



Client Information

Office Hours and Appointment Times:

Telephone: 630.232.1070

Geneva Office

Monday - Thursday 9:00 AM to 9:00 PM
Friday 9:00 AM to 5:00 PM
Saturday by appointment only

St. Charles Office

Monday 9:00 AM to 9:00 PM
Tuesday – Thursday 1:00 PM to 9:00 PM

We do have a play area available for children to use, but the area is not supervised. We request that other arrangements be made for children who are not able to supervise themselves. Please help us by cleaning up the play area after your children have used it.

Therapists:

Our therapists are all Masters' level professionals in the human services field. We also have an intern program with students in Masters' level programs. They receive training and supervision by our licensed staff, and are identified as being in our intern program. Upon request, therapists will be glad to provide you with information about their training and experience.

Services Provided:

TriCity Family Services provides individual, marital and family counseling as well as family-based treatment for eating disorders. Crisis intervention with children and adolescents who are experiencing severe mental health problems is a high priority for us. We offer prevention and early intervention programs for children and adolescents as well as adults. We also offer consultation and education to the community and an employee assistance program for local businesses. Psychiatric evaluation and medicine monitoring services are available to our clients. Group services are provided to single mothers of young children. We are constantly developing new services and identifying needs with our consumers. Please discuss with your therapist any suggestions or questions you may have.

Services Not Provided:

We will refer you to or link you with services we do not provide. Please check with the intake person or your therapist for specific referral sources. Below are listed specific services we are not able to provide:

- Chemical addictions
- Long term medical and case monitoring for adults with severe or chronic mental health issues

- Case Management or specialized services for adults with developmental disabilities
- Legal services including divorce mediation and custody evaluation
- Psychiatric evaluations and medication monitoring are available for TCFS clients only

Use of Alcohol or Drugs:

We request that clients not use any drugs or alcohol, other than those prescribed by a physician, before or during an interview. If we believe a client to be so impaired as to present a danger to themselves or others, we will not conduct an interview and will request that they not leave the agency until a safe method of transportation to their residence is found.

Cancellation Policy:

A scheduled appointment means that time is reserved only for you. It is important to telephone our office as soon as you know you need to change or cancel an appointment. If an appointment is missed or canceled with less than twenty-four hours notice, you will be billed a **\$20** late cancel/no show charge. Health plans do not cover payment for missed appointments; therefore, you will be responsible for payment in full.

Termination of Therapy:

Services may no longer be provided if a client's behavior becomes unsafe towards others, if the client consistently fails to honor the treatment plan, or if we are no longer able to reach the client after several attempts for scheduling purposes. Services may also be stopped if the assigned co-pay is not paid, the balance exceeds that of three times the assigned fee, or if the alternative fee process is not followed.

FOID (Firearm Owners Identification)

The Firearm Concealed and Carry Act, Public Act 098-0063, requires physicians, clinical psychologists and qualified examiners to **notify the Department of Human Services (DHS) within 24 hours** of determining a person is: a clear and present danger to themselves and/or their community"; "developmentally disabled"; or intellectually disabled" as defined in the Firearm Owner's Identification Card (FOID) Act Section 1.1.

TriCity Family Services has designated, through proper signage on our entrance ways, that the agency is a gun and weapon free zone. As such, we respectfully request that you refrain from carrying any gun or weapon onto agency property. If you are found to have a gun or weapon on the property, you will be asked to leave the building and safely store your gun or weapon in your vehicle before returning to the building.

If you have any questions, concerns or would like to report a person, please follow this link to the Illinois FOID Mental Health Reporting System website <https://foid.dhs.illinois.gov/foidpublic/foid/> Direct questions may be forwarded to DHS.FOID@Illinois.gov.