, creative expression, or personal leisure activities. Adult Day Service sites are located at 682 W. Market Street and 2641 W. Market Street.

Therapeutic Behavioral Services Day Treatment (Monday-Friday AM and PM sessions)

The Therapeutic Behavioral Services Day Treatment Program (TBS) is a short-term, professionally staffed, structured psychiatric stabilization program consisting of therapeutic groups and activities designed to treat adults with mental health needs. TBS includes services provided by Behavioral Health, Case Management, and Occupational Therapy as needed. The medically supervised program is accessed through referral by a clinician. TBS is located at 2641 W. Market Street.

Intensive Outpatient Program

The Intensive Outpatient Program (IOP) is a professionally staffed treatment program providing psycho-educational group services in addiction education and relapse prevention. The program provides group counseling, individual counseling, case management, and crisis intervention as needed. The Intensive Outpatient Program is located at 640 West Market Street in Akron.

DAY PROGRAMS

Supported Employment

Supported Employment is a paid employment opportunity for individuals with a developmental disorder or mental illness.

Occupational Therapy adapts the job and training strategies to ensure vocational success. Individuals' skills are matched with opportunities at the Blick Center Day Programs, as well as with community employers. Depending upon ability, opportunities may include production and packaging, community recycling, document shredding, receptionist, and janitorial services.

Non-Medical Transportation

Non-Medical Transportation (NMT) at Blick Center provides transportation to and from individuals' homes and their employment or day program site, Monday-Friday. The Blick Center's fleet of passenger vehicles are operated by trained professional drivers and our day programs staff.

Vocational Habilitation

Vocational Habilitation is a DODD waiver service that provides learning and work experiences to help individuals learn the skills that they will need to be successful in an integrated community employment setting. Vocational Habilitation provides training in areas that may include personal care, interactions in an employment setting, self-advocacy, and using travel, as well as experience with a variety of vocational tasks. The service is offered Monday through Friday and is available 8:00 am to 3:00 pm, with a 5-hour period recommended.

RESIDENTIAL SERVICES

Residential Homes

Our residential homes, located throughout Summit County, provide you with an opportunity to live in a home with assistance from caring support staff. Staff provide personalized services based on your interests, need preferences and goals. There are up to four persons living in each home. Many opportunities are provided to learn new skills and enjoy favorite activities. All homes have reliable transportation so you can access the community for social events, shopping, medical appointments, visits with family and friends, etc.

Shared Living Homes

Shared Living provides an opportunity to receive services within a family setting. You will be able to participate in daily activities of community and family life, based on your personal interests. You will have the opportunity to spend time with a provider and get to know them before choosing a home. Your provider will be available to assist you if needed with tasks such as meal planning, laundry, medical appointments and accessing the community for activities. Support staff are available for individualized activities and events.



YOUR CARE AND TREATMENT

Assessment and Evaluation

Your clinician will explain the purpose of each Blick Center assessment and evaluation and will discuss the results with you.

Blick Center Staff

All of our staff who will be working with you are competent and qualified to provide treatment. They are required to comply with a professional code of conduct and ethics.

Our staff receive extensive training and require annual recertifications. The strength of The Blick Center culture is within our Core Values. They include “Building Better Lives with Integrity, Commitment & Kindness.” We strive to uphold these values every day to maintain our highest level of quality of services for you and for our agency.

Our Philosophy of Care

Our philosophy of care is to use evidence-based practices to maximize your growth, development, independence, productivity, well-being, and happiness.

YOUR CARE AND TREATMENT

Transition and/or Discharge Planning

Transition and/or discharge planning will be discussed with you throughout your course of treatment, beginning with your assessment.

Advance Directives

What kind of medical care would you want if you were too ill or hurt to express your wishes? We encourage everyone to talk with their family, legal guardian, Service Support Administrator (SSA) or doctor. Know your options, decide what's right for you and then put it in writing. Once it is in writing, provide us with a copy, if applicable.

If you need more information regarding advance directives please contact your clinician.

Our mission is to support families and enable individuals to increase their independence and to improve the quality of their life.

Your Rights and Responsibilities

You have the right to:

- Be treated at all times with courtesy and respect and will full recognition of your dignity and individuality.
(Be treated nicely at all times and as a person.)
- An appropriate, safe, and sanitary living environment that complies with local, state, and federal standards and recognizes the person's need for privacy and independence.
(Have a clean safe place to live in and a place to be alone.)
- Have food that adequately meets accepted standards of nutrition.
(Have food that is good for you.)
- Practice the religion of your choice or to abstain from the practice of religion.
(Be able to go, if you want, to any church, temple, or mosque.)
- Access appropriate medical or dental treatment.
(Be able to go to a doctor or dentist when you are sick.)
- Access to necessary ancillary services, including, but not limited to, occupational therapy, physical therapy, speech therapy, and behavioral health and other psychological services.
(Be able to have people help you with the way you walk, talk, do things with your hands, act or feel, if you need it.)
- Receive appropriate care and treatment in the least intrusive manner.
(Be able to have people help and teach you if you want.)
- Privacy, including both periods of privacy and places of privacy.
(Be able to have time and a place to go to be by yourself.)
- Communicate freely with persons of your choice in any reasonable manner you choose.
(Be able to call, write letters, or talk to anyone you want about anything you want.)

Your Rights and Responsibilities continued

You have the right to:

- Ownership and use of personal possessions so as to maintain individuality and personal dignity.
(Be able to have your own things and be able to use them.)
- Social interaction with members of either sex whom I choose.
(Be able to have men and women as friends.)
- Access opportunities that enable individuals to develop their full human potential.
(Be able to join in activities and do things that will help you grow to be the best person you can be.)
- Pursue vocational opportunities that will promote and enhance economic independence.
(Be able to work and make money.)
- Be treated equally as citizens under the law.
(Be treated like everyone else.)
- Reasonable protection from physical, sexual, or emotional abuse and inhumane treatment, financial or other exploitation, retaliation, humiliation, and neglect.
(Not be hit, yelled at, cursed at, called names that hurt you, have non-consensual contact with anyone, things stolen from you, or be retaliated against.)
- Participate in appropriate programs of education, training, social development, and habilitation, and in programs of reasonable recreation.
(Be able to learn new things, make friends, have activities to do, and go out in the community.)
- Participate in decisions that affect your life.
(Be able to tell people what you want and be part of making plans or decisions about your life.)

Your Rights and Responsibilities continued

You have the right to:

- Manage your personal financial affairs, based upon individual ability to do so.
(Be able to use your money to pay for things you need and want with help, if you need it.)
- Confidential treatment of all information in your personal and medical records, except to the extent that disclosure or release of records is permitted under state or federal laws and regulations.
(Be able to say “yes” or “no” before people talk about what you do at work or home or look at your file.)
- Voice grievances and recommend changes in policies and services without restraint, interference, coercion, discrimination, or reprisal.
(Be able to complain or ask for changes if you don’t like something without being afraid of getting in trouble.)
- Be free from unnecessary chemical or physical restraints.
(Not be given medicine that you don’t need or held down if you are not hurting yourself or others.)
- Participate in the political process.
(To vote and learn about laws and your community.)
- Refuse to participate in medical, psychological, or other research experiments.
(To say “yes” or “no” to being part of a study or experiment.)

Your Rights and Responsibilities continued

You have the responsibility to:

- Actively participate in treatment by attending scheduled appointments.
- Encourage family participation.
- Be involved and participate in your care by telling us, to the best of your knowledge, about any issues regarding your treatment, medications and any other matters relating to your health and the services you receive.
- Help develop your individual service plan and determine how often it will be reviewed. Discuss treatment outcomes and consequences of not following your service plan with your team.
- Report unexpected changes in your condition to the clinician/ staff member responsible for your care.
- Report changes in address, contact information, and key contacts.
- Be considerate and respect the rights and property of others.
- Provide complete and accurate information about all available payment sources (Insurance, Medicaid, Medicare, etc.).

Our Responsibilities

We have the responsibility to provide:

- Quality Service
- Confidential protection of information
- Prompt and respectful responses
- Understandable explanations of our findings
- Decision-making support
- Integrity, Commitment and Kindness
- A review of client rights at least annually

We have the responsibility to ensure our services are:

- Directed by the needs of those served
- Effective and appropriate
- Sensitive to cultural, gender and age differences
- Valued by those served
- Provided in accessible environments
- Available to other service and educational organizations

Accreditations and Affiliations

Commission on the Accreditation of Rehabilitation Facilities (CARF) International Accreditation for our Therapeutic Behavioral Services (TBS), Adult Day Services (ADS), Community, Housing, Outpatient Treatment, Intensive Outpatient Treatment (IOP), Support Living, Community Psychiatric Supportive Treatment (CPST), and Community Services.



Blick Clinic, Inc. is DBA, "The Blick Center."

Blick is an accredited business with the Better Business Bureau.

Ohio Department of Mental Health certification as a Mental Health Agency.



Ohio Department of Developmental Disabilities certification as a Supported Living Service Provider and as a Medicaid Waiver Service Provider.



Affiliate of



FEEDBACK & SATISFACTION

Feedback

We are interested in your feedback and will ask you at different times to complete a satisfaction survey. You are welcome to ask your clinician or provider for one to fill out at any time. If you're unable to complete one, please ask for assistance.

We also have suggestion boxes in our lobbies. Please feel free to fill out a suggestion card with ideas to help us improve our services.

Satisfaction

The following are just a few of the comments we received in our surveys:

"All the Blick staff that I come in contact with are courteous and professional."

"The clinician is always there when we need her."

"I like Blick very much. I am very happy with the services I get there."

"Blick has changed my life."

"It feels like I'm living in my own home, just like when I was growing up."

"I really like my Day Program; it keeps me focused."

Why Choose The Blick Center?

We've been providing services and enhancing lives in our community since 1969. We have engaging and qualified staff, which we regard as an absolute necessity for our agency in order to be supportive and available to you. We have comprehensive services with multiple locations in the Akron area. The Blick Center is your "one stop shop" for many services.



The Blick Center **Enhancing Lives**

The Blick Center has been helping individuals for nearly 50 years. Serving early childhood, school age and adult individuals with developmental, behavioral, physical, and mental health conditions. Now specializing in mental health and substance abuse treatment for older adults.

Main Office

640 W. Market St., Akron, OH 44303

Blick Center Locations

661 W. Market St., Akron, OH 44303

682 W. Market St., Akron, OH 44303

2641 W. Market St., Fairlawn, OH 44333

6657 Frank Avenue NW Suite 110, North Canton OH 44720

Monday through Friday 8:30 a.m. to 5:00 p.m.
Evening and weekend hours available on request.

Please call us at 330.762.5425 for more information or to schedule an appointment.
For individuals with a hearing impairment, please call our TTY line at 330.762.2284.